

Overview

This standard covers the skills and knowledge needed to serve on a specialist food retail counter.

You will need to understand how to and show you can serve on a delicatessen counter in a way that is customer-focused and complies with health and safety regulations. You will need to understand how to and show you can set up a counter area, assist customers with purchases and maintain the counter area.

This standard is for you if you work in food operations and the associated supply operations and if your job role involves serving on a delicatessen counter providing food products such as meat, cheese or seafood.

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Performance criteria

You must be able to:

Set up a counter area

1. prepare and organise your work area and the tools and equipment you will need so that you can work within health and safety regulations
2. check that the display area is adequate and appropriate for the food products being displayed
3. check that the specified quantities of products and materials are stocked
4. check that stock levels are adequate, free from damage and arranged ready for sale
5. check that all displayed food products comply with company procedures and food safety and hygiene regulations
6. check that food products are labelled and are in line with legal requirements
7. maintain food safe working conditions

Assist customers with purchases

8. provide guidance on storage and usage of food products
9. provide customers with information on the origins of food products
10. provide customer with suitable alternatives when requested items are out of stock
11. advise customers on selecting food products based on dietary needs within the limits of your role
12. weigh out orders according to customer requests
13. determine the weight of products by price
14. respond to customer complaints within the limits of your authority

Maintain the counter area

15. carry out work safely in line with health and safety requirements
16. check that food products are not displayed beyond their sell by date
17. carry out the appropriate procedures if expired products are found
18. follow the required procedures for stock rotation
19. take action when stocks have run out
20. check that food products are stored at the proper temperature and environment

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Knowledge and understanding

You need to know and understand:

1. the potential food safety hazards and appropriate control procedures associated with serving on a delicatessen counter
2. how to operate and maintain the service equipment associated with your role
3. how to operate and maintain the tools and equipment associated with your role
4. how to identify products that are ready for sale
5. the shelf life of the products for sale and how to maximise it
6. the difference between sell by and use by dates and why they are important
7. how to prevent and eliminate cross contamination
8. how to weigh out and calculate customer orders
9. how to communicate with customers
10. the procedures for re-stocking food display products
11. how to identify and dispose of waste according to company procedures

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