Unit ID: 515

Domain: HOSPITALITY OPERATIONS

Title: Coordinate control of stock and supplies in a hospitality establishment

Level: 4 Credits: 5

Purpose

This unit standard specifies the competency required to coordinate the control of stock and supplies in a hospitality establishment. This includes maintaining stock levels and records, processing stock orders, taking action to minimise stock losses and organising and administering stocktake. This unit standard is intended for those who work in Hospitality Operations in the hospitality and tourism industry.

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 real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.

3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer’s instructions.

4. Safe working practices include day to day observation of safety policies and procedures and legislative requirements.

5. ‘Specifications’ refers to any, or all of the following: manufacturer’s specifications and establishment specific requirements.

6. Regulations and legislation relevant to this unit standard include the following:
   - Labour Act, 15 of 2004
   - Companies Act of 2004
   - Income Tax Amendment Act, 10 of 2003
   - Sales Tax Act, 5 of 1992
   - Value-Added Tax Amendment Act, 12 of 2004
   - Namibia Tourism Board Act, 21 of 2000
   - Occupational Health and Safety Regulations No.18, 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: Maintain levels and records of stock and supplies

Range

Stock control systems may be manual or computerised.

Stock and supplies may include but are not limited to food; beverages; room amenities; equipment such as maintenance and cleaning equipment, office equipment; linen; stationery; brochures and promotional materials; cleaning supplies and chemicals; vouchers and tickets; souvenir products.

Storage conditions of stock and supplies include but are not limited to air tight, cool, dry, dark, suitable temperature, free of vermin and infestations.

Performance Criteria

1.1 Stock levels are monitored and maintained to establishment requirements.

1.2 Stock security is monitored and systems adjusted as required in line with establishment procedures.

1.3 Stock re-order cycles are monitored and adjusted as required in line with establishment procedures.

1.4 Colleagues are informed of their individual responsibilities in regard to the reordering of stock in line with establishment procedures.

1.5 Stock storage conditions are identified and implemented in line with characteristics of product, manufacturers requirements and establishment procedures.

1.6 Records of stock storage and movement are maintained in line with establishment procedures.

1.7 Stock performance is monitored and reported and fast/slow-selling items are identified and reported in line with establishment procedures.
**Element 2: Process orders for stock and supplies**

**Performance Criteria**

2.1 Orders for stock and supplies are processed accurately in line with establishment procedures.

2.2 Stock levels are maintained and recorded ensuring information is complete, correct and current in line with establishment procedures.

2.3 Incoming stock is checked against purchase and supply agreements and all necessary details are recorded in line with establishment procedures.

**Element 3: Minimise stock losses**

**Range**

Reasons for loss of stock may include but are not limited to lack of rotation leading to product deterioration; inappropriate storage conditions; access by pests or vermin; theft; overstocking; incorrect concentration of chemicals; overloading; overheating.

**Performance Criteria**

3.1 Stock losses are identified and recorded in line with establishment procedures.

3.2 Losses or overs are investigated, reported and corrective action taken in line with establishment procedures.

3.3 Avoidable losses are identified and reasons behind these losses are established.

3.4 Solutions to loss situations are identified and procedures for preventing future avoidable losses are implemented in line with establishment procedures.

**Element 4: Monitor orders of stock and supplies**

**Range**

Monitoring includes but is not limited to tot measures, flow metres, weighing scales, dispensers, digitots, balancing scales.

**Performance Criteria**

4.1 Stock delivery process is monitored to ensure correct quality and quantity of stock delivered within agreed timeframes in line with establishment procedures.

4.2 Liaison is maintained with colleagues and suppliers to ensure continuity of supply of stock in line with establishment procedures.

4.3 Routine supply problems are followed up and / or problems are referred to the appropriate person in line with establishment policy.

4.4 Stock is distributed to agreed allocations in line with establishment procedures.
Element 5: Organise and administer stocktakes

Performance Criteria

5.1 Stocktakes are organised at appropriate intervals in line with establishment policy and procedures.

5.2 Stocktaking responsibilities to staff are allocated in line with establishment procedures.

5.3 Accurate stocktake reports are produced within designated timelines in line with establishment procedures.

Registration Data

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