

<b>Title</b>	<b>Monitor and maintain customer and staff service requirements for a shift in a quick service restaurant</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>15</b>

<b>Purpose</b>	<p>This unit standard is for people who carry out the shift supervisor role in a quick service restaurant.</p> <p>People credited with this unit standard are able to monitor and maintain customer and service requirements, and monitor and develop crew members' skills, for a shift in a quick service restaurant.</p>
----------------	--

<b>Classification</b>	Hospitality > Food and Beverage Service
-----------------------	---

<b>Available grade</b>	Achieved
------------------------	----------

---

### 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 performance criteria

#### Outcome 1

Monitor and maintain customer and service requirements for a shift in a quick service restaurant.

#### Performance criteria

- 1.1 Customer requirements are monitored, and any issues actioned.

**Range** customer requirements may include but are not limited to – speed of service, customer flows, quality of service, customer satisfaction, product consistency.

1.2 Service requirements are monitored, and any issues actioned.

Range service requirements may include but are not limited to – workflow, monetary transactions, employee appearance, own appearance, restaurant presentation.

## Outcome 2

Monitor and develop crew members' skills for a shift in a quick service restaurant.

### Performance criteria

2.1 Coaching requirements are identified and planned.

2.2 Coaching schedule is set up and agreed with the individual.

2.3 Skill progress is monitored and recorded, and any issues actioned.

<b>Replacement information</b>	This unit standard and unit standard 27954 replaced unit standard 25498.
--------------------------------	--

<b>Planned review date</b>	31 December 2026
----------------------------	------------------

### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	12 December 2013	31 December 2016
Revision	2	19 November 2015	31 December 2017
Revision	3	21 July 2016	31 December 2023
Review	4	25 November 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.