Unit Title:	**Help customers to choose delicatessen products in a retail environment**
OCR unit number:	39
Sector unit number:	C.54
Level:	2
Credit value:	3
Guided learning hours:	15
Unit reference number:	T/503/5718

Unit purpose and aim

This unit assesses the occupational competence of individuals who work on a delicatessen counter and who are responsible for helping customers to choose products from the counter.

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1 Be able to find out what customers are looking for at the delicatessen counter	1.1 communicate with customers at the delicatessen counter in ways that: • attempt to establish a rapport with them • find out what they are looking for
2 Be able to suggest delicatessen products that meet customer needs	2.1 match delicatessen products as closely as possible to customers' stated requirements, from the products available 2.2 suggest, politely, possible alternative portion sizes or products when customer requests for delicatessen products are impractical 2.3 provide customers with information about delicatessen products that is factually correct 2.4 explain the differences between delicatessen products in ways that attempt to help customers to choose the products that best meet their requirements 2.5 recommend associated or additional products to the customer at the delicatessen counter

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Assessment

This unit requires workplace assessment of occupational competence. It is internally assessed by centre staff and externally assessed by an OCR External Verifier.

The unit is competence-based. This means that it is linked to the candidate's ability to competently perform a range of tasks associated with their work.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

AC 2.2: 'Politely' means demonstrating respect and consideration for other people through the use of appropriate body language, verbal language, tone of voice (or the sign language equivalent) and facial expressions.

The unit needs to be assessed in line with the relevant Sector Skills Council's (SSC's) Assessment Strategy or Principles. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website (www.skillsmartretail.com).

Assessment conducted by an external/peripatetic assessor must adhere to section 4.2.1 of Skillsmart Retail's '*Retail Qualifications Assessment Principles'*. As such, OCR requires the line manager or the owner/manager to sign and date the bottom of each unit Evidence Record Sheet (ERS) to both confirm their involvement and the candidate's competence. This should be on or prior to the signature and date provided by the assessor.

Evidence requirements

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing programmes of learning.

Guidance on assessment and evidence requirements

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS reference SSR.C278

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

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Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills Standards					
English		**Mathematics**		**ICT**	
Speaking and Listening	✔	Representing	✔	Use ICT systems	
Reading		Analysing	✔	Find and select information	
Writing		Interpreting		Develop, present and communicate information	

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .