

Title	Monitor food service staff to ensure the provision of hospitality sales and service opportunities to customers		
Level	4	Credits	10

Purpose	<p>This unit standard is for people working as professional food service staff with advanced skills in a broad range of food and beverage service outlets.</p> <p>People credited with this unit standard are able to demonstrate knowledge of maximising hospitality sales and service opportunities to customers, and monitor food service staff to ensure the provision of hospitality sales and service opportunities to customers.</p>
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Classification	Hospitality > Food and Beverage Service
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Available grade	Achieved
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Guidance Information

- Definitions**
Customer may include but is not limited to – internal customers, external customers, guests.
Establishment requirements – any policy, procedure, or agreed requirement, either written or oral, made known to the candidate prior to assessment against this unit standard.
- Legislation and regulations to be complied with may include but are not limited to –**
 Health and Safety at Work Act 2015, Sale and Supply of Alcohol Act 2012, Sale and Supply of Alcohol Regulations 2013.
- Evidence for the practical components of this unit standard must be gathered in the workplace.**
- All tasks are to be carried out in accordance with establishment requirements.**

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of maximising hospitality sales and service opportunities to customers.

Performance criteria

- 1.1 Products and/or services offered by the establishment are identified and described.
- 1.2 Different types of customer needs are identified and described.
- Range evidence is required of three different types of customer needs.
- 1.3 Types of value-added benefits of products or services are described in terms of their relevance and potential value to the customer, the employee, and the establishment.
- 1.4 Opportunities to maximise the promotion or sale of products and/or services are described in terms of customer needs.
- 1.5 Methods and/or techniques for selling products or services are described in terms of their relevance to different types of hospitality establishments.
- 1.6 Types of verbal communication skills that assist in the provision of sales and service opportunities are described.
- 1.7 Types of non-verbal communication skills that assist in the provision of sales and service opportunities are described.
- 1.8 Types of questions that assist in confirming that customers' requirements are met by the information provided are described.
- Range questions may include but are not limited to – open questions, closed questions.

Outcome 2

Monitor food service staff to ensure the provision of hospitality sales and service opportunities to customers.

Performance criteria

- 2.1 Food service staff are monitored to ensure available and relevant products or services provided by the hospitality establishment are communicated to customers proactively and any issues are actioned in accordance with customer needs.
- 2.2 Food service staff are monitored to ensure value-added benefits of products or services provided by the hospitality establishment are identified and communicated to the customer and any issues are actioned.
- 2.3 Food service staff are monitored to ensure opportunities to maximise the promotion or sale of products and/or services provided by the hospitality establishment are applied using agreed selling techniques and any issues are actioned.

- 2.4 Food service staff are monitored to ensure verbal and non-verbal communication skills used are consistent with the situation and context.

Range may include but is not limited to – tone of voice, volume, language, posture, facial expression, eye contact, listening.

- 2.5 Food service staff are monitored to ensure customer requirements are met to customer satisfaction or customer is referred to more experienced hospitality staff where appropriate.

Replacement information	This unit standard replaced unit standard 21854.
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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	12 December 2013	31 December 2015
Revision	2	19 November 2015	31 December 2017
Revision	3	21 July 2016	31 December 2023
Review	4	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.