

# **Entry 3 Skills for Working Life (4807-03)**

**August 2014 Version 1.0**



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August 2014  
Version 1.0

**Assessment recording documents for  
Hospitality Catering & Retail (Units 363-371)**

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## HOSPITALITY, CATERING AND RETAIL E3

Unit no: **363** Unit title: **Introduction to the Hospitality Industry** Credit value: **1**

**Guidance:** For this unit, learners receive a general introduction to the hospitality industry including: food preparation and cooking, food and drinks services, accommodation services and guest services.

Learners will be expected to achieve this unit in an appropriate working context

Learning Outcome: The learner will be able to:

- State the main outlets in the hospitality industry and know the job opportunities within it.

Assessor Initials/Date				

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### Practical evidence

					• Give 2-4 examples of outlets in the hospitality industry
					-
					-
					-
					-
					• State different services offered within the hospitality industry
					• List job roles in the hospitality industry
					• List the job opportunities available in the industry

### Knowledge evidence *(evidence of answers given to be recorded in portfolio)*


	• List examples of where you might find information about outlets in the hospitality industry
	• Describe where you would find job opportunities advertised in the hospitality industry

**DECLARATION** – The Learning Outcome has been achieved by satisfactory performance of all the components listed above

Date of all assessments completed for this unit:

Name of Assessor	Signature of Assessor	Name of Learner	Signature of Learner

## HOSPITALITY, CATERING AND RETAIL E3

Unit no: <b>364</b>		Unit title: <b>Basic Cooking</b>		Credit value: <b>2</b>	
<p><b>Guidance:</b> For this unit, learners are introduced to cooking basic food items and dishes safely and hygienically under supervision. To meet the learning outcome learners need to cook at least two dishes/food items. Any type of food product may be produced.</p>					
<p>Learning Outcome:      The learner will be able to:</p> <ul style="list-style-type: none"> <li>• Cook basic food items and dishes</li> </ul>					
<b>Assessor Initials/Date</b>					
<b>E</b> 					
<b>Practical evidence</b>					
					<ul style="list-style-type: none"> <li>• Decide on at least two different dishes/food items to cook</li> </ul>
					<ul style="list-style-type: none"> <li>• State dishes/food items chosen</li> </ul>
					Dish/food item 1:
					Dish/food item 2:
					<ul style="list-style-type: none"> <li>• Select the correct ingredients for those dishes</li> </ul>
					<ul style="list-style-type: none"> <li>• Select the equipment required</li> </ul>
					<ul style="list-style-type: none"> <li>• Handle the selected equipment safely</li> </ul>
					<ul style="list-style-type: none"> <li>• Handle the selected equipment hygienically</li> </ul>
					<ul style="list-style-type: none"> <li>• Select and state appropriate cooking method for the chosen dish/food item 1</li> </ul>
					<ul style="list-style-type: none"> <li>• Select and state appropriate cooking method for chosen dish/food item 2</li> </ul>
					<ul style="list-style-type: none"> <li>• Cook food items safely</li> </ul>
					<ul style="list-style-type: none"> <li>• Cook food items hygienically</li> </ul>
					<ul style="list-style-type: none"> <li>• Clean work areas safely during and after cooking</li> </ul>
					<ul style="list-style-type: none"> <li>• Clean work areas hygienically during and after cooking</li> </ul>
					<ul style="list-style-type: none"> <li>• Identify what went well</li> </ul>
					<ul style="list-style-type: none"> <li>• Identify what did not go well</li> </ul>
					<ul style="list-style-type: none"> <li>• Suggest improvements that could be made</li> </ul>

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## HOSPITALITY, CATERING AND RETAIL E3

364 Continued...

<b>Knowledge Evidence</b> ( <i>evidence of answers given to be recorded in portfolio</i> )			
		• State three different methods of cooking food items	
		• Give reasons for being hygienic in a cooking area	
		• Give reasons for being safe in a cooking area	
<b>DECLARATION</b> – The Learning Outcome has been achieved by satisfactory performance of all the components listed above			
Date of all assessments completed for this unit:			
Name of Assessor	Signature of Assessor	Name of Learner	Signature of Learner

## HOSPITALITY, CATERING AND RETAIL E3

Unit no: **365**      Unit title: **Guest Services in the hospitality industry**      Credit value: **2**

**Guidance:** For this unit, learners will assist others in cleaning bedrooms, bathrooms/washrooms and communal areas and will be able to refer customer queries to the relevant person.

Learners will be expected to achieve this unit in a guest services context

Learning

The learner will be able to:

Outcomes:

- Work as part of a guest services team
- Be able to communicate with customers

**Assessor  
Initials/Date**

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### Practical evidence

					<ul style="list-style-type: none"> <li>• Identify different guest services</li> </ul>
					<ul style="list-style-type: none"> <li>• Describe some ways to work well as part of a guest services team</li> </ul>
					<ul style="list-style-type: none"> <li>• Follow instructions for the preparation of guest services</li> </ul>
					<ul style="list-style-type: none"> <li>• Follow instructions to transport materials</li> </ul>
					<ul style="list-style-type: none"> <li>• Follow instructions to transport equipment</li> </ul>
					<ul style="list-style-type: none"> <li>• Follow instructions to transport linen</li> </ul>
					<ul style="list-style-type: none"> <li>• Follow instructions to service a public area</li> </ul>
					<ul style="list-style-type: none"> <li>• Follow instructions to service a bedroom</li> </ul>
					<ul style="list-style-type: none"> <li>• Follow instructions to service a bathroom/washroom</li> </ul>
					<ul style="list-style-type: none"> <li>• Respond to customer queries appropriately</li> </ul>
					<ul style="list-style-type: none"> <li>• Refer queries to the correct person</li> </ul>

### Knowledge evidence *(evidence of answers given to be recorded in portfolio)*

	<ul style="list-style-type: none"> <li>• Give a reason for following instructions for servicing guest areas</li> </ul>
	<ul style="list-style-type: none"> <li>• Give a reason for working well as part of a team</li> </ul>
	<ul style="list-style-type: none"> <li>• Give a reason for responding to customer queries politely</li> </ul>
	<ul style="list-style-type: none"> <li>• Give a reason why you may need to refer a query to another person</li> </ul>

Continued...

### HOSPITALITY, CATERING AND RETAIL E3

365 Continued...

<b>DECLARATION</b> – The Learning Outcome has been achieved by satisfactory performance of all the components listed above			
Date of all assessments completed for this unit:			
Name of Assessor	Signature of Assessor	Name of Learner	Signature of Learner

## HOSPITALITY, CATERING AND RETAIL E3

Unit no: **366**      Unit title: **Basic food Preparation**      Credit value: **2**

**Guidance:** For this unit, learners are introduced to preparing food for cold presentation or for cooking safely and hygienically. Any type of food product may be produced

To meet the learning outcome learners need to prepare at least two dishes/food items.

Learning Outcome:      The learner will be able to:

- Prepare food for cold presentation or cooking

Assessor Initials/Date				

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Practical evidence					
					• Decide on at least two different dishes to prepare
					• State dishes chosen
					Dish 1:
					Dish 2:
					• Select the correct ingredients for those dishes
					• Select the equipment required
					• Handle the selected equipment safely
					• Handle the selected equipment hygienically
					• Prepare food for cold presentation/cooking safely
					• Prepare food for cold presentation/cooking hygienically
					• Set aside or store prepared food items according to instructions
					• Clean work areas safely during and after preparation of food
					• Clean work areas hygienically during and after preparation of food
					• Clean equipment safely during and after preparation of food
					• Clean equipment hygienically during and after preparation of food

Continued...




## HOSPITALITY, CATERING AND RETAIL E3

366 Continued...

<b>Knowledge Evidence</b> ( <i>evidence of answers given to be recorded in portfolio</i> )			
	• State two methods of storing non-cooked food		
	• Give reasons for being hygienic in a food preparation area		
	• Give reasons for being safe in a food preparation area		
<b>DECLARATION</b> – The Learning Outcome has been achieved by satisfactory performance of all the components listed above			
Date of all assessments completed for this unit:			
Name of Assessor	Signature of Assessor	Name of Learner	Signature of Learner

## HOSPITALITY, CATERING AND RETAIL E3

Unit no: <b>367</b> Unit title: <b>Serving Food and Drink</b> Credit value: <b>2</b>				
<p><b>Guidance:</b> For this unit, learners are introduced to food and drink service. This involves working with others to serve food and drink, assisting in the preparation/assembly of food and drink and assisting in the safe and hygienic preparation, maintenance and cleaning of service areas.</p> <p>Learners will be expected to achieve this unit in an appropriate work context</p> <p>Learning Outcomes: The learner will be able to:</p> <ul style="list-style-type: none"> <li>• Serve food and drink to customers</li> <li>• Work as part of a food and drink service team</li> </ul>				
<b>Assessor Initials/Date</b>				
<b>E</b> 				
<b>Practical evidence</b>				
				<ul style="list-style-type: none"> <li>• List the stages in serving the customer food and drink</li> </ul>
				<ul style="list-style-type: none"> <li>• Serve drink to customers politely and safely</li> </ul>
				<ul style="list-style-type: none"> <li>• Serve drink to customers hygienically</li> </ul>
				<ul style="list-style-type: none"> <li>• Serve food to customers politely and safely</li> </ul>
				<ul style="list-style-type: none"> <li>• Serve food to customers hygienically</li> </ul>
				<ul style="list-style-type: none"> <li>• Assist with the preparation/assembly of drinks</li> </ul>
				<ul style="list-style-type: none"> <li>• Assist with the preparation/assembly of food</li> </ul>
				<ul style="list-style-type: none"> <li>• Assist with safe preparation of service areas</li> </ul>
				<ul style="list-style-type: none"> <li>• Assist with hygienic preparation of service areas</li> </ul>
				<ul style="list-style-type: none"> <li>• Assist with maintenance of service areas</li> </ul>
				<ul style="list-style-type: none"> <li>• Assist with cleaning of service areas</li> </ul>
<b>Knowledge evidence</b> ( <i>evidence of answers given to be recorded in portfolio</i> )				
				<ul style="list-style-type: none"> <li>• State the importance of safety when serving food and drink to customers</li> </ul>
				<ul style="list-style-type: none"> <li>• State the importance of hygiene when serving food and drink to customers</li> </ul>
				<ul style="list-style-type: none"> <li>• State how to work well as part of a food and drink service team</li> </ul>

Continued.....

## HOSPITALITY, CATERING AND RETAIL E3

367 Continued...

	<ul style="list-style-type: none"><li>• Give reasons why it is important to work well as part of a team</li></ul>		
	<ul style="list-style-type: none"><li>• Give a reason for why service areas should be prepared safely</li></ul>		
	<ul style="list-style-type: none"><li>• Give a reason why service areas should be prepared hygienically</li></ul>		
	<ul style="list-style-type: none"><li>• Give a reason why service areas should be maintained</li></ul>		
	<ul style="list-style-type: none"><li>• Give a reason why service areas should be cleaned</li></ul>		
<b>DECLARATION</b> – The Learning Outcome has been achieved by satisfactory performance of all the components listed above			
Date of all assessments completed for this unit:			
Name of Assessor	Signature of Assessor	Name of Learner	Signature of Learner

## HOSPITALITY, CATERING AND RETAIL E3

Unit no: **368** Unit title: **Customer service in the hospitality industry** Credit value: **2**

**Guidance:** For this unit, learners will learn the importance of good customer service and methods of communicating positively in routine situations. They will be required to present themselves appropriately in order to serve customers.

Learners are expected to achieve this unit in an appropriate work context.

Learning Outcome: The learner will be able to:

- Know the importance of good customer service
- Communicate with customers and know the importance of good personal presentation

**Assessor  
Initials/Date**

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### Practical evidence

					• Select appropriate clothing to demonstrate good personal presentation
					• Present self appropriately to customer
					• Communicate positively with customers in routine situations (verbal)
					• Communicate positively with customers in routine situations (non-verbal)

### Knowledge evidence *(evidence of answers given to be recorded in portfolio)*

					• Give a reason why good customer service is important
					• Give a reason why good personal presentation is important
					• Give examples of good personal presentation
					• State why positive communication is important
					• State examples of good non-verbal communication
					• State examples of poor non-verbal communication

**DECLARATION** – The Learning Outcome has been achieved by satisfactory performance of all the components listed above

Date of all assessments completed for this unit:

Name of Assessor	Signature of Assessor	Name of Learner	Signature of Learner

## HOSPITALITY, CATERING AND RETAIL E3

Unit no: **369** Unit title: **Looking after customers in a retail environment** Credit value: **3**

**Guidance:** This unit is about the learner helping to greet and help a limited number of customers with their enquiries. The learner will be expected to work under close supervision in the retail environment. This may be carried out in a simulated environment.

Learning Outcomes: The Learner will know how to:

1. project positive impression of self/company to customers
2. know how to communicate with customers
3. know how to deal with customer enquires

**Assessor  
Initials/Date**

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### Practical Evidence

					• Dress appropriately
					• Use appropriate and clear language, tone, manner and body language when communicating with customers
					• Identify a range of customer enquiries common to a retailer
					• Respond politely to simple enquiries and check that customer requirements are understood

**Knowledge evidence** (*evidence of answers given to be recorded in portfolio*)


					• State why personal appearance and following a dress code is important to giving a positive impression
					• State how to greet customers in a positive way

**DECLARATION** – The Learning Outcome has been achieved by satisfactory performance of all the components listed above

Date all assessments completed for this unit:

Name of Assessor	Signature of Assessor	Name of Learner	Signature of Learner

## HOSPITALITY, CATERING AND RETAIL E3

Unit no: <b>370</b>	Unit title: <b>Handling stock in a retail environment</b>	Credit value: <b>3</b>
<p><b>Guidance:</b> This unit is about the learner helping to handle a limited range of stock in the store/stockroom and filling up one or more items of stock on display. The learner will be expected to work under close supervision in the retail environment. This may be carried out in a simulated environment.</p>		
Learning Outcomes:	<p>The learner will:</p> <ul style="list-style-type: none"> <li>• know how to unpack and move stock</li> <li>• know how to store stock safely</li> <li>• know how to fill up stock on display</li> </ul>	
<b>Assessor Initials/Date</b>		
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<b>Practical Evidence</b>		
		• Choose and wear personal protective clothing
		• Recognise materials and equipment to be used
		• Unpack items of stock safely
		• Respond to instructions to move goods and materials safely to prevent damage to stock or injury to self or others
		• Put stock into the right storage place safely
		• Contribute to storing items neatly and securely and in correct order
		• Fill up stock on display
		• Contribute to cleaning and tidying of shelves without altering the layout of the display
		• Contribute to positioning items on shelves in the right place and order
		• Clean and store personal protective clothing
		• Wash and dry hands
<b>Knowledge Evidence</b> <i>(evidence of answers given to be recorded in portfolio)</i>		
		• State a reason for unpacking stock safely
		• State a reason for storing stock correctly

Continued.....

## HOSPITALITY, CATERING AND RETAIL E3

370 Continued...

**DECLARATION** – The Learning Outcome has been achieved by satisfactory performance of all the components listed above

Date all assessments completed for this unit:

Name of Assessor	Signature of Assessor	Name of Learner	Signature of Learner


## HOSPITALITY, CATERING AND RETAIL E3

Unit no: **371** Unit title: **Keeping the work area clean, tidy and safe in a retail environment** Credit value: **3**

**Guidance:** This unit is about the learner helping to keep a discrete area of the store clean and tidy and being able to react appropriately in the case of an accident/emergency. The learner will be expected to work under close supervision in the retail environment. This may be carried out in a simulated environment.

Learning Outcomes: The learner will be able to:

- know how to clean work areas
- know how to dispose of waste and rubbish safely
- know how to ask for help in an accident or emergency

Assessor Initials/Date					
					<b>EM</b> 
Practical Evidence					
					• Choose and wear appropriate personal protective clothing and equipment
					• Follow instructions to clean the work area
					• Clean the area as required
					• Dispose of different types of waste and rubbish safely
					• Clean and store personal protective clothing and equipment
					• Wash and dry hands
					• Respond to instructions given by senior staff and the emergency services
					• Identify who to ask for help in case of an emergency or accident
Knowledge Evidence <i>(evidence of answers given to be recorded in portfolio)</i>					
					• State why it is important to keep the work area clean and tidy
					• State the types of accidents and emergencies that may occur in a retail environment

Continued.....



## HOSPITALITY, CATERING AND RETAIL E3

371 Continued...

<b>DECLARATION</b> – The Learning Outcomes have been achieved by satisfactory performance of all the components listed above			
Date all assessments completed for this unit:			
Name of Assessor	Signature of Assessor	Name of Learner	Signature of Learner

## Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on [www.cityandguilds.com](http://www.cityandguilds.com).

**Centre Manual - Supporting Customer Excellence** contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

**Our Quality Assurance Requirements** encompasses all of the relevant requirements of key regulatory documents such as:

- Regulatory Arrangements for the Qualifications and Credit Framework (2008)
- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

**Access to Assessment & Qualifications** provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Qualifications and Credit Framework** : general guidance about the and how qualifications will change, as well as information on the IT systems needed and FAQs
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

## Useful contacts

<b>UK learners</b> <b>General qualification information</b>	T: +44 (0)844 543 0000 E: <b>learnersupport@cityandguilds.com</b>
General qualification information	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413
<b>Centres</b> Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials,	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: <b>centresupport@cityandguilds.com</b>
<b>Single subject qualifications</b> Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: <b>singlesubjects@cityandguilds.com</b>
<b>International awards</b> Results, Entries, Enrolments, Invoices, Missing or late exam	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: <b>intops@cityandguilds.com</b>
<b>Walled Garden</b> Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation,	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: <b>walledgarden@cityandguilds.com</b>
<b>Employer</b> Employer solutions, Mapping, Accreditation, Development Skills,	T: +44 (0)121 503 8993 E: <b>business@cityandguilds.com</b>
<b>Publications</b> Logbooks, Centre documents,	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413

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As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

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## City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0000

F +44 (0)20 7294 2413

[www.cityandguilds.com](http://www.cityandguilds.com)