

Trainer Guide

Receive and store kitchen supplies

SITHCCC003B



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What is in this guide?

This *Trainer Guide to Activities* is part of a set of resources to support delivery of 9 units from qualifications in the SIT07 Hospitality Training Package.

The resources have 3 components:

<p>1. Learner Workbook.</p>
<p>2. General Trainer's Guide</p> <p>This single guide contains information to assist trainers to understand:</p> <ul style="list-style-type: none"> ▪ the purpose and design of the resources ▪ strategies for working with learners with lower LLN levels ▪ strategies for working with Indigenous learners ▪ strategies for designing and conducting assessment appropriate to these learner groups and AQF levels.
<p>3. Trainer's Guide to Activities</p> <p>There is one of these for each unit. It contains:</p> <ul style="list-style-type: none"> ▪ a summary of the LLN requirements of that unit ▪ advice on using the Learner Workbook activities for that unit.

This *Trainer Guide to Activities* supports the highlighted unit.

- SITHIND001B Develop and update hospitality industry knowledge
- SITXCOM001A Work with colleagues and customers
- SITXCOM002A Work in a socially diverse environment
- SITXOHS001B Follow health, safety and security procedures
- SITXOHS002A Follow workplace hygiene procedures
- SITHACS005B Prepare rooms for guests
- SITHACS006B Clean premises and equipment
- SITHCCC003B Receive and store kitchen supplies
- SITHCCC004B Clean and maintain kitchen premises

LLN requirements of the unit

SITHCCC003B Receive and store kitchen supplies

Skill	Applications
Reading	Read and check delivery documentation against order specifications, including quantity, size, weight, use-by dates and discrepancies
Speaking and listening	Report any problems
Writing	Complete records relating to deliveries Record temperature checks Record details of any damage, use-by dates, breakages or discrepancies Record supply levels accurately Complete reports on stock levels and quality Report any problems
Numeracy	Use a thermometer correctly Count and check quantities of stock Compare and check numbers between two documents
Computer literacy	None
Research	None

Guide to the activities

This guide to the activities provides:

- advice on carrying out an activity where it may not be obvious from the design of the activity itself. When the design of an activity speaks for itself, comments are on possible variations, enhancements or extensions of the activity that would ensure it is useful for learners with lower LLN skills
- possible answers where this may assist the trainer to understand the intent of the activity.

Activity 1 Non-food supplies

You may need to prompt learners or suggest possibilities yourself to fill any gaps.

Give positive reinforcement to individuals who volunteer ideas. Ask quiet people early so all the obvious ideas are not gone, but not first so it is not too challenging for them.

You could draw the grid on the whiteboard, and write down the examples, or have learners write them in if they are confident. Learners can then copy this into their workbooks.

Activity 2 Supplies in your workplace

This activity will help build vocabulary about products used in hospitality.

Your approach to this activity will depend on the learners' access to the workplace:

- Ask the learners to look at the stores next time they go into the workplace, and come back to the group with the table completed.
- Ask for ideas about what they remember.
- Ask them to imagine what stores would be used in a local hospitality business such as a hotel or café.

Activity 3 Temperature and food

Use the questions to discuss and reinforce the importance of temperature control. Encourage all learners to contribute.

Check that all learners have the underpinning knowledge and the language to express it.

Activity 4 Your workplace storage areas

Your approach to this activity will depend on the learners' access to the workplace. See Activity 2.

Activity 5 Use correct storage areas

This is a more kinetic activity, with learners moving around. The cards for this activity are in the Appendix of this guide. Copy and cut out a set of the cards.

Learners are given a series of cards with names of kitchen supplies on them. They will have to decide where they go, and put them in the correction 'storage area'.

Destination cards

There are 5 large Storage Area cards, which are the destinations for the incoming supplies - Fridge, Cool room, Freezer, Dry store and Chemical store.

Place them in 5 different parts of the room.

Product cards

There are 60 smaller product cards, covering a range of supplies that would be stored in the 5 areas.

- Divide the product cards up among pairs of learners, trying to ensure each pair gets a mix of types of supplies.
- Ask the pairs to move around the room, storing their supplies in the correct storage place. Encourage them to discuss with their partner why they are putting a product in a storage place. Don't just follow others, but learners can rethink a placement and change it, as long as they can explain why.
- Remind learners that some products could go in more than one place e.g. fridge or coolroom.
- When learners have finished, read out what is each destination and ask whether there are any in the wrong storage place.

Alternative activities:

- Change the products or the destinations to suit a particular workplace.
- Use photos of the workplace storage areas and typical products instead of the cards.

Activity 6 Prepare for a delivery

Elicit suggestions from the group.

Give positive reinforcement to individuals who volunteer ideas.

Encourage discussion about the reasons and check that learners understand

Activity 7 Check documentation (1)

This is a reading activity which gives practice in checking the details of documentation.

Ask learners to do it in pairs. Move around the room checking for signs of difficulty, and give help where appropriate.

Don't "correct it" publicly, as this will make it feel competitive.

If learners need extra practice, you can use the model and alter the order details.

Activity 8 Incoming goods record

This is a writing activity, giving practice in completing documentation.

If learners have difficulty with this activity, you could complete a form and ask them to copy it.

If learners need extra practice, you can use the model and alter the order details.

Activity 9 Check documentation (2)

Use the delivery docket and order form which are in the Appendix of this guide.

Divide the group into pairs, and give each pair a delivery docket and an order form.

Explain that some mistakes have been made on the delivery docket for Sunrise Café.

Ask them to work together to find out the mistakes, and mark them on the delivery docket. One has already been done.

If learners are in a workplace you could change the goods to reflect what is typically received at their workplace.

Activity 10 Dealing with delivery problems

This is a problem-solving activity. Elicit suggestions from the group. Give positive reinforcement to individuals who volunteer ideas. Discuss the pros and cons and check that all learners understand the reasons for a particular course of action.

Alternative activity: Small groups could work on 1 or 2 problems, and give suggestions orally or write them on a grid on the board.

Depending on their level of authority, learners in some cases may simply report the problem to their supervisor. However, the unit requires them to think about what would be done with the goods, so ask them to think about what the supervisor would do.

Activity 11 PPE for manual handling

Encourage the learners to browse through the workbook. You could also show some pictures electronically.

Activity 12 What are they doing wrong?

Learners do this activity in pairs. Check that all learners have the underpinning knowledge and the language to express it. Then recap as a group what problems may result from using poor lifting techniques.

Activity 13 Store things in the correct order

You could ask learners to do this activity in small groups and then compare notes as a whole group.

The focus should not be on who got the right or wrong answers, but on being able to explain the reasons for the decisions i.e. applying the underpinning knowledge.

Activity 14 Storing supplies in your workplace

The way you handle this activity will depend on the learners' access to the workplace.

If learners are in different workplaces, encourage discussion about different storage practices

Activity 15 Dispose of spoiled stock

This is a problem-solving activity. The focus should not be on who got the right or wrong answers, but on being able to explain the reasons for the decisions i.e. applying the underpinning knowledge.

Encourage them to look back through the workbook to get some ideas, if appropriate.

Alternative activities:

- Read each scenario aloud to the learners, then lead a discussion about disposal methods.
- Students discuss the scenarios in small groups, then share their ideas with the rest of the group.
- Give small groups 2 scenarios to discuss, then share their ideas with the rest of the group.

Appendix

Cards for Activity 5

DESTINATION CARDS

Fridge

Coolroom

Freezer

Dry store

**Chemical
store**

Product cards

Almonds	Apples	Bananas
Beer	Paper serviettes	Bottled water
Bread	Butter	Cakes
Cordial	Cream	Cucumbers
Custard	Detergent	Dried beans

Dried fruit	Dry biscuits	Eggs
Floor cleaner	Flour	Fresh beans
Fresh prawns	Frozen cakes	Frozen chicken
Frozen peas	Hard cheese	Ice-cream
Jars of jam	Lettuce	Light bulbs
Margarine	Milk	New tea towels
Onions	Oranges	Paper cups

Paper serviettes	Pens	Potatoes
Raspberries	Raw beef	Raw chicken
Raw fish	Rubber gloves	Salami
Sanitiser	Sausages	Pre-sliced ham
Soft cheese	Soft drink	Sugar
Tinned peaches	Tinned tomatoes	Toilet paper

Tomatoes	Pasta	Rice
Vegemite	Window cleaner	Yoghurt

DELIVERY DOCKET Greensleeves Grocers 52 South Road Parkland 8333 Delivery No. 12-8790 Order No: SC3482		Deliver to: Sunrise Café 32 Main Road Parkland 8333 Delivery instructions: Go to kitchen back door to get receiving staff, entrance in lane behind café.
Delivery for: Sunrise Café 32 Main Road Parkland 8333 Tel: 08 987 3456		Order No: SC3467 Date: 4th January
Delivery instructions: Before 7 am. Com to kitchen back door to get receiving staff, entrance in lane behind café.		
Quantity	Unit	Specifications
4	Kg	Sugar, Cane brand
2	Cases of 12 x 400 gm	Canned tomatoes, Home brand
6	Jars, 250 gm	Green olives, Fresh brand
2	Kg	Cornflour, Home brand
10	Kg	White Clouds Self Raising Flour
8	Kg	Jasmine rice, Sunblest brand
4	Jars, 250 gm	Strawberry jam, Farmland brand
4	Rolls	Cling wrap, Home brand
5	Packets of 100	Paper serviettes, white
Signature of supplier: <i>B Green</i> Signature of recipient: _____		

*Should
be 5*