

Training Package	Retail Services (SIR07)		HSC Requirements and Advice
Unit title	Advise on fast food products		
Unit code	Competency field	Sector	HSC Indicative Hours
SIRRRPK003A	Product Knowledge	Retail	15

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to develop and apply product knowledge to provide advice to customers with regard to fast food products.
Prerequisite units	SIRRFSA001A Apply retail food safety practices
Application of the unit	This unit applies to frontline service personnel. It requires developing product knowledge regarding a variety of fast food products according to store policy and product range and providing advice to customers on products and services.
Employability Skills	The required outcomes described in this unit contain applicable facets of Employability Skills. The <i>Employability Skills Summary</i> of the qualification in which this unit is packaged will assist in identifying Employability Skill requirements.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment	Assessing Employability Skills
<p>Evidence of the following is <u>essential</u>:</p> <ul style="list-style-type: none"> consistently applies store policy and procedures which comply with consumer law and legislative requirements regarding the sale of fast food items consistently applies product information contained in store manuals and manufacturer product labels when providing advice to customers consistently applies store policy and procedures and industry codes of practice in regard to customer service and selling products and services develops, maintains and conveys product knowledge to other staff as required applies detailed, specialised product knowledge to provide accurate advice according to customer requirements. 	<p>Assessment <u>must</u> ensure access to:</p> <ul style="list-style-type: none"> a retail environment sources of product information suitable merchandise relevant documentation, such as store policy and procedures manuals. 	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> observation of performance in the workplace third-party reports from a supervisor customer feedback answers to questions about specific skills and knowledge review of portfolios of evidence and third-party workplace reports of on-the-job performance. <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> SIRRFSA001A Apply retail food safety practices. 	<p>Employability Skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.</p> <p>Employability Skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.</p>

Required Skills and Knowledge		HSC Requirements and Advice
This section describes the essential skills and knowledge and their level, required for this unit.		
<p>The following skills <u>must</u> be assessed as part of this unit:</p> <ul style="list-style-type: none"> • interpreting store and industry manuals and documentation (paper-based or computerised) • interpersonal communication skills to: <ul style="list-style-type: none"> - apply product knowledge by providing information and advice to customers and staff - make recommendations and advise on services through clear and direct communication - ask questions to identify and confirm requirements - use language and concepts appropriate to cultural differences - use and interpret non-verbal communication • researching product information • literacy skills in regard to: <ul style="list-style-type: none"> - reading and understanding product information - reading and understanding store policy and procedures - recording information • numeracy skills in regard to pricing and estimation of quantities. 	<p>The following knowledge <u>must</u> be assessed as part of this unit:</p> <ul style="list-style-type: none"> • store policy and procedures in regard to: <ul style="list-style-type: none"> - the sale of fast food items - quality policy to customers and suppliers - allocated duties and responsibilities - interaction with customers • current fast food services available to customers • specialist product knowledge including: <ul style="list-style-type: none"> - specialised products - corresponding benefits of various products - shelf life and use-by date - storage requirements - ingredients or materials contained in product - features and use of products - corresponding or complementary products and services - stock availability • procedures for taking customer orders • food safety programs • buying and ordering procedures • pricing procedures, including GST requirements • relevant OHS requirements • relevant legislation and statutory requirements • relevant industry codes of practice. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • advise on fast food products and services • complementary products and services • customer buying motives • customer requirements • customer service • customers • develop and convey product and service knowledge • fast food product knowledge/information • fast food products and service range • food safety program • legislative and regulatory requirements • preferences, needs and expectations • pricing structure • product labels • recommend fast food product/service • sources of information • staff • taking and processing customer orders • verbal and non-verbal communication • workplace/company/store policy and procedures.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Identify product range and develop product knowledge	1.1 Develop <i>product knowledge</i> by accessing <i>relevant sources of information</i> .	<p>The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording in the Performance Criteria is detailed below.</p> <p><i>Product knowledge</i> may include:</p> <ul style="list-style-type: none"> • product identification • store cooking methods and recipes • sauces and accompaniments • composition of finished product • quantities required • nutritional aspects • handling and storage. <p><i>Relevant sources of information</i> may include:</p> <ul style="list-style-type: none"> • store or supplier product manuals • videos, DVDs and multimedia • product demonstrations • labels • store tours • internet. 	<p>Learning experiences for the HSC must address:</p> <p><i>NB This unit of competency requires students to develop knowledge in relation to fast food products and services offered by at least one workplace/company/store. Students are required to apply fast food product knowledge and skills and provide advice to a range of customers.</i></p> <p><i>Ideally, this could be undertaken during work placement with students reporting their findings and experience to the class on their return. This will ensure students are made aware of a range of retail environments and the differences in practices between workplaces/companies/stores.</i></p> <p>An awareness of the type of fast food product knowledge employees should be familiar with including:</p> <ul style="list-style-type: none"> • product <ul style="list-style-type: none"> - brand options and varieties - features and benefits - use/application - shelf life/use-by dates - handling requirements - storage requirements - ingredients contained in product (including food additives) - product/ingredient origins - basic production/cookery methods - preparation requirements - basic dietary and nutritional aspects - price - seasonal availability • workplace/company/store <ul style="list-style-type: none"> - stock availability - special offers - corresponding/complementary products and services - procedures for taking orders - payment methods - returns/refunds - hours of operation.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<p>Identification and understanding of a range of fast food products and services available to customers.</p> <p>An awareness of sources of product knowledge information including:</p> <ul style="list-style-type: none"> • the internet • general media • colleagues, supervisor/team leader and/or manager • workplace/company/store policies and procedures • supplier product manuals/guides • product launches/seminars • product profiles • product information booklets/pamphlets • videos • demonstrations • labels • brochures • store tours • industry associations. <p>An awareness of food items likely to be included in a fast food product range.</p> <p>A basic awareness of current legislative and regulatory requirements including:</p> <ul style="list-style-type: none"> • <i>Trade Practices Act 1974</i> (Cth) (as amended) • <i>Fair Trading Act 1987</i> (NSW) (as amended) • industry codes of practice • occupational health and safety (OHS) • food safety. <p>Workplace/company/store policy and procedures in regard to:</p> <ul style="list-style-type: none"> • food safety program • sale of fast food products • quality <ul style="list-style-type: none"> - product - service - presentation - cleanliness • allocated duties and responsibilities • stock availability.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
	1.2 Identify store fast food <i>product range</i> .	<p><i>Product range</i> may include:</p> <ul style="list-style-type: none"> • a particular food area • a variety of fast food products, such as: <ul style="list-style-type: none"> - seafood, fish - coated or battered items - delicatessen goods - sandwiches - hamburgers, meat, poultry - pizzas - drinks - salads - desserts • promotional items. 	
	1.3 Convey <i>product information</i> to <i>other staff members</i> as required.	<p><i>Product information</i> may include:</p> <ul style="list-style-type: none"> • ingredients • simple nutritional information • handling and storage • cooking tips from manufacturer data • price. <p><i>Other staff members</i> may include:</p> <ul style="list-style-type: none"> • new or existing staff • people with varying levels of language and literacy • people from a range of cultural, social and ethnic backgrounds. 	<p>Learning experiences for the HSC must address:</p> <p>Verbal and non-verbal communication skills.</p> <p>Effective verbal communication including:</p> <ul style="list-style-type: none"> • appropriate language • clear voice • audible volume • courteous tone • active listening • asking questions or rephrasing to clarify or confirm understanding.
2 Recommend fast food products	2.1 Apply product knowledge to advise <i>customers</i> on available menu items.	<p><i>Customers</i> may include:</p> <ul style="list-style-type: none"> • new or repeat contacts • external and internal contacts • business customers or individuals • customers with routine or special requests • people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities. 	<p>Learning experiences for the HSC must address:</p> <p>Types of customers including:</p> <ul style="list-style-type: none"> • new or repeat • external and internal • customers with routine or special needs/requests • people from a range of social, cultural and ethnic backgrounds • people with disabilities. <p>Awareness of the importance of effective, positive and efficient customer service.</p> <p>Awareness of customer buying motives including:</p> <ul style="list-style-type: none"> • emotional • rational.

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			<p>Matching the preferences, needs and expectations of customer through:</p> <ul style="list-style-type: none"> • consultative selling • identification of customer needs/needs analysis • building a relationship with the customer • knowing your product or service. <p>An awareness of details that may appear on a product label including:</p> <ul style="list-style-type: none"> • Australian Product Number (APN) • name and address of vendor • description of product • ingredients • nominal weight • use-by date/best before/shelf life • recommended storage procedures • recommended intended use • nutritional information. <p>Workplace/company/store procedures for taking and processing customer order.</p> <p>Workplace/company/store documentation related to the provision of food products and services:</p> <ul style="list-style-type: none"> • paper-based • electronic. <p>Workplace/company/store procedures for:</p> <ul style="list-style-type: none"> • ordering and buying stock • pricing <ul style="list-style-type: none"> - including Goods and Services Tax (GST) requirements • estimation and/or weighing of quantities.
	2.2 Provide product information for customers on request.		
	2.3 Recommend complementary products, specials, new lines and seasonal promotions to customers according to store policy.		

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
3 Advise on fast food services	3.1 Promote, quote on and arrange store <i>food services</i> to meet <i>customer requests</i> according to <i>store policy and procedures</i> .	<p><i>Food services</i> may include:</p> <ul style="list-style-type: none"> • special occasion catering • boardroom catering • food delivery services • cook-to-order services • seasonal promotions. <p><i>Customer requests</i> may vary according to:</p> <ul style="list-style-type: none"> • preferences • health factors • cultural groups • dietary issues • price. <p><i>Store policy and procedures</i> <u>in regard to</u>:</p> <ul style="list-style-type: none"> • selling fast food products and services • interaction with customers • quality assurance • ordering food products • processing customer orders. 	<p>Learning experiences for the HSC must address:</p> <p>Awareness of a range of possible services including:</p> <ul style="list-style-type: none"> • catering • delivery • cook to order • seasonal promotions. <p>An awareness of potential customer requirements including:</p> <ul style="list-style-type: none"> • specific brand • quality • quantity • price range • value for money • usage • convenience • flexibility • special requirements <ul style="list-style-type: none"> - health - nutritional - allergies - cultural.