

Title	Prepare and serve hot and cold non-alcoholic drinks for a commercial hospitality establishment		
Level	2	Credits	5

Purpose	<p>This unit standard is for people training as food service staff to work in a broad range of food and beverage service outlets.</p> <p>People credited with this unit standard are able to: prepare for service of, and serve, hot and cold non-alcoholic drinks, for a commercial hospitality establishment.</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 Definitions
Coffee – filter, plunger or espresso coffee.
Establishment requirements – any policy, procedure, process or agreed requirement, either written or oral, that is made known to the candidate prior to assessment against this unit standard.
- 2 Range
Drinks – tea, coffee, soft drink, water.
- 3 Legislation and regulations to be complied with include but are not limited to – Food Act 2014, Health and Safety at Work Act 2015.
- 4 This unit standard can be assessed against in a simulated situation. This refers to a situation that reflects some elements of commercial realism but the candidate must be under time pressure. There must be an end user of the product and domestic equipment can be used.

Outcomes and performance criteria

Outcome 1

Prepare for service of hot and cold non-alcoholic drinks for a commercial hospitality establishment.

Performance criteria

1.1 Non-alcoholic beverages are described in terms of their types.

Range types of non-alcoholic beverages may include but are not limited to – aerated and still mineral waters, juices, cordials, aerated soft drinks, energy drinks;
evidence is required of two different examples for each item.

1.2 Sufficient ingredients, drinks, and drink accompaniments are stored and maintained in designated place, at correct temperature for drinks service, in accordance with establishment requirements and legislation.

1.3 Service equipment is clean, operational, and ready for use for service in accordance with establishment and drink requirements.

Range equipment may include but is not limited to – hotplates, water heating equipment, coffee and tea pots, glassware, cutlery, paper cups, crockery, temperature control units.

Outcome 2

Serve hot and cold non-alcoholic drinks for a commercial hospitality establishment.

Performance criteria

2.1 Drink information is provided to customers on request, and drink requirements are confirmed with the customer.

2.2 Customers’ drink requirements are processed in accordance with establishment requirements.

2.3 Drinks are made in accordance with customer request and establishment requirements.

2.4 Drinks are served at correct temperature for drink, using correct service equipment and accompaniments, in accordance with establishment and drink requirements.

Range equipment may include but is not limited to – tea and coffee serving equipment, cutlery, crockery, glassware, paper cups.

2.5 Drinks are served to customers in a manner that optimises drink and service quality, in accordance with customers’ orders and establishment requirements.

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	26 March 1998	31 December 2013
Revision	2	15 November 2002	31 December 2013
Review	3	22 October 2004	31 December 2017
Review	4	12 December 2008	31 December 2017
Review	5	20 February 2014	31 December 2017
Revision	6	19 November 2015	31 December 2017
Revision	7	21 July 2016	31 December 2023
Review	8	25 November 2021	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.