

	Unit ID: 271
Domain	HOSPITALITY –CORE SKILLS
Title:	Receive, store, and rotate stock and supplies and report on stocks in a hospitality establishment
Level: 3	Credits: 4

Purpose

This unit standard specifies the competency required to receive, store and rotate stock and supplies in a hospitality establishment. People credited with this unit standard are able to: receive stock and supplies; and store, rotate and maintain stock and supplies.

Special Notes

1. Entry information

Prerequisite:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must:

- be placed under realistic time pressures
- use commercial equipment for both training and assessment
- encounter realistic customer/staff ratios.

While the end user in the assessment activity may be the assessor, there must be documented evidence of multiple occasions where the candidate has conducted services.

3. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Subfield.

4. Glossary

- *Stock and supplies* may include but is not limited to: food items for preparation and/or service; beverages for bar, mini bar, restaurant and shop; equipment such as maintenance and cleaning equipment, cleaning supplies and chemicals; office equipment and supplies and stationery; linen such as sheets, towels, stationery such as guest stationery;

brochures and promotional materials, vouchers and tickets, souvenir products.

- The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.
 - *Safe working practices*' include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 - *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations; establishment specific requirements.
5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
6. Regulations and legislation relevant to this unit standard include the following:
- Labour Act No 11 2007 as amended
 - Tobacco Products Control Act No 1 of 2010
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Receive stock and supplies

Range

Variations from orders includes excess, shortages, wrong items, quality, temperatures.

Procedures in dealing with variations may include but are not limited to returning items to supplier, discarding items, completing required documentation, substituting items, alternative arrangements.

Performance Criteria

- 1.1 Incoming stock and supplies are checked against orders and delivery documentation in line with establishment procedures.
- 1.2 Variations from orders and with delivery documentation are identified, recorded and reported to the appropriate person in line with establishment procedures.
- 1.3 Items are inspected for damage, quality, use-by dates, breakages or discrepancies in line with establishment procedures.

Element 2: Store, rotate and maintain stock and supplies

Range

Stock recording systems include manual (bincard) and computerised. Stock and supplies rotation requirements may include but are not limited to obsolete stock, food stored with beverages, environment, correct storage location, expired stock and supplies, spoiled stock and supplies, damaged stock and supplies.

Distribution and recording requirements for food and beverage include but are not limited to record of stock movement, stock count, extensions, calculations, value of stock.

Performance Criteria

- 2.1 All stock and supplies are transported to appropriate storage areas promptly, safely and without damage.
- 2.2 Stock and supplies are stored in appropriate locations within the area in line with establishment and security arrangements.
- 2.3 Stock and supplies are labelled in line with establishment procedures.
- 2.4 Stock and supplies inventory records are updated as required and in accordance with establishment procedures.
- 2.5 Distribution and recording requirements for stock and supplies are explained in line with establishment requirements.
- 2.6 Stock and supplies are rotated in line with establishment requirements.
- 2.7 Stock and supplies are moved in line with safety and hygiene requirements.
- 2.8 Quality of stocks and supplies is inspected at regular intervals, and findings reported to appropriate personnel.

- 2.9 Excess stock and supplies are placed into storage or disposed of in line with establishment procedures.
- 2.10 Stock and supplies area is maintained in line with establishment and government requirements, and any problems are identified and reported promptly to appropriate personnel.
- 2.11 Recording systems for stocks and supplies are used in line with establishment speed and accuracy requirements.
- 2.12 Stocktake reports are produced in line with designated timelines and establishment requirements.
- 2.13 Stocks for which re-orders are required are recorded and reported to supervisor in accordance with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	29 March 2007
Date this version registered:	15 November 2012
Anticipated review:	2017
Body responsible for review:	Namibia Training Authority