

UNIT TITLE: OPERATE A FAST FOOD OUTLET		NOMINAL HOURS: 45
UNIT NUMBER: D1.HCA.CL3.05		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required by cooks and chefs to plan and operate production of a fast food outlet in commercial food production environments		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Plan for fast food production</p> <p>1.1 Identify large and small <i>equipment</i> requirements for menu and volume</p> <p>1.2 Identify <i>staff</i> requirements</p> <p>1.3 Plan a <i>menu</i> to meet establishment and client requirements</p> <p>1.4 Plan workflow and production <i>schedules</i></p> <p>1.5 Prepare <i>standard recipes</i> for menu items</p> <p>Element 2: Prepare, cook and hold items for fast food outlet</p> <p>2.1 Use appropriate <i>preparation and cooking methods</i></p> <p>2.2 Use appropriate equipment</p> <p>2.3 Follow <i>food safety requirements</i></p> <p>2.4 <i>Hold menu items</i></p> <p>2.5 <i>Reheat menu items</i></p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to all industry sectors that operate fast food outlets within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Food Production</p> <p><i>Equipment</i> may include:</p> <ul style="list-style-type: none"> • Electric, gas or induction stoves • Steamers, including combination oven, pressure, atmospheric, bamboo • Salamanders • Pressure cookers • Smokers • Grills, including direct, indirect, char, bbq • Ovens, convection ovens, combination ovens • Wok • Tilt pan/bratt pan 	

<p>Element 3: Provide fast food service</p> <p>3.1 <i>Serve and present food items</i> in line with customer volume</p> <p>3.2 Maintain a <i>clean customer service area</i></p> <p>Element 4: Maintain fast food outlet</p> <p>4.1 <i>Clean</i> fast food area in line with establishment and equipment requirements</p> <p>4.2 Undertake <i>stock control and reordering</i> processes</p> <p>4.3 Identify and report maintenance issues to <i>appropriate personnel</i></p> <p>Element 5: Store food items</p> <p>5.1 <i>Store</i> fresh and/or Cryovac items correctly</p> <p>5.2 Prepare and maintain correct <i>thawing</i> of food items</p> <p>5.3 <i>Store</i> fast food products appropriately in correct containers</p> <p>5.4 <i>Label</i> fast food products correctly</p> <p>5.5 Ensure <i>correct conditions</i> are maintained for freshness and quality</p>	<ul style="list-style-type: none"> • Kettles • Deep fry, pressure fryer • Microwave • Food processors • Mixers, mincers • Blenders • Slices, bowl choppers • Hot plates • Rotisseries • Pans and urns • Bain marie • Food warmers <p><i>Staff</i> may include:</p> <ul style="list-style-type: none"> • Full time, part time and casual • Rosters, schedules • Position descriptions • Qualified, unqualified. <p><i>Menu</i> may include:</p> <ul style="list-style-type: none"> • Hot food • Cold food • Drinks • Hot dogs
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- Pizza
- Fish and chips
- Hamburgers
- Fried chicken
- Sandwiches
- Salads
- Sushi
- Souvlaki, doner kebabs
- Noodles and pasta
- Soups
- Ice cream and shakes
- Pies.

Schedules may include:

- Mise en place
- Kitchen section
- Quantities
- Opening hours
- Service periods.

Standard recipes may relate to:

- Presentation standards
- Portion control/yields
- Ingredients lists
- Methods of preparation.

Preparation and cooking methods may include

- Chopping, cutting, peeling
- Braising
- Stewing
- Poaching
- Boiling, simmering
- Steaming, atmospheric and/or pressure
- Roasting, pot roasting
- Baking
- Grilling
- Deep and shallow frying
- Wrapped food, including vine, banana leaf, paper, bark, paper bag
- Microwave
- Thawing
- Blanching.

Food safety requirements may relate to:

- Handling foods
- Cross contamination
- Hold temperatures and times
- Storage of foods
- Recording times and temperatures.

Hold menu items may relate to:

- Temperature and time controls
- Use of appropriate equipment
- Recording information.

Reheat menu items may relate to:

- Temperature and time controls
- Use of appropriate equipment
- Recording information
- Use of appropriate cooking/reheating methods for menu item.

Serve and present food items may relate to:

- Portioning
- Temperature
- Packaging
- Garnish.

Clean customer service area may relate to:

- Free of food scraps
- Free of liquid spills.

Clean may include:

- Sweeping
- Washing
- Sanitising
- Scrubbing

- Frequency of cleaning of equipment
- Signing off cleaning undertaken.

Stock control may relate to:

- Completing stock count on prescribed forms
- Noting items that require reordering.

Reordering may relate to:

- Recording products required on prescribed forms
- Contacting supplier to place order.

Appropriate personnel could include:

- Supervisor
- Duty managers
- Shift managers
- Head office.

Store may include:

- Cool room temperature
- Cool room placement
- Length of time in cool storage
- Freezer temperature
- Length of time in freezer storage
- Storage containers before assembly
- Storage containers after assembly
- Dietary and cultural styles/flavours

- Labelled
- Freshness, quality and presentation
- Temperature and humidity.

Thawing may relate to:

- Enterprise and local authority requirements
- Handling and cool room placement
- Changing containers.

Label must include:

- Date
- Item name
- Handler name
- Time, temperature, storage.

Correct conditions should include:

- Temperature and humidity
- Stock rotation
- Reporting faults
- Changing containers.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Knowledge of a range of basic cooking skills for fast foods, including a selection as appropriate to the menu:
 - hot plate

- reheating
- microwaving
- baking
- roasting
- boiling
- char-grilling, barbeque
- Ability to apply the principles and practices of personal and food hygiene
- Ability to apply safe work practices as required by occupational health and safety legislation and guidelines
- Demonstrate customer service and communication skills
- Knowledge of the range of food offered
- Knowledge of waste minimisation techniques and environmental considerations in relation to the operation of a fast food outlet.

Linkages To Other Units

- Comply with workplace hygiene procedures
- Implement occupational health and safety procedures
- Prepare and store food
- Work effectively with colleagues and customers
- Maintain strategies for safe food storage
- Present and display food products
- Apply basic techniques of commercial cookery
- Prepare a variety of sandwiches
- Prepare stock and sauces

- Prepare soups
- Prepare vegetables, eggs and farinaceous dishes
- Identify and prepare various meats
- Prepare and cook poultry and game meats
- Prepare and cook seafood.

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrate ability to apply safe and hygienic handling of products
- Demonstrate ability to appropriately portion control products
- Complementary presentation and garnish
- Terminology
- Safe food handling
- Demonstrate ability to store fast food items to industry and enterprise standards
- Demonstrated ability to plan the set up of an identified fast food outlet, including:
 - Selection of menu items
 - Identification of equipment requirements
 - Propose staffing requirements to meet operational needs and workflows
- Demonstrate ability to apply the correct cooking, holding and reheating methods to the menu items
- Demonstrate ability to maintain the cleanliness and hygienic standards required of a fast food outlet
- Demonstrate correct knife skills, use of equipment and utensils
- Demonstrate creative and artistic skills in preparation, decoration and display of appetisers and salads.

Context of Assessment

This unit may be assessed on or off the job:

- Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individuals work area or area of responsibility
- Demonstration of skills on more than one occasion
- Preparation and display of various fast food items within typical workplace conditions and timeframes.

Resource Implications

Training and assessment must include access and use to a fully equipped commercial kitchen/fast food outlet, use of real ingredients and service equipment; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work
- Sampling of dishes prepared by the student.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

	Key Competencies	Level	Examples
	Collecting, organising and analysing information	2	Determine requirements of standard recipes and/or menu requirements; collect equipment, commodities and ingredients; read menus, recipes and task sheets; select and obtain commodities; organise ingredients and task sheets
	Communicating ideas and information	2	Share information with other kitchen, floor service staff; read recipes, menus, instructions and orders
	Planning and organising activities	3	Work within time restraints in a logical sequence; plan logical and efficient sequencing and timing of tasks; plan venue layout and workflows
	Working with others and in teams	3	Work cooperatively with other team members
	Using mathematical ideas and techniques	1	Calculate portions, weigh and measure quantities against standard recipes and/or menu requirements
	Solving problems	2	Identify and correct problems in preparing and producing products, such as ingredient quality and equipment failure
	Using technology	1	Use mechanical kitchen equipment, including weighing equipment