

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Identify purpose and scope of the event	5
Discuss and clarify purpose of event or function with stakeholders to inform planning	5
Accurately identify specific customer needs and preferences and determine catering requirements.....	11
Check your understanding	19
Topic 2: Prepare catering proposal	21
Collect and collate operational information for the event and venue.....	21
Analyse operational factors influencing catering and consult with stakeholders to determine overall approach.....	26
Contribute ideas to event concept, theme and format and incorporate creative elements into the catering proposal.....	30
Verify operational and service practicality of the catering proposal through consultation and analysis ..	39
Present proposal including accurate information on range, price and style of catering products and services.....	43
Obtain approval to proceed with catering.....	45
Check your understanding	47
Topic 3: Prepare and implement operational plan	49
Prepare an operational plan for provision of catering and ancillary products and services, identifying steps, activities and sequence.....	49
Incorporate food safety and risk management issues into plan	60
Review, verify and finalise details with client	67
Provide accurate information on operational plans to relevant personnel to ensure effective implementation	68
Implement and monitor catering plan for the event, making adjustments as required.....	70
Obtain feedback from customer and operational staff after the event to inform future catering activities	72
Check your understanding	75
References.....	77
Assessment workbook	79
Unit information	81
What is competency-based assessment?.....	82
How will my competency be assessed?.....	83
Assessment agreement	84
Skills recognition.....	85
Topic 1: Identify purpose and scope of the event	86
Topic 2: Prepare catering proposal.....	87
Topic 3: Prepare and implement operational plan.....	88

Knowledge questions	89
Topic 1: Identify purpose and scope of the event	92
Topic 2: Prepare catering proposal.....	103
Topic 3: Prepare and implement operational plan.....	129
Project	156
Completion record	159
Unit mapping	160
Trainer/assessor instructions and requirements	168
Practical assessment	Separate document