

<b>UNIT TITLE:</b> RECEIVE AND STORE KITCHEN SUPPLIES AND FOOD STOCK		<b>NOMINAL HOURS:</b> 15
<b>UNIT NUMBER:</b> D1.HRS.CL1.16		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to receive and store food and non-food deliveries into the kitchen area of a food establishment and process the items that have been delivered and stored according to accepted stock handling procedures		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Accept deliveries</b></p> <p>1.1 Identify <i>kitchen supplies and food stock</i> to be delivered into the premises</p> <p>1.2 <i>Inspect and verify</i> deliveries received</p> <p>1.3 Record <i>variations and deficiencies</i> in deliveries received</p> <p>1.4 <i>Follow-up variations and deficiencies</i> in deliveries received</p> <p>1.5 Complete <i>documentation and record-keeping requirements</i> relating to deliveries received</p> <p>1.6 Maintain the security of items delivered to protect against theft and deterioration</p> <p><b>Element 2: Store supplies and food stock</b></p> <p>2.1 Identify and describe <i>storage requirements and conditions</i> for deliveries of food and non-food items received</p> <p>2.2 Store dry goods</p> <p>2.3 Store refrigerated goods</p> <p>2.4 Store frozen goods</p>	<p><b>Unit Variables</b></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 deliveries only into the food production areas of all types of food outlets within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Food Production</p> <p><i>Kitchen supplies and food stock</i> may include:</p> <ul style="list-style-type: none"> <li>• All types of food and beverage products, including raw and fresh goods, processed goods, dry goods, refrigerated foods and frozen foods, liquor and non-liquor beverages for kitchen use only</li> <li>• Utensils and small equipment</li> <li>• Chemicals and cleaning equipment</li> <li>• Linen and uniforms</li> <li>• Stationery requisites</li> <li>• Packaging.</li> </ul>	

**2.5 Store non-food items**

**Element 3: Maintain storage areas**

**3.1 Clean and tidy storage areas**

**3.2 Identify slow moving items and products approaching their designated 'use by' dates**

**3.3 Control stock levels in accordance with enterprise requirements**

*Inspect and verify* activities may include:

- Visual examination of items to ensure freedom from pests, damage and obvious sensory signs of contamination or spoilage
- Temperature testing
- Confirming quantities, brands, types, sizes, grades, weight, counts, freshness, type of packaging and quality factors
- Checking 'use-by' dates, condition of packaging
- Matching goods received/delivered against:
  - Orders placed with suppliers
  - Purchase specifications that apply
  - Items listed on delivery documentation
- signing delivery documentation.

*Variations and deficiencies* may include:

- Identified differences between orders placed and items supplied, such as over-supply and under-supply
- Identified differences between deliveries supplied and items listed on accompanying documentation, such as over-supply and under-supply
- Identified differences between quality, brands, types, sizes, grades, weight, counts, freshness, packaging and quality factors
- Noting variations in prices charged, and fees and charges levied.

*Follow-up variations and deficiencies* may include:

- Informing nominated internal personnel/department
- Contacting supplier and ordering additional or replacement stock, requesting credit notes and requesting amendments to billing documentation
- Placing alternative orders and securing necessary supplies to meet immediate short-term needs.

*Documentation and record-keeping requirements* may relate to:

- Signing off internal documentation, such as 'Goods Received register' and 'Purchase Orders'
- Completing records, logs and worksheets as required by the enterprise
- Inputting data into internal stock control systems, both manual including bin cards and stock sheets, and computerised systems
- Forwarding delivery documentation to the designated person/department
- Recording stock that has been returned to suppliers, or which has been disposed of otherwise than through normal production methods such as, food that has been thrown out.

*Storage requirements and conditions* may include:

- Dry goods
- Refrigerated foods
- Frozen foods
- Beverages
- Utensils and small equipment
- Chemicals
- Linen and uniforms
- Stationery requisites.

and may include:

- Compliance with the requirements of policies and procedures of the host enterprise and the statutory requirements of the legislation of the host country
- Implementation of food safety plan/program used by the host enterprise
- Storing items in their correct location
- Use of safe manual handling practices

- Stock rotation: first in first out/last in last out (FIFO/LILO)
- Safe and secure transporting of items to storage
- Labelling of stock
- Separation of chemicals from foodstuffs
- Protection of food items from contamination
- Protection of stock from damage
- Security of stock while in storage.

*Clean and tidy* storage areas may include:

- Sweeping and cleaning up spills
- Providing well lit and ventilated stores
- Maintaining a pest and vermin free environment
- Maintaining required temperatures and reporting non-compliance with same to the designated person/department or external service provider
- Regular inspections of stock and facilities
- Removal of used materials, cardboard, cartons, boxes and wrapping
- Maintaining the position of stock items in-line with stock sheets
- Compliance with the requirements of policies and procedures of the host enterprise and the statutory requirements of the legislation of the host country
- Implementation of food safety plan/program used by the host enterprise.

*Control stock levels* may relate to:

- Identifying slow moving stock
- Identifying stock that is approaching its 'use-by' date
- Advising kitchen staff in relation to the need to use/promote nominated items

- Disposing of damaged, out-of-date or unsafe food
- Refusing deliveries of items that are known to be in-store in sufficient quantities
- Participating in stock counts.

#### **Assessment Guide**

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

- The enterprise's policies and procedures in regard to accepting deliveries and storing food and other items
- Principles and practices of safe food handling and storage
- Ability to inspect deliveries and determine their acceptability to a food enterprise
- Ability to complete relevant delivery and stock control documentation
- Ability to clean and maintain food storage areas
- Ability to use safe food handling techniques
- Ability to recognise general food safety hazards in the workplace
- Ability to identify sources of contamination and minimise/eliminate them
- Overview of the relevant legislation in relation to food handling, food storage, chemical storage and general premises food safety
- Knowledge of cleaning and sanitising chemicals and ability to apply techniques and protocols.

#### **Linkages To Other Units**

- Comply with workplace hygiene procedures
- Implement occupational health and safety procedures
- Clean and maintain kitchen equipment and utensils
- Maintain strategies for safe storage of prepared foods.

### **Critical Aspects of Assessment**

Evidence of the following is essential:

- Understanding of the storing and cleaning requirements for the host enterprise
- Demonstrated ability to clean a range of nominated kitchen supplies and food stock storage areas within the food premises
- Demonstrated ability to complete and update kitchen supplies and food stock delivery documentation
- Demonstrated ability to follow-up and rectify variances and deficiencies in stock that has been delivered
- Demonstrated ability to undertake basic stock control
- Demonstrated ability to monitor stock levels
- Demonstrated ability to maintain kitchen supplies and food stock storage areas in a tidy and hygienic condition
- Demonstrated ability to receive kitchen supplies and food stock.

### **Context of Assessment**

Assessment must ensure:

- Actual or simulated workplace application of receiving kitchen supplies and food stock and undertaking storage procedures and processes
- Actual or simulated workplace application of basic stock control procedures.

### **Resource Implications**

Training and assessment to include access to a real or simulated workplace and must include the use of a storage area, real foodstuffs, non-food items, including stock documentation, and chemicals; 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
- Inspection of storage areas
- Examination of stock documentation that has been completed
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work
- Role plays
- Portfolio evidence.

**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*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organising and analysing information	2	Check and complete delivery documentation; reading labels
Communicating ideas and information	1	Deal with delivery drivers, suppliers and establishment staff to advise of delivery-related issue
Planning and organising activities	1	Prioritise food storage requirements and plan for incoming deliveries

	Working with others and in teams	1	Deal with delivery drivers, suppliers and establishment staff to advise of delivery-related issue
	Using mathematical ideas and techniques	2	Verify delivery against documentation
	Solving problems	1	Participate in stock control activities
	Using technology	2	Input data to stock control systems; use manual handling aids