

**STATEMENT OF WORK EXPERIENCE/LOGBOOK**

<b>Instructional Programme Code:</b>	50910406 National N Diploma: Hospitality and Catering
<b>SAQA Qualification ID:</b>	90674: National N Diploma, NQF Level 6, 360 credits
<b>SAQA Learning Programme ID:</b>	67039 National N Diploma: Hospitality and Catering NQF Level 6, 360 credits

<b>Learner Details</b>	
<b>Name &amp; Surname:</b>	
<b>ID Number:</b>	

<b>Employer Details</b>	
<b>Company Name:</b>	
<b>Address:</b>	
<b>Supervisor Name:</b>	
<b>Work Telephone:</b>	
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<b>Employer Details</b>	
<b>Company Name:</b>	
<b>Address:</b>	
<b>Supervisor Name:</b>	
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<b>E-Mail:</b>	

<b>Compulsory subjects:</b>
<ul style="list-style-type: none"><li>• Applied Management N6; and</li><li>• Catering: Theory and Practical N6.</li></ul>
<b>Additional:</b>
<ul style="list-style-type: none"><li>• Workplace Competencies</li></ul>

### **Context of and specific resources for assessment**

Assessment must ensure:

- Demonstration of skills within normal operating conditions of a fully equipped commercial kitchen including industry-current equipment
- Industry-realistic ratios of kitchen staff to customers.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate:

- Direct observation of the candidate preparing food
- Inspection of food items prepared by the candidate
- Written or oral questions to assess knowledge of preparation techniques, handling and storage requirements for various food types, hazardous substances and efficient resource use
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.
- direct observation of the individual handling housekeeping requests
- use of role-plays to demonstrate appropriate interpersonal skills in response to requests
- oral or written questioning to assess knowledge of typical housekeeping services and procedures

**Applied Management N6:**

<b>WM-01</b>	<b>Supervising day-to day operations</b>		
	<b>Scope Work Experience</b>	Date	Signature
WA0101	Manage day-to-day finances and maintain accounts		
WA0102	Allocate work activities to kitchen staff according to set standards of the organization and monitor performance		
WA0103	Order supplies, materials, tools and equipment required to run catering operations		
WA0104	Negotiate deals with suppliers to get the best prices and potentially reduce catering business's operating costs		
WA0105	Provide advice and on-going feedback about the employee's performance		
WA0106	Arrange, coordinate and provide training of kitchen staff		
WA0107	Provide monitoring, control and evaluation of preparation and cooking activities		
WA0108	Assist employees in joining relevant union(s)		
WA0109	Handle grievances		
WA0110	Be present to observe disciplinary process in disciplinary hearings		
WA0111	Job Specifications: Outline major and minor responsibilities, the skills, experience and qualifications needed, grade and level of pay, starting date, whether temporary or permanent, and mention of special conditions		
WA0112	Relevant documentation completed related to HR matters		

WA0113	Apply and uphold appropriate legal requirements in ensuring the organisation		
WA0114	Assisting with any admin regarding performance appraisals		
WA0115	Participating in budgeting process		
WA0116	Develop and submit budget inputs to the catering budget		
WA0117	Draft expenditure against the allocated budget		
WA0118	Apply internal control measures in financial matters		
WA0119			
WA0120	Interact respectfully and cooperatively with others who are of a different race, culture, or age, or have different abilities, gender, or sexual orientation.		
WA0121	Demonstrate sensitivity, flexibility, and open-mindedness when dealing with different values, beliefs, perspectives, customs, or opinions.		
WA0122	Apply marketing principles to a product offered in the organisation and draft a plan on how to introduce this product to customers		
WA0123	Exhibit trustworthy behaviour to build successful business relationships		
WA0124	Establish strong and lasting partnerships with business contacts		
	<b>Supporting Evidence</b>	<b>Date</b>	<b>Signature</b>
SE0101	<p><b><u>Source documents:</u></b></p> <ul style="list-style-type: none"> <li>• <b><u>Job Specifications:</u></b> Outline major and minor responsibilities, the skills, experience and qualifications needed, grade and level of pay, starting date, whether temporary or permanent, and mention of special conditions.</li> </ul>		
SE0102	<b><u>Internal:</u></b> circulars and memo's to company employees		

	<b>External:</b> Advertisements that appeared in newspaper, radio or internet		
SE0103	Employment interview: Evidence of arrangements for interview, minutes taken during interview,		
SE0104	<b>Organisation Policies:</b> Ensure that all new employees understand the policies of the organisation- attendance register of induction session about policies – signed register that policies were received for self-study		
SE0105	Performance management agreements		
SE0106	Submission documents		
SE0107	Purchase and supply relevant documentation		
SE0108	Financial source documents (slips, receipts, purchase orders, order forms etc.)		
SE0109	Attendance records and representative lists		
SE0110	Records of grievances, followed procedure and outcomes		
SE0111	Record of charges, handling of evidence, representations and/ or outcomes		
SE0112	Implementation dates and/or records of parties to ensure implementation and administrative process records where there is measurable changes		
<b>WM-02</b>	<b>Front office services</b>		
WA0201	Handle guest requests in a polite and friendly manner according to organisational customer service standards and security procedures		
WA0202	Acknowledge guests by use of name wherever possible.		
WA0203	Confirm and note details of requests made.		

WA0204	Agree with guests on timelines for meeting requests		
WA0205	Locate, deliver and pick up items within agreed timeframes		
WA0206	Set up equipment for guests when appropriate.		
WA0207	Proactively offer information and advice about special services and benefits to guests or clients to ensure maximum take-up of services and profitability of guest's stay.		
WA0208	Check and review daily arrival details prior to guest arrival.		
WA0209			
WA0210	Complete registration procedures according to organisational security requirements.		
WA0211	Prepare front office records and reports		
WA0212	Prepare for and provide effective food and beverage service for multiple service periods		
WA0213	Work with speed and efficiency to deal with numerous service and operational tasks simultaneously		
WA0214	Interact with and positively respond to the diverse demands and requests of multiple customers		
WA0215	Integrate knowledge of: <ul style="list-style-type: none"> <li>• set up, service and end of shift procedures</li> <li>• ordering systems and procedures</li> <li>• key features of food and beverage items on menu</li> </ul>		
	<b>Supporting Evidence</b>	<b>Date</b>	<b>Signature</b>
SE0201	Direct observation of the individual preparing for service, providing		

	service to customers and closing down after service		
SE0202	Direct observation of the individual undertaking specific tasks, such as taking and processing orders, serving food and drink items or clearing tables		
SE0203	Written or oral questioning to assess knowledge of: <ul style="list-style-type: none"> <li>• Set up, service and end of shift procedures</li> <li>• Ordering systems and procedures</li> <li>• Key features of food and beverage items on the menus</li> </ul>		
SE0204	Review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.		
SE0205	Direct observation of the individual handling housekeeping requests		
SE0206	Use of role-plays to demonstrate appropriate interpersonal skills in response to requests		
SE0207	Oral or written questioning to assess knowledge of typical housekeeping services and procedures		

**Catering: Theory and Practical N6.**

<b>WM-01 Preparation for cooking</b>			
<b>Scope Work Experience</b>		Date	Signature
WA0101	Confirm food preparation requirements from recipes, lists or other workplace information.		
WA0102	Identify and select knives and other equipment suited to the food preparation task.		
WA0103	Safely assemble and ensure cleanliness of equipment before use.		
WA0104	Use equipment safely and hygienically according to manufacturer instructions.		
WA0105	Prepare food items using suitable knives to make precision cuts.		
WA0106	Maintain the cleanliness of equipment using appropriate cleaning agents.		
WA0107	Use energy, water and other resources efficiently to reduce negative environmental impacts.		
WA0108	Maintain the condition of equipment and make minor adjustments as required within scope of responsibility.		
WA0109	Recognise and report on unsafe or faulty equipment or rectify according to level of individual responsibility.		
<b>Supporting Evidence</b>		Date	Signature
Evidence of the ability to:			
SE0101	Safely use equipment to prepare food, including commercial: <ul style="list-style-type: none"> <li>• blenders</li> <li>• food processors</li> </ul>		



	<ul style="list-style-type: none"> <li>• mixers</li> <li>• graters</li> <li>• knife sharpening equipment</li> <li>• knives, cleavers and utensils:</li> <li>• butcher and boning knives</li> <li>• butter spreading knives</li> <li>• filleting knives</li> <li>• vegetable peeler or knives, slicers</li> <li>• measures</li> <li>• scales</li> <li>• thermometers</li> <li>• whisks</li> </ul> <p>Make precision cuts on a range of food items</p> <p>Use equipment to prepare a range of foods, including:</p> <ul style="list-style-type: none"> <li>• dairy products</li> <li>• dough</li> <li>• dry goods</li> <li>• fruit</li> <li>• general food items:</li> <li>• batters</li> <li>• coatings</li> <li>• condiments and flavourings</li> <li>• garnishes</li> <li>• sauces</li> <li>• meat</li> <li>• pastry</li> <li>• poultry</li> <li>• seafood</li> <li>• vegetables</li> </ul> <p>Complete food preparation tasks within commercial time constraints</p> <p>Integrate knowledge of:</p> <p>Food safety practices for handling and storing different food</p>		
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	types.		
<b>WM-02</b>	<b>Prepare simple dishes</b>		
	<b>Scope Work Experience</b>	Date	Signature
WA0201	Check quantities and quality of food items and restock where necessary.		
WA0202	Complete food preparation prior to service.		
WA0203	Prepare food.		
WA0204	Select and use equipment safely and hygienically according to manufacturer instructions.		
WA0205	Use appropriate cookery methods for dishes.		
WA0206	Re-heat pre-prepared foods at correct temperature for required length of time.		
WA0207	Prepare dishes with appropriate speed and timing.		
WA0208	Use portion control to maximise profitability and minimise waste.		
WA0209	Present and store food.		
WA0210	Present food according to organisational guidelines.		
WA0211	Display and store food in appropriate environmental conditions		
WA0212	Check quantities and quality of food items and restock where necessary.		
	<b>Supporting Evidence</b> Evidence of the ability to:	Date	Signature
SE0101	Direct observation of the individual using equipment to		

	prepare food		
SE0102	Written or oral questioning to assess knowledge of equipment, cutting techniques and safety considerations		
SE0103	Review of portfolios of evidence and third party workplace reports of on the job performance by the individual.		
<b>WM-03</b>	<b>Prepare seafood dishes</b>		
	<b>Scope Work Experience</b>	Date	Signature
WA0301	Confirm food production requirements from food preparation list and standard recipes.		
WA0302	Calculate ingredient amounts according to requirements.		
WA0303	Identify and select seafood products and other ingredients from stores according to recipe, quality, freshness and stock rotation requirements.		
WA0304	Thaw frozen seafood safely.		
WA0305	Sort and assemble ingredients according food production sequencing.		
WA0306	Weigh and measure ingredients and create portions according to recipe.		
WA0307	Use seafood preparation techniques according to recipe.		
WA0308	Prepare seafood accompaniments and add sauces as required.		
WA0309	Follow standard recipes and make food quality adjustments within scope of responsibility.		
WA0310	Portion and serve fish and shellfish according to recipe requirements.		

WA0311	Add sauces and garnishes according to standard recipes.		
WA0312	Visually evaluate dish and adjust presentation.		
WA0313	Store dishes in appropriate environmental conditions.		
	<b>Supporting Evidence</b> Evidence of the ability to:	Date	Signature
SE0301	<p>Produce seafood dishes using:</p> <ul style="list-style-type: none"> <li>• Fish</li> <li>• Shellfish – molluscs and crustaceans</li> </ul> <p>Use seafood preparation techniques, including:</p> <ul style="list-style-type: none"> <li>• Cleaning</li> <li>• Gutting</li> <li>• Filleting</li> </ul> <p>Follow standard recipes to prepare multiple seafood dishes using a range of cookery methods including:</p> <ul style="list-style-type: none"> <li>• Baking</li> <li>• Frying</li> <li>• Grilling</li> <li>• Steaming</li> </ul>		
SE0302	Produce food for multiple customers within commercial time constraints		
SE0303	Demonstrate knowledge of seafood classifications		
	<p>Integrate knowledge of:</p> <ul style="list-style-type: none"> <li>• Quality indicators for seafood</li> <li>• Cookery methods for different varieties of seafood</li> </ul>		

	<ul style="list-style-type: none"> <li>• Features, functions and safe use of food preparation equipment</li> <li>• Food safety practices for handling and storing seafood.</li> </ul>		
<b>WM-04</b>	<b>Produce and serve food for buffets</b>		
	<b>Scope Work Experience</b>	Date	Signature
WA0401	Confirm food production requirements from food preparation list and standard recipes.		
WA0402	Calculate the required quantities of buffet food and ingredients according to expected customer traffic.		
WA0403	Use appropriate cookery methods and standard recipes to prepare foods for buffets.		
WA0404	Glaze buffet items to acceptable organisational standards.		
WA0405	Produce sauces and garnishes suitable for buffet food items.		
WA0406	Produce or obtain appropriate buffet showpieces and decorations.		
WA0407	Use organisational buffet display plans to determine the layout of buffet.		
WA0408	Arrange and present food items attractively without drips or spills to maximise appeal.		
WA0409	Display hot and cold buffet food in appropriate service ware at a safe temperature to avoid food hazards.		
WA0410	Serve, replenish and store buffet foods.		
WA0411	Serve food according to organisational standards.		

WA0412	Follow organisational food safety procedures for displaying and serving hot and cold buffet foods to avoid food contamination.		
WA0413	Use portion control to minimise wastage and maximise profit.		
WA0414	Replenish buffet items throughout the service period to meet customer traffic requirements.		
WA0415	Store buffet items in appropriate environmental conditions before and after the buffet service period.		
<b>Supporting Evidence</b> Evidence of the ability to:		Date	Signature
SE0401	Cook a variety of buffet foods according to standard recipes and present, serve and replenish them throughout multiple buffet service periods		
SE0402	Produce a quantity of buffet dishes and items that are consistent in quality, size, shape and appearance for each buffet service period		
SE0403	Integrate knowledge of: <ul style="list-style-type: none"> <li>• Suitable types of foods and dishes for buffets</li> <li>• Food safety procedures for displaying and serving hot and cold buffet foods</li> <li>• Appropriate portion sizes for buffet items</li> </ul>		
SE0404	Produce buffet foods within commercial time constraints.		
<b>WM-05</b>	<b>Prepare food to meet special dietary requirements</b>		
	<b>Scope Work Experience</b>	Date	Signature

WA0501	Confirm the dietary and cultural food requirements of the customer.		
WA0502	Confirm special dietary requirements and select ingredients.		
WA0503	Liaise with others to clarify requirements.		
WA0504	Confirm health consequences of ignoring special dietary requirements of customers.		
WA0505	Access special dietary recipes and select specialised ingredients.		
WA0506	Identify, from recipes and packaging, ingredients that may cause health consequences due to food allergies or intolerance.		
WA0507	Exclude ingredients from dishes as requested by the customer.		
WA0508	Follow special recipes to produce dishes for those with special dietary and cultural food requirements.		
WA0509	Modify menu items to meet different dietary requests by excluding or substituting ingredients while maintaining equivalent nutritional value.		
WA0510	Communicate specific dietary or cultural requirements for food preparation to other team members.		
WA0511	Select appropriate ingredients to ensure optimum nutritional quality of dishes.		
WA0512	Use appropriate equipment and cooking techniques for specific diets.		
WA0513	Employ suitable preparation and cooking techniques to retain optimum nutritional values.		

WA0514	Present nutritionally balanced food in an appetising and attractive manner.		
	<b>Supporting Evidence</b> Evidence of the ability to:	Date	Signature
SE0501	Follow special recipes to prepare and produce a variety of dishes to meet multiple and diverse requests of customers with special dietary requirements		
SE0502	Modify a range of recipes and menu items to meet different dietary requests by excluding or substituting ingredients while maintaining equivalent nutritional value		
SE0503	Demonstrate knowledge of: <ul style="list-style-type: none"> <li>• Key health and legal consequences of failing to address special requirements</li> <li>• Main types and culinary characteristics of special ,cultural and religious diets that are part of contemporary South African society</li> </ul>		
SE0504	Produce special dishes for multiple customers within commercial time constraints.		
<b>WM-06</b>	<b>Plan and cost basic menus</b>		
	<b>Scope Work Experience</b>	Date	Signature
WA0601	Identify current customer profile for the food business.		
WA0602	Analyse the food preferences of the customer base.		
WA0603	Generate a range of ideas for menus for dishes or food production ranges, assess their merits and discuss with relevant personnel.		
WA0604	Choose menu items to meet customer preferences.		
WA0605	Identify organisational service style and cuisine and develop suitable menus.		
WA0606	Include a balanced variety of dishes or food production		



	items for the style of service and cuisine.		
WA0607	Itemise all proposed components of the included dishes or food production items.		
WA0608	Calculate portion yields and costs from raw ingredients.		
WA0609	Assess cost-effectiveness of proposed dishes or food production items and choose menu items that provide high yield.		
WA0610	Price menu items to ensure maximum profitability.		
WA0611	Write menus using words that appeal to the customer base and fit with the business service style.		
WA0612	Use correct names for the style of cuisine.		
WA0613	Use descriptive writing to promote the sale of menu items.		
	<b>Supporting Evidence</b> Evidence of the ability to:	Date	Signature
SE0601	Evaluate the food preferences of particular customer groups		
SE0602	Develop and cost multiple menus to meet a diversity of customer profiles		
SE0603	Evaluate menu success over a menu life cycle		
SE0604	Demonstrate knowledge of: <ul style="list-style-type: none"> <li>• Costs of supply for ingredients</li> <li>• Methods and formulas for calculating portion yields and costs from raw ingredients</li> <li>• Desired profit margins, mark-up procedures and</li> </ul>		

	<p>rates</p> <ul style="list-style-type: none"> <li>• Different types and styles of menus for dishes or food production ranges</li> </ul>		
SE0605	Develop menus within commercial time constraints		
<b>WM-07</b>	<b>Plan catering for events or functions</b>		
	<b>Scope Work Experience</b>	Date	Signature
WA0701	Discuss and clarify purpose of the event or function with stakeholders.		
WA0702	Accurately identify specific customer needs and preferences, and determine catering requirements.		
WA0703	Prepare catering proposal for event or function.		
WA0704	Collect and collate operational information for the event and venue.		
WA0705	Contribute ideas to the event concept, theme and format and incorporate creative elements into the catering proposal.		
WA0706	Verify the operational and service practicality of the catering proposal through consultation and analysis.		
WA0707	Present the proposal including accurate information on the range and style of catering products and services.		
WA0708	Obtain approval to proceed with catering.		
WA0709	Prepare and implement operational plan for the catering of an event or function.		
WA0710	Prepare an operational plan for the provision of catering and ancillary products and services, identifying steps, activities and sequence.		

WA0711	Incorporate risk management issues into the plan.		
WA0712	Review, verify and finalise details with the client.		
WA0713	<p>Provide accurate information on operational plans to relevant personnel to ensure effective implementation of the following:</p> <ul style="list-style-type: none"> <li>- table seating plans</li> <li>- drinks service</li> <li>- staff and furniture</li> <li>- reception</li> <li>- staff and equipment</li> <li>- function costing</li> <li>- restaurant services</li> </ul>		
WA0714	Implement and monitor the catering plan for the event, making adjustments as required.		
WA0715	Obtain feedback from customer and operational staff after the event to inform future catering activities		
	<p><b>Supporting Evidence</b></p> <p>Evidence of the ability to:</p>	Date	Signature
SE0701	Prepare multiple catering proposals in response to diverse customer requirements for different event or function types		
SE0702	Prepare multiple practical operational plans for different event and function venues		
SE0703	Implement multiple plans through the delivery of catering for different events and functions		
SE0704	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• Major characteristics of different types of events and</li> </ul>		

	<p>functions</p> <ul style="list-style-type: none"> <li>• Catering and service styles for different types of events</li> <li>• Roles and responsibilities of kitchen and service staff</li> </ul>		
SE0705	Complete proposals and plans and coordinate the delivery of catering for events and functions within commercial time constraints.		
<b>WM-08</b>	<b>Prepare liquid sugar to model sugar based decorations for cakes and desserts</b>		
	<b>Scope Work Experience</b>	Date	Signature
WA0801	Design sugar based decorations for cakes and desserts.		
WA0802	Produce sketches of required forms and shapes.		
WA0803	Identify colours, decorations and supports.		
WA0804	Calculate and record required quantities of differently coloured sugar.		
WA0805	Select equipment of correct type and size.		
WA0806	Safely assemble and ensure cleanliness of equipment before use.		
WA0807	Use equipment safely and hygienically according to manufacturer instructions.		
WA0808	Select, sort and assemble ingredients according to the sequencing of food production.		
WA0809	Combine sugar and water and boil to required temperature.		
WA0810	Add required colouring and flavourings according to design		

	requirements.		
WA0811	Arrest the temperature at the correct point for pulling, casting or blowing.		
WA0812	Safely handle boiled sugar solution according to recipe requirements.		
WA0813	Cool sugar solution to appropriate temperature for pulling.		
WA0814	Manipulate boiled sugar to avoid crust forming.		
WA0815	Turn out and pull sugar to incorporate air and to achieve elasticity and sheen.		
WA0816	Use a suitable work surface and work safely to avoid burns.		
WA0817	Portion pulled sugar according to intended use.		
WA0818	Use correct packaging methods and vacuum seal pulled sugar pieces.		
WA0819	Store pulled sugar in appropriate environmental conditions.		
WA0820	Prepare framework or moulds for individual sugar pieces.		
WA0821	Cast boiled sugar, shaping into desired forms or moulds.		
WA0822	Use appropriate techniques to achieve correct and even thickness.		
WA0823	Remove formwork from sugar at the correct stage of hardening.		
WA0824	Move sugar items to cool areas to accelerate cooling.		
WA0825	Store cast sugar items in appropriate environmental conditions.		

	<b>Supporting Evidence</b> Evidence of the ability to:	Date	Signature
SE0801	Design creative decorations for cakes and desserts		
SE0802	Model sugar based decorations for a variety of cakes and desserts using techniques for pulling, casting and blowing sugar		
SE0803	Produce a quantity of dessert decorations of the same type that are consistent in quality, size, shape and appearance		
SE0804	Integrate knowledge of the: <ul style="list-style-type: none"> <li>• Cookery methods for sugar work</li> <li>• Temperature requirements, cooking times and techniques for pulling, casting and blowing sugar</li> <li>• Essential features, functions and safe use of food preparation equipment</li> <li>• Food safety practices for handling and storing sugar products</li> </ul>		
SE0805	Produce sugar based decorations within commercial time constraints.		
<b>WM-09</b>	<b>Produce specialised food items</b>		
	<b>Scope Work Experience</b>	Date	Signature
WA0901	Confirm food production requirements from food preparation list and standard recipes.		
WA0902	Calculate ingredient amounts according to requirements.		

WA0903	Identify and select ingredients for specialised food items from stores according to recipe, quality, freshness and stock rotation requirements.		
WA0904	Select equipment of correct type and size.		
WA0905	Safely assemble and ensure cleanliness of equipment before use.		
WA0906	Use equipment safely and hygienically according to manufacturer instructions.		
WA0907	Sort and assemble ingredients according food production sequencing.		
WA0908	Weigh and measure ingredients and create portions according to recipe.		
WA0909	Select and use preparation and cookery methods for specialised food items.		
WA0910	Prepare and use accompaniments suited to dishes.		
WA0911	Follow standard recipes and make food quality adjustments within scope of responsibility.		
WA0912	Present dishes attractively on appropriate service ware.		
WA0913	Add dips, sauces and garnishes according to standard recipes.		
WA0914	Visually evaluate dish and adjust presentation.		
	<b>Supporting Evidence</b> Evidence of the ability to:	Date	Signature
SE0901	Produce a range of specialised food items that require the application of specialised cookery methods		

SE0902	Produce food for multiple customers within commercial time constraints		
SE0903	<p>Integrate knowledge of:</p> <ul style="list-style-type: none"> <li>• Quality indicators for specialised food items</li> <li>• Cookery methods for different items</li> <li>• Features, functions and safe use of food preparation equipment</li> <li>• Food safety practices for handling and storing one or more specialised food items.</li> </ul>		
<b>WM-10</b>	<b>Prepare foods according to dietary and cultural needs</b>		
	<b>Scope Work Experience</b>	Date	Signature
WA1001	Select appropriate ingredients to ensure optimum quality of products, including raw foods and convenience food products.		
WA1002	Employ suitable preparation and cooking techniques to retain optimum nutritional values.		
WA1003	Present a variety of nutritionally balanced food in an appetising and attractive manner.		
WA1004	Identify the requirements for special diets according to instructions from relevant persons.		
WA1005	Select ingredients essential for special dietary requirements.		
WA1006	Modify food texture where appropriate to suit specific requirements.		
WA1007	Present food in an appetising and attractive manner.		



WA1008	Identify and meet requirements for specific cultural groups or special customer requests, according to instructions from relevant persons.		
WA1009	Employ appropriate equipment and cooking techniques for specific diets.		
WA1010	Prepare and serve food taking into account specified or requested cultural or religious considerations.		
WA1011	Present an adequate range of nutritionally balanced food in an appetising and attractive manner.		
WA1012	Communicate specific cultural or religious requirements to be addressed in food preparation to other team members and customers as appropriate.		
	<b>Supporting Evidence</b> Evidence of the ability to:	Date	Signature
SE1001	Ability to prepare or modify a range of dishes to meet different dietary requirements		
SE1002	Knowledge of the dietary requirements of major cultural groups in South Africa		
SE1003	Knowledge of the consequences of failing to address special requirements for food allergies, diabetes and other medical conditions and customer-identified drug-food interaction		
SE1004	Industry-realistic ratios of kitchen staff to customers		
SE1005	Preparation of dishes for customers with particular dietary needs within typical workplace time constraints.		

### Workplace Competencies

WM01	Interpersonal Skills		
	Scope Work Experience	Date	Signature
WA0101	Demonstrate sensitivity to the needs and feelings of others.		
WA0102	Maintain open lines of communication with others.		
WA0103	Demonstrate flexibility for change based on the ideas and actions of others.		
WA0104	Establish a high degree of trust and credibility with others		
WA0105	Interact respectfully and cooperatively with others who are of a different race, culture, or age, or have different abilities, gender, or sexual orientation.		
WM02	Taking responsibility		
WA0203	Take responsibility for accomplishing work goals within accepted timeframes.		
WA0204	Accept responsibility for one's decisions and actions and for those of one's group, team, or department		
WM03	Professional appearance		
WA0301	Maintain a professional demeanor.		
WA0302	Dress appropriately for occupational and worksite requirements.		
WA0303	Maintain appropriate personal hygiene.		
WM04	Dependability and Reliability		

WA0401	Behave consistently and predictably.		
WA0402	Be reliable, responsible, and dependable in fulfilling obligations.		
WA0403	Diligently follow through on commitments and consistently complete assignments by deadlines.		
WA0404	Come to work on time and as scheduled		
WA0405	Diligently check work to ensure that all essential details have been considered.		
WA0406	Comply with organizational rules, policies, and procedures		
<b>WM05</b>	<b>Teamwork</b>		
WA0501	Serve as a leader or a follower, depending on what is needed to achieve the team's goals and objectives.		
WA0502	Assist others who have less experience or have heavy workloads.		
WA0503	Develop constructive and cooperative working relationships with others		
WA0504	Handle conflicts maturely by exercising "give and take" to achieve positive results for all parties		
WA0505	Effectively communicate with all members of the group or team to achieve team goals and objectives		