

UNIT TITLE: MONITOR CATERING REVENUE AND COSTS		NOMINAL HOURS: 35
UNIT NUMBER: D1.HFI.CL8.08		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to enable food supervisors and managers to monitor catering revenue and costs by using a system that tracks the performance of a food operation within a food department, outlet or enterprise		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Use financial record keeping technology</p> <p>1.1 <i>Identify and use, where appropriate, computer systems</i> to facilitate implementation of identified purchasing, ordering and financial controls</p> <p>1.2 Identify and obtain, where appropriate, effective and user-friendly <i>software</i> to underpin the initiation and/or use of identified computer systems</p> <p>1.3 <i>Integrate identified catering revenue and cost objectives</i> and requirements into existing financial control systems, where applicable</p> <p>1.4 Enter catering financial data into established control systems</p> <p>1.5 <i>Manipulate catering financial data</i> into established control systems</p> <p>Element 2: Create financial control system</p> <p>2.1 Develop, or confirm an existing, effective financial control system to record and track the performance of the catering department</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 food supervisors and managers monitoring catering revenue and costs by using a food operation performance tracking system within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Food and Beverage Service 2. Food Production <p><i>Identify and use, where appropriate, computer systems</i> will only relate to enterprises and/or departments where such facilities do not already exist</p> <p><i>Software</i> may include:</p> <ul style="list-style-type: none"> • Specialist accounting software and packages • Relevant database programs • System-specific software recommended by system manufacturers. <p><i>Integrate identified catering revenue and cost objectives</i> will only relate to enterprises and/or departments where suitable computer systems and software already exist.</p>	

2.2 Input *financial data* into the catering department computerised control system

Element 3: Create production control system

3.1 Develop, or confirm an existing, effective production control system to record and track the performance of the catering department

3.2 Input *production data* into the catering department computerised control system

Element 4: Respond to the results produced by the established control systems

4.1 *Take action to address expenditure figures* that are deemed unacceptable

4.2 *Take action to address revenue figures* that are deemed unacceptable

4.3 *Negotiate with management* to obtain revised budget figures

Manipulate catering financial data refers to:

- Updating budgets and producing regular updated budgets to reflect current actual versus projected figures and performance
- Generating performance reports, including income statements, labour reports, cost of goods sold, department performance figures and percentages and department profit and loss.

Financial data must include:

- Revenue generated by the department, including cash and credit sales which must address internal sales and external sales
- Cost of goods sold incurred by the department
- Repairs and maintenance, as appropriate, according to internal accounting and allocation procedures
- Replacement of items, as appropriate, according to internal accounting and allocation procedures
- Tracking and recording stock returned to suppliers for credit
- Timely inputting of data.

Production data must include:

- Development of food production controls, including standard recipes, production sheets, quantity and quality criteria and production schedules
- Development of work flows to optimise production efficiency
- Minimising labour costs while maintaining production levels, required food standards and quality
- Tracking sales to enable amendments to production quantities, changes to menu items and reflection of emerging customer demand and preferences
- Monitoring of stock losses, including losses in storage, damaged products that become unfit for sale and product wastage.

Taking action to address expenditure figures may relate to:

- Reducing serve sizes
- Changing suppliers or re-negotiating prices
- Revising or limiting menus
- Using substitutes, including alternative products, pre-prepared and convenience foods
- Reducing labour
- Verifying that only catering department costs are being allocated to the catering department budgets
- Reducing wastage, which may include improving storage and security, enhancing staff training, revising ordering protocols.

Taking action to address revenue figures may relate to:

- Verifying that all catering department sales are being allocated to the catering department budgets
- Increasing selling prices
- Ensuring all legitimate revenue is being secured, including from internal and external sources
- Reducing and/or eliminating discounts, special deals and complimentary items that are being offered
- Enhancing or altering promotional activities.

Negotiating with management may involve:

- Presenting and explaining evidence of trade, operations and performance
- Identifying and explaining circumstances that have caused variances
- Negotiating for revised revenue and expenditure performance targets.

Assessment Guide

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

- The enterprise's policies and procedures in regard to ordering, storing, securing and using stock
- Awareness of the internal enterprise documents used in the monitoring of catering and revenue
- Awareness of the internal and external business environment in which the host enterprise is operating
- The enterprise's policies and procedures in regard to document completion and management, data entry, financial management, stock management and control
- Overview of the relevant legislation in relation to financial reporting, record keeping and taxation for the host country
- Understanding of the basic principles of accounting, record keeping and the production and analysis of financial management reports
- Demonstrated ability to respond effectively to sub-optimal financial outcomes.

Linkages To Other Units

- Access and retrieve computer-based data
- Receive and store kitchen supplies and food stock
- Establish and maintain quality control in food production
- Establish and maintain a business relationship
- Develop and implement a business plan
- Design, prepare and present various types of reports
- Maintain a paper-based filing and retrieval system
- Monitor and maintain a business computer system

- Use common business tools and technology
- Maintain financial standards and records
- Comply with workplace hygiene procedures
- Manage financial performance within a budget
- Prepare and monitor budgets
- Roster staff
- All food production/cooking units, to provide information to assist in the selection of appropriate ingredients/materials and to facilitate in the development of staff rosters and production-related guidelines.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of accounting principles, record keeping requirements and the generation of financial reports
- Demonstrated ability to use an effective financial performance system that reflects the operation and status of the catering department
- Demonstrated ability to investigate the internal and external environment within which a catering department functions
- Demonstrated ability to take effective remedial action to redress financial outcomes that are below expectations/targets.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace application of a newly established or existing system to accurately and effectively monitor the financial performance of the catering department so that immediate remedial action can be taken, where necessary, to bring performance back in-line with budgeted/target indicators.

Resource Implications

Training and assessment must include the use of an actual computerised system and software, together with real or simulated targets, budgets, and trading and operational figures; 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
- Practical exercises in entering and manipulating revenue and expenditure data
- Verbal/written suggestions for addressing nominated industry examples of shortfalls in revenue and costs excesses
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work.

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	Investigate establishment financial requirements and the business environment; identify the computer system, software and operational protocols to be used; develop and interpret operational reports and performance figures

	Communicating ideas and information	2	Discuss and clarify financial performance issues with management; suggest remedial action to address identified variances in performance
	Planning and organising activities	2	Develop work flows, production schedules and operational procedures
	Working with others and in teams	2	Cooperate with staff, management and suppliers to achieve optimal performance results
	Using mathematical ideas and techniques	2	Manipulate financial data; calculate order quantities
	Solving problems	2	Take action to address identified variances in performance
	Using technology	2	Input data into computer systems and use same to generate nominated reports