SELF – ASSESSMENT GUIDE

<table>
<thead>
<tr>
<th>Qualification</th>
<th>FOOD AND BEVERAGE SERVICES NC IV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Units of Competency:</td>
<td>OPERATE A FOOD OUTLET</td>
</tr>
</tbody>
</table>

Instruction:
- Read each of the questions in the left-hand column of the chart.
- Place a check in the appropriate box opposite each question to indicate your answer.

<table>
<thead>
<tr>
<th>Can I?</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Check quantity and quality of products and food items and restocks</td>
<td></td>
<td></td>
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<tr>
<td>where necessary.</td>
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<tr>
<td>• Check mise-en-place in the kitchen to ensure sufficient and</td>
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<tr>
<td>appropriate food items are prepared in order to commence service.</td>
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<tr>
<td>• Check mise-en-place in the service area to ensure completeness,</td>
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<tr>
<td>efficiency and timeliness before service commences.</td>
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<tr>
<td>• Meet ongoing requirements for additional food items at an</td>
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<td></td>
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<tr>
<td>appropriate time.</td>
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<tr>
<td>• Inspect display of service area and food items to ensure</td>
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<tr>
<td>cleanliness, hygiene and attractiveness.</td>
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<tr>
<td>• Check personal presentation and hygiene of staff to ensure</td>
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<tr>
<td>requirements are met and maintained throughout service</td>
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<tr>
<td>• Check mise-en-place and cooking to ensure they are carried out</td>
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<td></td>
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<tr>
<td>in accordance with safety and hygiene requirements.</td>
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<tr>
<td>• Determine customer requirements in terms of speed of service,</td>
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<tr>
<td>quantity, quality, additions and modifications to standard recipes</td>
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<td></td>
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<tr>
<td>and special requirements and met.</td>
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<tr>
<td>• Ensure assistance to customers is provided, where required, in</td>
<td></td>
<td></td>
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<tr>
<td>selection of food items.</td>
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<tr>
<td>• Check operation of equipment to ensure safety and compliance with</td>
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<tr>
<td>manufacturer’s instructions and principles of occupational health</td>
<td></td>
<td></td>
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<tr>
<td>and safety.</td>
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<tr>
<td>• Organize work and, where appropriate, in consultation with other</td>
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<tr>
<td>team members, to ensure that food is prepared or cooked in a</td>
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<tr>
<td>timely manner and ongoing customer service is provided.</td>
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<tr>
<td>• Ensure compliance with principles of food safety during the entire</td>
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<tr>
<td>food production process.</td>
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</tbody>
</table>
- Check portion control to ensure compliance with enterprise standards and in order to minimize waste.

- Check food presentation to ensure attractiveness, absence of drips or spills, and use of appropriate hot or cold storage/presentation equipment.*

- Check storage of food items to ensure compliance with principles and practices of hygiene and food safety.

- Check stock monitoring, accounting and reordering to ensure that they are conducted according to enterprise procedures when required.

- Monitor equipment maintenance to ensure compliance with manufacturer’s instructions.

- Check cleaning of equipment to ensure that it is done where required before, during and after completion of service.

I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.

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<th>Qualification</th>
<th>FOOD AND BEVERAGE SERVICES NC IV</th>
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<tbody>
<tr>
<td>Unit of Competency:</td>
<td>PREPARE TENDERS FOR CATERING CONTRACTS</td>
</tr>
</tbody>
</table>

**Instruction:**
- Read each of the questions in the left-hand column of the chart.
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#### Can I?  
<table>
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<tr>
<th>Can I?</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>• Interpret contents of the tender brief accurately and assesses the organization's capacity to meet stated requirements.</td>
<td></td>
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<tr>
<td>• Identify action required for development of tender submission.</td>
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<td>• Identify fixed and variable costs within the brief</td>
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<td>• Liaise with the customer to clarify requirements where appropriate</td>
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<tr>
<td>• Propose products and outcomes to meet requirements including menus, food and beverage specification, and styles of service, theme and decor.</td>
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<tr>
<td>• Propose operational details including meeting requirements</td>
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<tr>
<td>• Develop accurate costings for all proposed products and services</td>
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<tr>
<td>• Develop options to meet, and where possible, exceed the expectations of the customer.</td>
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<td>• Evaluate possible competitors and develops appropriate strategies to address competitive issues.</td>
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<tr>
<td>• Prepare tender documents within the designated timelines in accordance with the requirements of the brief.</td>
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<tr>
<td>• Present tender documents in a format that maximizes the use of presentation and promotional techniques.</td>
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<tr>
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<tr>
<td>• Evaluate characteristics of the establishment including:</td>
<td></td>
<td></td>
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<tr>
<td>a. Size and nature of organization</td>
<td></td>
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<td>b. “at risk” client groups</td>
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<td>c. layout</td>
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<tr>
<td>d. menu</td>
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<tr>
<td>e. production equipment</td>
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<td>f. facilities</td>
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<tr>
<td>g. re-thermalization and service requirements</td>
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<tr>
<td>• Identify food safety hazards or any particular issues or risk situations.</td>
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<tr>
<td>• Evaluate existing policies, procedures, practices and product specifications and assesses the need for change or enhancement.</td>
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<tr>
<td>• Design a food safety program to suit the characteristics and needs of the enterprise, in consultation with appropriate colleagues and stakeholders.</td>
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<tr>
<td>• Develop food production flow charts</td>
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<tr>
<td>• Identify critical control points in the food production system</td>
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<tr>
<td>• Establish methods of control for critical points and hazards.</td>
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<tr>
<td>• Develop or modify standard operational policies and procedures to support the food safety program, including control procedures, corrective measures and contingency plans</td>
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<tr>
<td>• Develop or modify and records product specifications.</td>
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</table>
- Identify product suppliers and establishes quality assurance specifications.

- Ensure compliance of the food safety program with regulatory requirements and standards.

- Identify training needs and develops a training plan or program based on needs.

- Develop schedule for regular review of the food safety program.

- Communicate food safety programs, policies and procedures to management and colleagues in the workplace.

- Ensure compliance by all colleagues to policies and procedures.

- Establish practical and user-friendly recording system to document food safety performance.

- Communicate product specifications to suppliers and employees and checks compliance.

- Organize appropriate training and mentoring related to the food safety program.

- Identify implementation problems and takes corrective action.

- Monitor operation and results of the food safety program according to schedule and in consultation with colleagues and other stakeholders.

- Review operational policies, procedures and records and identifies changes or additions required.

- Carry out tests and/or measures to validate required safety standards.

- Revise food safety program to incorporate amendments or additions.

- Keep records to track changes to the food safety program and incorporates changes into the production system.

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<tbody>
<tr>
<td>Unit of Competency Covered</td>
<td>PLAN COFFEE SHOP LAYOUT, MENU AND STORAGE (COFFEE SHOP)</td>
</tr>
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**Instruction:**
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<tr>
<th>Can I?</th>
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<tr>
<td>• Develop and select coffee menus taking into consideration profit requirements and target markets.</td>
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<tr>
<td>• Select suppliers and/or roasters and purchases are made according to enterprise requirements, budget and quality.</td>
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<tr>
<td>• Liaise with suppliers/roasters to ensure coffee meets requirements</td>
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<tr>
<td>• Develop and update information on coffee.</td>
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<tr>
<td>• Respond to customer questions related to coffee and espresso coffee service accurately.</td>
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<tr>
<td>• Provide accurate information to colleagues and staff on coffee and coffee service.*</td>
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<tr>
<td>• Evaluate coffee beans to ensure freshness and appropriate oil content.</td>
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<tr>
<td>• Monitor grind to ensure correct size according to blend and/or roast style required.</td>
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<tr>
<td>• Evaluate espresso quality through visual and other sensory evaluation methods.</td>
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<tr>
<td>• Monitor coffee extraction and service according to enterprise practice, ensuring quality and consistency.*</td>
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<tr>
<td>• Diagnose faults and problems in quality.</td>
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<tr>
<td>• Seeks feedback on coffee quality from customers and staff.</td>
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<tr>
<td>• Store coffee appropriately in suitable containers and conditions</td>
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</tbody>
</table>
- Present coffee correctly with suitable accompaniments*

- Assess quality and temperature of milk served.

- Monitor espresso machine and other equipment for efficiency and reliability of operation.

- Monitor temperature and pressure.

- Ensure cleaning and maintenance practices are in place.

- Identify needs for new equipment and/or parts and evaluates options.

- Follow safe practices and procedures in using machines and equipment.

- Schedule service calls and replacement of worn parts at appropriate times.

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