Unit Title:	**Provide a counter and takeaway service**
OCR unit number:	60
Sector unit number:	C.44
Level:	1
Credit value:	3
Guided learning hours:	30
Unit reference number:	L/601/5016

Unit purpose and aim

This unit comes from the hospitality and catering sector. It is included as an option within the Retail Skills qualifications for candidates who provide a counter and takeaway service in a retail environment such as a forecourt shop or in-store café.

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1 Be able to serve customers at the counter	1.1 give customers information that meets their needs, and promotes organisations' products and service 1.2 find out what customers require, and if necessary tell them about any waiting time 1.3 process the order promptly 1.4 serve food and drink items at the recommended temperature, using clean, hygienic and undamaged service equipment of the appropriate type 1.5 make sure there are appropriate condiments and accompaniments available for customers
2 Know how to serve customers at the counter	2.1 describe safe and hygienic working practices for serving customers and why these are important 2.2 state why it is important to use separate serving equipment for each food item 2.3 state why portions must be controlled when serving customers 2.4 state why food and drink items must be served at the correct temperature 2.5 state why information given to customers must be accurate 2.6 outline the types of unexpected situations that may occur when serving customers and how to deal with them

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Learning Outcomes	Assessment Criteria
3 Be able to maintain counter and service areas	3.1 keep work area tidy, hygienic and free from rubbish and food debris during service 3.2 maintain enough stock of clean service items 3.3 restock with food and drink items when necessary 3.4 display and store food and drink items in line as required 3.5 clear work area of used and non-required service items at the appropriate times 3.6 dispose of rubbish, used disposable items and food waste as required
4 Know how to maintain counter and service areas	4.1 describe safe and hygienic working practices for clearing and why these are important 4.2 state why food which is prepared first should be served first 4.3 state why counter preparation areas and dining areas must be kept tidy and free from rubbish and food debris throughout the service 4.4 state why waste must be handled and disposed of correctly 4.5 state why a constant stock of service items should be maintained 4.6 state why maintaining food at the correct temperature is important and how this can be ensured 4.7 outline the types of unexpected situations that may occur when clearing away and how to deal with them

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.

This unit should be assessed against People 1st's assessment strategy and evidence requirements which can be found on People 1st's website: www.people1st.co.uk.

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.

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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 PPL1FS4/09

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

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 .