

# PPL1FS409

## Provide a counter/takeaway service



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### Overview

This unit is about taking customers' orders and serving food and drink on a counter or takeaway basis. It also covers maintaining the counter and service areas, with items such as trays and utensils, and displaying food and drink items in the correct manner.

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### Performance criteria

*You must be able to:*

#### **Serve customers at the counter**

- P1 give your customers information that meets their needs, and promotes your organisation's products and services
- P2 find out what your customers require, and if necessary tell them about any waiting time
- P3 process the order promptly
- P4 serve food and drink items at the recommended temperature, using clean, hygienic and undamaged service equipment of the appropriate type
- P5 make sure there are appropriate condiments and accompaniments available for your customers

*You must be able to:*

#### **Maintain counter and service areas**

- P6 keep your work area tidy, hygienic and free from rubbish and food debris during service
- P7 maintain enough stocks of clean service items
- P8 restock with food and drink items when necessary
- P9 display and store food and drink items in line as required
- P10 clear the work area of used and un-required service items at the appropriate times
- P11 dispose of rubbish, used disposable items and food waste as required

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### Knowledge and understanding

*You need to know and understand:*

#### **Serve customers at the counter**

- K1 safe and hygienic working practices for serving customers at the counter and why these are important
- K2 why it is important to use separate serving equipment for each food item
- K3 why food and drink items must be served at the correct temperature
- K4 why portions must be controlled when serving customers
- K5 why information given to customers must be accurate
- K6 the types of unexpected situations that may occur when serving customers and how to deal with these

*You need to know and understand:*

#### **Maintain counter and service areas**

- K7 safe and hygienic practices for clearing and why these are important
- K8 why food which is prepared first, should be served first
- K9 why maintaining food at the correct temperature is important and how you can ensure this
- K10 why counter service preparation areas and dining areas must be kept tidy and free from rubbish and food debris throughout service
- K11 why waste must be handled and disposed of correctly
- K12 why a constant stock of service items should be maintained
- K13 the types of unexpected situations that may occur when clearing away and how to deal with these

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### Scope/range

- 1 Customers**
  - 1.1 customers with routine needs
  - 1.2 customers with non-routine needs
- 2 Information**
  - 2.1 items available
  - 2.2 ingredients
  - 2.3 prices, special offers and promotions
- 3 Food and drink items**
  - 3.1 hot food
  - 3.2 cold food
  - 3.3 hot drinks
  - 3.4 cold drinks
- 4 Condiments and accompaniments**
  - 4.1 seasonings
  - 4.2 sugars/sweeteners
  - 4.3 prepared sauces/dressings
- 5 Service items**
  - 5.1 service utensils
  - 5.2 food containers/dispensers
  - 5.3 trays
  - 5.4 crockery
  - 5.5 cutlery
  - 5.6 disposable items

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Developed by	People 1st
Version number	1
Date approved	January 2010
Indicative review date	January 2014
Validity	Current
Status	Original
Originating organisation	People 1st
Original URN	PPL 1FS4
Relevant occupations	Cook; Chef; Kitchen Assistant; Team Member; Crew Member; Arts, Media and Publishing; Librarians and Related Professionals; Crafts, creative arts and design; Quality and Customer Care Managers; Artistic and Literary Occupations; Customer Service Occupations;
Suite	Food Production & Cooking; Hospitality – Food & Beverage Service; Cultural & Heritage Venue Operations;
Key words	counter, takeaway, service; venue;