

Title	Manage a produce department in a grocery outlet		
Level	4	Credits	15

Purpose	<p>This unit standard is for experienced people who are working as produce assistants or supervisors in a grocery outlet.</p> <p>People credited with this unit standard are able to: demonstrate knowledge of calculating profit for a produce department; maintain produce department plant and equipment; manage produce department staff rosters; and manage a produce department, in a grocery outlet.</p>
----------------	---

Classification	Retail, Distribution, and Sales > Retail and Distribution Core Skills
-----------------------	---

Available grade	Achieved
------------------------	----------

Guidance Information

1 Definitions

Manage a produce department – relates to the back of house functions carried out in a grocery outlet which includes receiving produce, unpacking produce, storing produce, managing produce staff, and pricing and promoting the stock.

Plant and equipment may include but is not limited to – slicers, knives, palletisers, forklifts, cardboard crushers, wrapping machines.

Workplace procedures refer to applicable procedures found in the following: workplace performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.

2 Legislation relevant to this unit standard includes but is not limited to: Consumer Guarantees Act 1993, Fair Trading Act 1986, Food Act 2014, Food Hygiene Regulations 1974, Health and Safety at Work Act 2015, Health and Safety in Employment Regulations 1995, Weights and Measures Act 1987.

3 This unit standard may be assessed against in a grocery outlet when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standards of a grocery outlet.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of calculating profit for a produce department in a grocery outlet.

Performance criteria

- 1.1 The process for analysing produce items to determine profitability and gross profit is described in accordance with workplace procedures.
- Range evidence is required for five different produce items sold in the candidate's grocery outlet.
- 1.2 Techniques used to maximise profit on produce items are identified and described in terms of their effect on determining gross profit.
- Range evidence is required for five different examples from the candidate's workplace.
- 1.3 The impact of specials and promotions in the produce department is explained in terms of the effect on gross profit.
- 1.4 The process for identifying loss leaders is explained in accordance with workplace procedures.
- 1.5 The impact of sales turnover, units sold, market share and wastage in the produce department is identified and described in terms of the contribution to gross profit.

Outcome 2

Maintain produce department plant and equipment in a grocery outlet.

Performance criteria

- 2.1 The wearing of personal protective equipment by staff is supervised and maintained in accordance with workplace procedures.
- 2.2 The safe use of knives by staff when trimming produce is supervised and maintained in accordance with workplace procedures.
- 2.3 The maintenance of the cleanliness of the produce department by staff is supervised in accordance with workplace procedures.
- 2.4 The safe use and maintenance of plant and equipment by staff is supervised in accordance with workplace procedures.
- 2.5 The maintenance of produce cabinets and chillers by staff is supervised in accordance with workplace procedures.
- 2.6 Empty produce crates are signed-off and their return is monitored in accordance with workplace procedures.
- 2.7 Levels of packaging materials are monitored and maintained.

Outcome 3

Manage produce department staff rosters in a grocery outlet.

Performance criteria

- 3.1 Staff rosters are developed and maintained to manage peak flow times, seasonal flow times and public holidays in accordance with workplace procedures.
- 3.2 Staff rosters are evaluated to determine whether costs, rates of pay and employment hours meet budgetary requirements in accordance with workplace procedures.
- 3.3 Any variances in costs, rates of pay or staff coverage are reported in accordance with workplace procedures.

Outcome 4

Manage a produce department in a grocery outlet.

Performance criteria

- 4.1 Presentation and layout of the produce is determined to ensure maximum merchandising appeal to the customer in accordance with workplace procedures.
- 4.2 Stock holding levels are determined to ensure adequate produce is available to meet estimated daily turnover in the produce department in accordance with workplace procedures.
- 4.3 Stock tickets and promotions are established for produce items in accordance with workplace procedures.
- 4.4 Any value-added products or customer orders are prepared in accordance with workplace procedures.
- 4.5 Produce items are unpacked, where required in accordance with workplace procedures.
- 4.6 Communication with customers and staff is maintained to ensure customer and staff requirements are met in accordance with workplace procedures.
- 4.7 Stock is receipted and checked for quality in accordance with workplace procedures.
- 4.8 Wastage of produce and/or packaging materials is monitored and reported in accordance with workplace procedures.
- 4.9 Recycling procedures are complied with in accordance with workplace procedures.

- 4.10 Any internal purchasing requirements are actioned in accordance with workplace procedures.

Planned review date	31 December 2027
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 October 2014	31 December 2024
Review	2	8 December 2016	31 December 2024
Review	3	2 March 2023	N/A

Consent and Moderation Requirements (CMR) reference	0112
--	------

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 if you wish to suggest changes to the content of this unit standard.