

<b>UNIT TITLE:</b> PREPARE TENDERS FOR CATERING CONTRACTS		<b>NOMINAL HOURS:</b> 35
<b>UNIT NUMBER:</b> D1.HCA.CL3.06		
<b>UNIT DESCRIPTOR:</b> This unit deals with the skills and knowledge required to prepare tenders for catering contracts in a range of settings within the in the hotel industries workplace context		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Identify tender requirements</b></p> <p><b>1.1</b> Clarify key objectives and/or requirements of tender in consultation with management</p> <p><b>1.2</b> Analyse fixed and variable <i>costing elements</i> in consultation with management</p> <p><b>1.3</b> Identify and analyse <i>tendering criteria and conditions</i></p> <p><b>Element 2: Determine ability to meet tender requirements and conditions</b></p> <p><b>2.1</b> Assess ability to provide catering service/s specified in tender</p> <p><b>2.2</b> Assess <i>viability</i> of tendering for the provision of catering service/s</p> <p><b>2.3</b> Identify unique requirements of tender</p> <p><b>Element 3: Estimate costs</b></p> <p><b>3.1</b> Use enterprise <i>rate and/or costing schedules</i> to establish costing</p> <p><b>3.2</b> Confirm availability of labour, equipment, materials and other relevant items according to enterprise requirements</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 all industry sectors that require to prepare tenders for catering contracts within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Food Production</p> <p><i>Costing elements</i> may be related to:</p> <ul style="list-style-type: none"> <li>• Food and beverage requirements</li> <li>• Transportation</li> <li>• Security</li> <li>• Staffing</li> <li>• Venue</li> <li>• Additional components requested by client.</li> </ul> <p>Tendering criteria and conditions may include:</p> <ul style="list-style-type: none"> <li>• Purpose of catering, e.g. In-flight, residential, health establishments, corrective services</li> <li>• Catering requirements, e.g. Lunch, dinner, in-home, light refreshments</li> <li>• Duration of contract specified in tender, e.g.; one-off event, on-going supply</li> <li>• Eligibility for submission of tender.</li> </ul>	

<p><b>Element 4: Prepare submission for management</b></p> <p><b>4.1</b> Outline required resources and capacity within <i>submission</i></p> <p><b>4.2</b> Outline cost estimate within submission</p> <p><b>4.3</b> Outline <i>operational details</i> within submission</p> <p><b>4.4</b> Outline proposed <i>products and outcomes</i> required to meet tender requirements</p>	<p><i>Viability</i> may include:</p> <ul style="list-style-type: none"> <li>• Competitive tendering process</li> <li>• Cost of tendering process</li> <li>• Likely profit</li> <li>• Prospect of winning the tender</li> <li>• Time constraints.</li> </ul> <p>Rate and/or costing schedules may relate to:</p> <ul style="list-style-type: none"> <li>• Labour rates</li> <li>• Standard equipment costs</li> <li>• Standard material costs</li> <li>• Standard service costs</li> <li>• Standard unit costs</li> <li>• Current commodity costs.</li> </ul> <p><i>Submission</i> may include:</p> <ul style="list-style-type: none"> <li>• Written submission</li> <li>• Verbal presentation</li> <li>• Combination of written submission and verbal presentation to management.</li> </ul> <p>Operational details may relate to:</p> <ul style="list-style-type: none"> <li>• Staffing</li> <li>• Transport</li> <li>• Stock control</li> <li>• Security/emergency plan</li> </ul>
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- Facilities management
- Quality.

Products and outcomes may be described in:

- Menus
- Food and beverage specifications
- Service descriptions
- Venue plans, e.g. Décor, decoration, theme.

#### **Assessment Guide**

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

- Ability to identify tender requirements for different types of catering contracts
- Ability to identify tendering criteria and conditions
- Ability to assess ability of enterprise to provide service and viability of tendering
- Ability to identify availability of all necessary resources
- Ability to liaise and provide full details of service provision to management.

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

- Develop conference programs
- Prepare and monitor budgets
- Manage contractual agreements/commitments.

#### **Critical Aspects of Assessment**

Evidence of the following is essential:

- Demonstrated ability to identify factors which impact the planning and development of a tender response

- Demonstrated ability to use enterprise costing schedules to produce a costing estimate
- Demonstrated ability to consider a range of creative options.

### **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 should include practical demonstration of the ability to work with colleagues and customers 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, job role and area of responsibility
- Assessment must include project or work activities that allow the candidate to respond to multiple and varying customer service and communication situations relevant to work area, job role and area of responsibility.

### **Resource Implications**

Training and assessment to include access to a real or simulated workplace and tender documentation, quotation pro-formas, unit prices of equipment, materials and labour; 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:

- Case studies
- Observation of practical candidate performance
- Oral and written questions
- Portfolio evidence
- Problem solving
- Role plays

- 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*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organising and analysing information	2	Analyse tender documentation to identify specific requirements and appropriate enterprise response
Communicating ideas and information	2	Conduct presentations for management
Planning and organising activities	2	Identify the most appropriate way to respond to the tender
Working with others and in teams	2	Work with relevant parties to prepare costing estimates
Using mathematical ideas and techniques	2	Prepare costing estimates
Solving problems	2	Apply conflict resolution and communication skills to resolve conflict and/or misunderstandings
Using technology	-	