

<b>Title</b>	<b>Co-ordinate the replenishing of perishable grocery items in a grocery outlet</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	<p>This unit standard is for people who are working as grocery assistants in a grocery outlet.</p> <p>People credited with this unit standard are able to: demonstrate knowledge of stock management operations for perishable grocery items; and co-ordinate the replenishing of perishable grocery items, in a grocery outlet.</p>
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<b>Classification</b>	Retail, Distribution, and Sales > Retail and Distribution Core Skills
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Definitions
 

*Perishable grocery items* – items sold in the bakery, delicatessen, produce, meat or seafood sections of a grocery outlet.

*Workplace procedures* refer to the applicable procedures found in the following: workplace performance guidelines and standards; manufacturer’s procedures and specifications; Government and local body legislation.
- 2 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.
- 3 Evidence for the practical components of this unit standard must either be gathered in the workplace or in a realistic environment where the candidate has to produce product or similar for customers who have the same expectations for quality and timeliness as a paying customer.
- 4 All assessment tasks must be carried out in accordance with workplace procedures.

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### Outcomes and performance criteria

#### Outcome 1

Demonstrate knowledge of stock management operations for perishable grocery items in a grocery outlet.

**Performance criteria**

- 1.1 Types of non-standard perishable grocery items are described in terms of their location and presentation requirements.
- Range evidence is required for five different non-standard perishable grocery items sold in the candidate's grocery outlet.
- 1.2 Types of product substitutes available to replace standard perishable grocery items are identified and described in terms of their availability and location.
- Range evidence is required for three different product substitutes.
- 1.3 Process for identifying and actioning 'best before' and 'use by' dates on perishable grocery items is described in accordance with food safety requirements.
- 1.4 Process for ticketing perishable grocery items to reflect specials and promotions is described.
- 1.5 Process for ordering stock is described.

**Outcome 2**

Co-ordinate the replenishing of perishable grocery items in a grocery outlet.

**Performance criteria**

- 2.1 Stock levels are checked, and any damaged or expired stock is credited or written off.
- 2.2 Display counters are checked, and food temperature checks are carried out in accordance with legislative requirements.
- 2.3 Perishable grocery items are prepared for sale.
- Range preparation may include but is not limited to – basic filleting, basic cutting, packaging and/or wrapping, labelling, individual customer orders;  
evidence of three is required.
- 2.4 Perishable grocery items are ticketed to reflect specials, promotions, and mark-downs.
- 2.5 Shelf and/or display counter presentation is checked to ensure presentation requirements are maintained.
- 2.6 Cleaning checks are carried out to ensure food safety requirements are met.
- 2.7 Food preparation equipment is operated safely.

2.8 Replenishing of perishable grocery items is co-ordinated to ensure productivity targets are met.

2.9 Customer enquiries are actioned.

Range customer enquiries may include but are not limited to – wine and food matching, taking specialist orders, cooking and preparation times.

2.10 Any product recalls are actioned.

2.11 Any customer complaints related to the purchase of perishable grocery items are actioned.

<b>Planned review date</b>	31 December 2027
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 December 2013	31 December 2024
Review	2	8 December 2016	31 December 2024
Review	3	2 March 2023	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.