

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRFM3B – PREPARE & DISPLAY FAST FOOD ITEMS**

Field Of Study : **MERCHANDISING**

What is this course all about?

This unit involves the skills and knowledge required to prepare, cook, arrange and present fast food items within the store. It includes the setting up and maintenance of displays and labelling or pricing stock. It also includes the handling, protection and storage of fast food products for display or sale.

When you have finished this course you should be able to demonstrate your ability to:

Prepare fast food items – WRRFM3B/01

- ❑ Work stations prepared and operated according to legislative requirements and store procedures.
- ❑ Equipment, utensils and implements required identified, maintained and used according to store procedures.
- ❑ Ingredients for items identified and assembled according to standard store recipes.
- ❑ Preparation and handling requirements for individual food items identified according to legislative requirements and store procedures.
- ❑ Products to be sliced/cut identified and sliced/cut according to product and legislative requirements.
- ❑ Food preparation equipment used safely and switched off after use, as required according to legislative requirements and store procedures.
- ❑ Equipment cleaned and stored according to store procedures and legislative requirements.
- ❑ Items to be cooked are identified, prepared and cooked according to legislative requirements and store procedures.
- ❑ Items to be heated identified and placed in, and removed from ovens according to legislative requirements and store procedures.
- ❑ Items to be defrosted identified and prepared according to legislative requirements and store procedures.

Present food/menu items – WRRFM3B/02

- ❑ Food/menu items packaged/plated according to store procedures and legislative requirements.
- ❑ Portion control applied to minimise wastage.
- ❑ Food products placed in/on display units in determined locations as required.
- ❑ Food products displayed to achieve a balanced fully stocked appearance and promote sales.
- ❑ Stock checked for freshness prior to placement on display.
- ❑ Damaged, deteriorated, spoiled or out-of-date stock identified and corrective action taken as required according to store procedures and legislative requirements.
- ❑ Cooked and uncooked products displayed and stored separately to avoid cross contamination according to store policy and legislative requirements.
- ❑ Individual products placed in separate containers/dividers to avoid spoilage;
- ❑ Food product stock range placed to conform with fixtures, ticketing, prices or bar codes;
- ❑ Food product stock rotated according to shelf life, use-by dates, store procedures and legislative requirements;
- ❑ Presentation of food conforms to product handling requirements, techniques and legislative requirements.

Prepare display labels/tickets – WRRFM3B/03

- ❑ Labels/tickets for window, wall or floor displays, display units, or for products prepared according to store policy.
- ❑ Stock is date coded as required.
- ❑ Soiled, damaged, illegible or incorrect labels/tickets identified and corrective action taken.
- ❑ Late mark-downs/reductions identified and ticketed according to store policy.
- ❑ Electronic ticketing equipment used and maintained according to design specifications.
- ❑ Ticketing equipment maintained and stored in a secure location.

Place, arrange and display price labels/tickets – WRRFM3B/04

- ❑ Labels/tickets visible and correctly placed on merchandise to conform with legislative and store requirements.
- ❑ Labels/tickets replaced according to store policy.
- ❑ Correct pricing and clear information maintained on products according to store procedures and legislative requirements.

Maintain food displays – WRRFM3B/05

- ❑ Special promotion areas reset and dismantled.
- ❑ Food/menu items selected for display as required.
- ❑ Products arranged as directed and/or according to layout specifications, load bearing and load limit capacity of fixtures, display or storage units.
- ❑ Unsuitable or out-of-date displays identified, reset and/or removed as directed.
- ❑ Optimum stock levels identified and stock replenished according to store policy.
- ❑ Display areas maintained in a clean and tidy manner.
- ❑ Excess packaging removed from display areas.

Protect food/menu items – WRRFM3B/06

- ❑ Correct handling, storage and display techniques identified and used according to food characteristics and legislative requirements.
- ❑ Food handling implements changed when handling different products according to legislative requirements and store procedures.
- ❑ Implements for handling products identified and used according to legislative requirements and store policy.
- ❑ Medium in which serving equipment is stored, changed regularly to prevent contamination.
- ❑ Products wrapped/packaged to prevent deterioration according to legislative requirements and store procedures.
- ❑ Fragile or expensive stock identified and handled with extra care to prevent damage or deterioration.
- ❑ Correct temperatures for menu items identified and maintained according to legislative requirements and store procedures.
- ❑ Work areas/storage areas/display units maintained and cleaned according to store procedures.
- ❑ Storage/display units regularly checked to ensure products kept at recommended temperatures.
- ❑ Temperature irregularities reported to appropriate people without delay.

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers /Supervisors / Team leaders
- ❑ Sales / Customer Services Staff / Operations Staff

You will have better skills & knowledge and familiarise yourself more in the following areas –

Competency in this unit requires evidence that, you the candidate: -

- ❑ Consistently applies store policy and procedures in the preparation, cooking, arrangement, presentation, handling and storage of fast food items.
- ❑ Consistently applies store policies and procedures in regard to displaying, merchandising, ticketing, pricing and storage of stock;
- ❑ Displays merchandise on fixtures shelves/display areas, in determined locations, in accordance with special manual handling techniques and other safety requirements;
- ❑ Prepares display labels and price tickets for merchandise with regard to store policies and procedures;

Operates, maintains and stores a range of electronic ticketing equipment according to:

- ❑ store policy and procedures
- ❑ industry codes of practice;
- ❑ manufacturers' instructions and design specifications
- ❑ Arranges correct pricing and information on merchandise according to store procedures, industry codes and legislative requirements
- ❑ Identifies damaged, soiled or out of date stock and takes corrective action as required by store procedures;
- ❑ Maintains display areas and replenishes stock as required in accordance with store procedures;
- ❑ Performs correct manual handling, storage and display techniques

Store policies and procedures, in regard to:

- ❑ merchandising, ticketing, pricing and storage of stock;
- ❑ store promotional themes, including advertising, catalogues and special offers;
- ❑ location of display areas;
- ❑ availability and use of display materials;
- ❑ stock rotation;
- ❑ stock replenishment;
- ❑ scheduling for building and rotating displays.
- ❑ correct manual handling techniques for protection of self and merchandise.
- ❑ correct storage procedures for labelling/ticketing equipment and materials.
- ❑ Fast food menu range.
- ❑ Food safety plans.
- ❑ Hazard Analysis and Critical Control Points (HACCP);
- ❑ Shelf life of various products;
- ❑ Placing and arranging fast food items and maintaining display;

- Elements and principles of design and trends in retail design;

Skills in:

- Using and maintaining electronic labelling/ticketing equipment;
- Completing tasks in set time frame;
- reading and interpreting store procedures and guidelines
- weighing and measuring of goods.
- machine or manual preparation of labels/tickets

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- Relevant occupational health and safety legislation/regulations/codes of practice
- Trade Practices and Fair Trading Acts;
- Relevant industry codes of practice
- pricing procedures including Goods and Services Tax (GST) requirements;
- manual handling;
- waste disposal;
- environmental protection;
- industry codes of practice;
- food safety regulations;

What Recognition will you achieve?

Where demonstrated competencies have been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9854-6124 or simply visit our website on www.matrixtraininggroup.com/downloads.php In order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.