

## SELF – ASSESSMENT GUIDE

Qualification	<b>FOOD AND BEVERAGE SERVICES NC IV</b>	
Units of Competency:	<b>OPERATE A FOOD OUTLET</b>	
<p>Instruction:</p> <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>		
<b>Can I?</b>	<b>YES</b>	<b>NO</b>
• Check quantity and quality of products and food items and restocks where necessary.		
• Check mise-en-place in the kitchen to ensure sufficient and appropriate food items are prepared in order to commence service.		
• Check mise-en-place in the service area to ensure completeness, efficiency and timeliness before service commences.		
• Meet ongoing requirements for additional food items at an appropriate time.		
• Inspect display of service area and food items to ensure cleanliness, hygiene and attractiveness.		
• Check personal presentation and hygiene of staff to ensure requirements are met and maintained throughout service		
• Check mise-en-place and cooking to ensure they are carried out in accordance with safety and hygiene requirements.		
• Determine customer requirements in terms of speed of service, quantity, quality, additions and modifications to standard recipes and special requirements and met.		
• Ensure assistance to customers is provided, where required, in selection of food items.		
• Check operation of equipment to ensure safety and compliance with manufacturer’s instructions and principles of occupational health and safety.		
• Organize work and, where appropriate, in consultation with other team members, to ensure that food is prepared or cooked in a timely manner and ongoing customer service is provided.		
• Ensure compliance with principles of food safety during the entire food production process.		

<ul style="list-style-type: none"> <li>• Check portion control to ensure compliance with enterprise standards and in order to minimize waste.</li> </ul>		
<ul style="list-style-type: none"> <li>• Check food presentation to ensure attractiveness, absence of drips or spills, and use of appropriate hot or cold storage/presentation equipment*</li> </ul>		
<ul style="list-style-type: none"> <li>• Check storage of food items to ensure compliance with principles and practices of hygiene and food safety.</li> </ul>		
<ul style="list-style-type: none"> <li>• Check stock monitoring, accounting and reordering to ensure that they are conducted according to enterprise procedures when required.</li> </ul>		
<ul style="list-style-type: none"> <li>• Monitor equipment maintenance to ensure compliance with manufacturer's instructions.</li> </ul>		
<ul style="list-style-type: none"> <li>• Check cleaning of equipment to ensure that it is done where required before, during and after completion of service.</li> </ul>		
<p>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.</p>		
<p><b>Candidate's Signature:</b></p>	<p><b>Date:</b></p>	

## SELF-ASSESSMENT GUIDE

Qualification	<b>FOOD AND BEVERAGE SERVICES NC IV</b>	
Unit of Competency:	<b>PREPARE TENDERS FOR CATERING CONTRACTS</b>	
<b>Instruction:</b> <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>		
<b>Can I?</b>	<b>YES</b>	<b>NO</b>
• Interpret contents of the tender brief accurately and assesses the organization's capacity to meet stated requirements.		
• Identify action required for development of tender submission.		
• Identify fixed and variable costs within the brief		
• Liaise with the customer to clarify requirements where appropriate		
• Propose products and outcomes to meet requirements including menus, food and beverage specification, and styles of service, theme and decor.		
• Propose operational details including meeting requirements		
• Develop accurate costings for all proposed products and services		
• Develop options to meet, and where possible, exceed the expectations of the customer.		
• Evaluate possible competitors and develops appropriate strategies to address competitive issues.		
• Prepare tender documents within the designated timelines in accordance with the requirements of the brief.		
• Present tender documents in a format that maximizes the use of presentation and promotional techniques.		
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## SELF-ASSESSMENT GUIDE

Qualification :	<b>FOOD AND BEVERAGE SERVICES NC IV</b>	
Unit of Competency:	<b>DEVELOP A FOOD SAFETY PROGRAM</b>	
<b>Instruction:</b> <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>		
<b>Can I?</b>	<b>YES</b>	<b>NO</b>
<ul style="list-style-type: none"> <li>• Evaluate characteristics of the establishment including:               <ol style="list-style-type: none"> <li>a. Size and nature of organization</li> <li>b. “at risk” client groups</li> <li>c. layout</li> <li>d. menu</li> <li>e. production equipment</li> <li>f. facilities</li> <li>g. re-thermalization and service requirements</li> </ol> </li> </ul>		
<ul style="list-style-type: none"> <li>• Identify food safety hazards or any particular issues or risk situations.</li> </ul>		
<ul style="list-style-type: none"> <li>• Evaluate existing policies, procedures, practices and product specifications and assesses the need for change or enhancement.</li> </ul>		
<ul style="list-style-type: none"> <li>• Design a food safety program to suit the characteristics and needs of the enterprise, in consultation with appropriate colleagues and stakeholders.</li> </ul>		
<ul style="list-style-type: none"> <li>• Develop food production flow charts</li> </ul>		
<ul style="list-style-type: none"> <li>• Identify critical control points in the food production system</li> </ul>		
<ul style="list-style-type: none"> <li>• Establish methods of control for critical points and hazards.</li> </ul>		
<ul style="list-style-type: none"> <li>• Develop or modify standard operational policies and procedures to support the food safety program, including control procedures, corrective measures and contingency plans</li> </ul>		
<ul style="list-style-type: none"> <li>• Develop or modify and records product specifications.</li> </ul>		

<ul style="list-style-type: none"> <li>Identify product suppliers and establishes quality assurance specifications.</li> </ul>		
<ul style="list-style-type: none"> <li>Ensure compliance of the food safety program with regulatory requirements and standards</li> </ul>		
<ul style="list-style-type: none"> <li>Identify training needs and develops a training plan or program based on needs.</li> </ul>		
<ul style="list-style-type: none"> <li>Develop schedule for regular review of the food safety program</li> </ul>		
<ul style="list-style-type: none"> <li>Communicate food safety programs, policies and procedures to management and colleagues in the workplace.</li> </ul>		
<ul style="list-style-type: none"> <li>Ensure compliance by all colleagues to policies and procedures</li> </ul>		
<ul style="list-style-type: none"> <li>Establish practical and user-friendly recording system to document food safety performance.</li> </ul>		
<ul style="list-style-type: none"> <li>Communicate product specifications to suppliers and employees and checks compliance.</li> </ul>		
<ul style="list-style-type: none"> <li>Organize appropriate training and mentoring related to the food safety program.</li> </ul>		
<ul style="list-style-type: none"> <li>Identify implementation problems and takes corrective action.</li> </ul>		
<ul style="list-style-type: none"> <li>Monitor operation and results of the food safety program according to schedule and in consultation with colleagues and other stakeholders.</li> </ul>		
<ul style="list-style-type: none"> <li>Review operational policies, procedures and records and identifies changes or additions required.</li> </ul>		
<ul style="list-style-type: none"> <li>Carry out tests and/or measures to validate required safety standards.</li> </ul>		
<ul style="list-style-type: none"> <li>Revise food safety program to incorporate amendments or additions.</li> </ul>		
<ul style="list-style-type: none"> <li>Keep records to track changes to the food safety program and incorporates changes into the production system.</li> </ul>		
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## SELF-ASSESSMENT GUIDE

Qualification	<b>FOOD AND BEVERAGE SERVICES NC IV</b>	
Unit of Competency Covered	<b>PLAN COFFEE SHOP LAYOUT, MENU AND STORAGE (COFFEE SHOP)</b>	
<b>Instruction:</b> <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>		
<b>Can I?</b>	<b>YES</b>	<b>NO</b>
• Develop and select coffee menus taking into consideration profit requirements and target markets.		
• Select suppliers and/or roasters and purchases are made according to enterprise requirements, budget and quality.		
• Liaise with suppliers/roasters to ensure coffee meets requirements		
• Develop and update information on coffee.		
• Respond to customer questions related to coffee and espresso coffee service accurately.		
• Provide accurate information to colleagues and staff on coffee and coffee service.*		
• Evaluate coffee beans to ensure freshness and appropriate oil content.		
• Monitor grind to ensure correct size according to blend and/or roast style required.		
• Evaluate espresso quality through visual and other sensory evaluation methods.		
• Monitor coffee extraction and service according to enterprise practice, ensuring quality and consistency.*		
• Diagnose faults and problems in quality.		
• Seeks feedback on coffee quality from customers and staff.		
• Store coffee appropriately in suitable containers and conditions		

<ul style="list-style-type: none"> <li>• Present coffee correctly with suitable accompaniments*</li> </ul>		
<ul style="list-style-type: none"> <li>• Assess quality and temperature of milk served.</li> </ul>		
<ul style="list-style-type: none"> <li>• Monitor espresso machine and other equipment for efficiency and reliability of operation.</li> </ul>		
<ul style="list-style-type: none"> <li>• Monitor temperature and pressure.</li> </ul>		
<ul style="list-style-type: none"> <li>• Ensure cleaning and maintenance practices are in place.</li> </ul>		
<ul style="list-style-type: none"> <li>• Identify needs for new equipment and/or parts and evaluates options.</li> </ul>		
<ul style="list-style-type: none"> <li>• Follow safe practices and procedures in using machines and equipment.</li> </ul>		
<ul style="list-style-type: none"> <li>• Schedule service calls and replacement of worn parts at appropriate times.</li> </ul>		
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