

Title	Monitor and maintain production requirements for a shift in a quick service restaurant		
Level	4	Credits	15

Purpose	<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 plan for shift production, and monitor and maintain production requirements for a shift, 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 performance criteria

Outcome 1

Plan for shift production in a quick service restaurant.

Performance criteria

- 1.1 Stock levels are checked prior to the start of the shift and any issues actioned.
- 1.2 Shift goals and objectives are set.

1.3 Shift deployment is set.

Range shift deployment may include but is not limited to – staff positions, staff break times, uniform requirements, rosters to cover contingencies.

Outcome 2

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

Performance criteria

2.1 Production requirements are monitored.

Range production requirements may include but are not limited to – product quality, product levels, food safety, company procedures, cleanliness, goals and/or objectives, health and safety.

2.2 Shift results are reviewed to ensure production requirements are being met.

Range shift results may include but are not limited to – sales, labour, waste, stock levels, speed of service.

2.3 Any variances in production requirements are actioned.

2.4 Cash is managed.

Range management may include but is not limited to – setting up floats at the beginning and end of shifts, topping up floats, depositing cash, removing excess cash.

2.5 Workflow is coordinated and communicated to crew members.

Range communication may include but is not limited to – giving instructions, assigning tasks, using appropriate language, time management.

2.6 Any contingencies are actioned.

Range contingencies may include but are not limited to – staff shortages, stock shortages, equipment breakdowns, emergencies.

2.7 Stock count is completed at the end of shift.

Replacement information	This unit standard and unit standard 27958 replaced unit standard 25498.
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Planned review date	31 December 2025
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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 2016
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.