

Customer Service Skills



Practical Assessment Checklist

<u>Candidate's Name</u> (BLOCK CAPITALS)	
<u>Module Number</u>	
<u>Assessor's Name</u> (BLOCK CAPITALS)	
<u>Date</u>	

This practical assessment checklist is to be completed by an approved assessor for the Customer Service flexible training programme.

Activities relevant to the Introduction to Customer Service in Fish Frying Module

Workskills

First impressions given to customers are friendly and polite, with evidence of smiling and eye contact.

Comments.

Demonstrates a good attitude to work by:

- working as a team member;
- working as an individual;
- displaying enthusiasm for their job role;
- treating customers and work colleagues with respect.

Comments.

Getting Ready For Opening

Customer service areas are clean and ready for use.

Comments.

Serving equipment is clean, free from damage and correctly positioned, ready to be used.

Comments.

Sufficient stocks of service items, for example, bags, wrapping paper etc, are available, ready to serve customers.

Comments.

Condiments and accompaniments are available for customers to use.

Comments.

Menus and price lists are checked ready for customer use.

Comments.

Payment point is correctly prepared for operation by:

- having a sufficient amount of change available (cash float);
- having enough till receipts available.

Comments.

Dealing With Customers

Customers' needs and requirements are recognised and acted upon accordingly.

Comments.

Accurate information is given in answer to customer enquiries or customer is referred to alternative source.

Comments.

Food is portioned and served using clean utensils.

Comments.

Customer's order is completed and correctly packaged/plated in accordance with company procedures.

Comments.

Meal is served to customer in a courteous and efficient manner.

Comments.

Customer is returned to part way through their meal and an enquiry is made to see if everything is to their satisfaction.

Comments.

Sufficient stocks of service items are maintained throughout service:
(where applicable)

- wrapping paper
- carrier bags
- forks
- condiments.

Comments.

Food and drink items are replenished when appropriate.

Comments.

Adequate change is constantly available.

Comments.

Customers are informed of the price of their meal with receipt of payment acknowledged.

Comments.

Payment point is operated in accordance with company procedures.

Comments.

Correct change and customer receipts are issued where appropriate.

Comments.

Customers are bid farewell in a polite and pleasant manner.

Comments.

Customer Complaints And Incidents

Dissatisfied customers are acknowledged immediately and attended to without delay.

Comments.

The nature of any complaint and/or incident is correctly identified.

Comments.

Complaints which cannot be resolved within the individual's authority are referred to the appropriate person.

Comments.

Customer's complaints and/or incidents are dealt with in a polite and pleasant manner at all times.

Comments.

Activities relevant to the Introduction to Food Hygiene and Health & Safety in Fish Frying Module

Presents smart appearance by wearing correct, clean and well maintained protective clothing and footwear.

Comments.

Maintains a high standard of personal hygiene.

Comments.

Demonstrates safe and correct methods of working.

Comments.

Demonstrates approved hygienic work practices.

Comments.

Demonstrates ability to store food at the correct temperature, after delivery, after preparation and after cooking (where applicable).

Comments.

Selects appropriate materials for cleaning: (where applicable)

- rumbler and chipper;
- food preparation surfaces;
- food handling equipment;
- frying range;
- glass surfaces;
- counter services;
- floors;
- walls.

Comments.

Demonstrates correct and safe methods for dealing with removal of wastage.

Comments.

Compares delivery of goods against supporting documentation to check both quantity and description (where applicable).

Comments.

Demonstrates the correct placement of deliveries to ensure correct stock rotation.

Comments.

Is able to state fire and other emergency procedures to be followed in the establishment.

Comments.

Demonstrates the ability to spot and report potential health and safety hazards.

Comments.

Demonstrates correct and safe methods of cleaning: (where applicable)

- rumbler and chipper;
- food preparation surfaces;
- food handling equipment;
- frying range;
- glass surfaces;
- counter services;
- floors;
- walls.

Comments.

Demonstrates correct and safe methods for dealing with spillages and breakages (where applicable).

Comments.

Demonstrates organised and tidy methods of work.

Comments.

Summary Box (Assessor's overall comments)

- Have the exercises at the end of each segment in the two workbooks been checked and completed satisfactorily? Yes/No (delete as applicable)
- Has the outcome of the practical assessment been issued to the candidate with verbal feedback provided? Yes/No (delete as applicable)

Achieved required standards/Not achieved required standards (delete as applicable)

Assessor's signature