

Title	Serve customers under supervision in a quick service restaurant		
Level	2	Credits	4

Purpose	<p>This unit standard is for people who work in the crew role in a quick service restaurant.</p> <p>People credited with this unit standard are able to serve customers under supervision in a quick service restaurant.</p>
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Classification	Hospitality > Food and Beverage Service
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Available grade	Achieved
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Guidance Information

- 1 Definition
Establishment requirements – any policy, procedure, process or agreed requirement, either written or oral, made known to the candidate prior to assessment against this unit standard.
- 2 Legislation and regulations to be complied with may include but are not limited to – Food Act 2014, Health and Safety at Work Act 2015.
- 3 Evidence for the practical components of this unit standard must be gathered in the workplace.
- 4 All tasks are to be carried out in accordance with establishment requirements.

Outcomes and evidence requirements

Outcome 1

Serve customers under supervision in a quick service restaurant.

Performance criteria

- 1.1 Customers are greeted.
- 1.2 Opportunities are taken to maximise the promotion and/or sale of products.
- 1.3 Orders are checked with the customer and any additional menu items clarified.
- 1.4 Customer's orders are monitored, and any delays communicated to the customer.

- 1.5 Any customer issues, within delegated authority, are actioned.
- 1.6 Any customer issues, outside delegated authority, are reported.
- 1.7 Completed order is presented to the customer.
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Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 June 2016	31 December 2023
Review	2	25 November 2021	N/A

Consent and Moderation Requirements (CMR) reference	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 if you wish to suggest changes to the content of this unit standard.