

UNIT TITLE: ORGANISE FOOD SERVICE OPERATIONS		NOMINAL HOURS: 50
UNIT NUMBER: D1.HCC.CL2.05		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required by cooks and chefs to plan_and organise food service operations in commercial food production environments		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Plan for food service production</p> <p>1.1 Plan menu for <i>specific event/occasion</i> including resources</p> <p>1.2 Determine <i>quantities</i> required for food items as per <i>standard recipes</i></p> <p>1.3 <i>Order</i> products required from suppliers with specifications for products</p> <p>1.4 Prepare production sheets/<i>work schedules</i></p> <p>Element 2: Prepare and produce food items for food service</p> <p>2.1 Identify and plan <i>work flow</i></p> <p>2.2 <i>Communicate with</i> production team</p> <p>Element 3: Set up kitchen for food service</p> <p>3.1 Place <i>personnel</i> ready for service</p> <p>3.2 Allocate <i>equipment</i></p> <p>3.3 Determine <i>service style</i> to suit operation</p> <p>3.4 Determine <i>service flow</i> for service style</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 organise food service within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Food Production.</p> <p>Specific event/occasion may be related to:</p> <ul style="list-style-type: none"> • Festival • Cultural event • Religious event • Ceremonial occasion • Contemporary • Modern. <p><i>Quantities</i> may include:</p> <ul style="list-style-type: none"> • Standard recipes • Yield percentages 	

<p>Element 4: Hold and store products for food service</p> <p>4.1 Use appropriate <i>preparation and cooking methods</i></p> <p>4.2 Use appropriate equipment</p> <p>4.3 Follow <i>food safety requirements</i></p> <p>4.4 <i>Hold menu items</i></p> <p>4.5 <i>Reheat menu items</i></p> <p>4.6 <i>Serve and present food items</i> in line with customer volume</p> <p>Element 5: Store products after food service to maintain quality</p> <p>5.1 <i>Store fresh and/or Cryovac items correctly</i></p> <p>5.2 Change <i>storage</i> containers and trays to enterprise standards</p> <p>5.3 <i>Label</i> Items correctly</p> <p>5.4 Store products in <i>correct conditions</i> to maintain freshness and quality and minimise wastage</p>	<ul style="list-style-type: none"> • Portion numbers • Stock on hand. <p>Standard recipes may relate to:</p> <ul style="list-style-type: none"> • Presentation standards • Portion control/yields • Ingredients lists • Methods of preparation. <p><i>Order</i> may be related to:</p> <ul style="list-style-type: none"> • Quantities • Supplier of meat, poultry, fruit and vegetables • Purchasing specifications • Delivery times • Availability • Seasonality. <p><i>Schedules</i> may include:</p> <ul style="list-style-type: none"> • Mise en place • Kitchen section • Quantities. <p><i>Work flow</i> may be related to:</p> <ul style="list-style-type: none"> • Production days • Prioritised preparation • Storage • Standard recipes.
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Communicate with may relate to:

- Debriefing
- Allocated tasks
- Time limits
- Dish numbers
- Service times
- Special items
- Service styles.

Personnel may be related to:

- Dish, including plate, garnish, clean
- Sequence, plating arrangement.

Equipment may relate to:

- Tables, bench space
- Ladles, spoons, tongs
- Pallet knife, lifters
- Chopping boards
- Trays, wires
- Heat cloths.

Service style should related to:

- Function
- A la carte
- Buffet
- Plated, bowl, tray.

Service flow may include:

- Production line
- Individual
- 50 / 50.

Preparation and cooking methods may include

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

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.

Store may include:

- Cool room temperature
- Cool room placement
- Length of time in cool storage
- Freezer temperature
- Length of time in freezer storage
- Appropriate process followed, such as Cryovac, ice packed.

Storage must include:

- Storage containers before assembly
- Storage containers after assembly
- Dietary and cultural styles/flavours
- Labelled
- Freshness, quality and presentation
- Temperature and humidity.

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 correct method is demonstrated for organising food service
- Ability to identify food products by sight
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- Overview of the relevant legislation in relation to food handling, food storage, chemical storage and general premises food safety
- Ability to demonstrate safe practical skills using equipment/utensils
- Ability to interpret and adhere to enterprise recipes
- Ability to communicate effectively whilst under pressure
- Ability to organise a range of activities/tasks to work sequentially/concurrently.

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.

Critical Aspects of Assessment

Evidence of the following is essential:

- Knowledge of the classifications and characteristics of organising food service and the terminology used
- Demonstrate safe and hygienic handling of products
- Demonstrate ability to hold and store products for a particular occasion
- Demonstrate ability to store various buffet items to industry and enterprise standards
- Knowledge of appropriate portion control and wastage
- Demonstrate complementary presentation, garnishing and techniques

- Demonstrate creative and artistic skills in preparation, decoration of food items
- Demonstrate ability to organise the food service operations for a specified occasion/event including:
 - Planning the menu
 - Determining quantities of food items
 - Planning the work flow prior to and during the occasion/event
 - Communicating with the front of house and back of house work teams
 - Identifying the service style for the event/occasion.

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 individual's work area or area of responsibility
- Demonstration of skills on more than one occasion.

Resource Implications

Training and assessment must include access and use to a fully equipped commercial kitchen, 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 kitchen, floor service staff; read recipes, menus, instructions and orders
Planning and organising activities	3	Work within time constraints in a logical sequence; plan logical and efficient sequencing and timing of tasks
Working with others and in teams	2	Work cooperatively with other team members
Using mathematical ideas and techniques	2	Calculating portions, weighing and measuring quantities against standard recipes and/or menu requirements
Solving problems	2	Identify and correct problems in the preparation and production of products, such as ingredient quality and equipment failure
Using technology	1	Use mechanical kitchen equipment, including weighing equipment