

Title:	Supporting Food Service
Level:	Level 1
Credit value:	2
GLH:	18
Unique Reference Number:	H/652/0494
Sector Subject Area:	14.1 Foundations for Learning and Life
Aim:	The aim of this unit is to provide learners with the knowledge and skills to support food service activities in catering environments. Learners will understand food service procedures, prepare service areas for customers, support food service tasks, and maintain safe and organised service areas during catering activities.
Assessment Type:	Assessment of this unit will be through an internally set and internally assessed portfolio of evidence.
Assessment Guidance:	<p>Assessment decisions for skills-based learning outcomes must be made during the learner's normal work activity.</p> <p>Skills-based assessment must include direct observation as the main source of evidence and must be carried out over an appropriate period of time.</p> <p>Evidence must confirm that the learner can prepare service areas and support food service tasks appropriately.</p> <p>Assessment must reflect realistic catering contexts.</p>

Learning outcomes	
The learner will:	
1.	Understand food service procedures used in catering environments.
Delivery content:	
The aim of this learning outcome is to provide learners with the knowledge and skills to understand food service procedures used in catering environments.	
The learner must:	
1.1 Describe examples of food service procedures used in catering settings.	
1.2 Explain the purpose of service preparation procedures before food service begins.	
1.3 Outline the importance of customer service behaviour during food service.	
2.	Prepare service areas for food service.
Delivery content:	
The aim of this learning outcome is to provide learners with the knowledge and skills to prepare service areas before food service activities.	
The learner must demonstrate how to:	
2.1 Prepare service areas before food service begins.	
2.2 Arrange service equipment ready for food service activities.	
2.3 Prepare tables for customers during catering activities.	

3. Carry out food service tasks during catering activities.

Delivery content:

The aim of this learning outcome is to provide learners with the knowledge and skills to carry out service activities during food service.

The learner must demonstrate how to:

- 3.1 Serve food to customers during catering activities.
- 3.2 Serve drinks during catering service.
- 3.3 Work with others to clear tables during food service.

4. Maintain organised and safe service areas.

Delivery content:

The aim of this learning outcome is to provide learners with the knowledge and skills to maintain safe and organised service areas during catering activities.

The learner must demonstrate how to:

- 4.1 Maintain clean service areas during food service.
- 4.2 Maintain safe movement in service areas when carrying food or equipment.
- 4.3 Maintain organised service equipment during catering activities.

Scope of Training

The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum expected but tutors may include additional areas based on local employment contexts.

Requirements

Procedures:

Definition.

Processes followed when serving food and drinks to customers.

Teaching must include.

Procedures not usually used in the learning context. For example:
 Preparing service areas.
 Serving food to customers.
 Delivering food to tables.
 Clearing tables.

Teaching could include.

Procedures not usually used in the learning context.