

Title	Co-ordinate and maintain food and beverage service operations in a commercial hospitality environment		
Level	4	Credits	10

Purpose	<p>This unit standard is for people who are required to co-ordinate and maintain the food and beverage service in an establishment to maximise productivity and ensure efficient service flow.</p> <p>People credited with this unit standard are able to: analyse customer behaviour to optimise customer service; co-ordinate the food and beverage service; and match menu options to customer needs, in a commercial hospitality environment.</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, that is 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, Sale and Supply of Alcohol Act 2012.
- 3 Evidence for the practical components of this unit standard must either be gathered in the workplace or in a realistic environment where the candidate has to produce product or similar for customers who have the same expectations for quality and timeliness as a paying customer.
- 4 All tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Analyse customer behaviour to optimise customer service in a commercial hospitality environment.

Performance criteria

- 1.1 Customer behaviour is analysed to determine the level of communication required to optimise the customer's food and beverage experience.
- Range analysis may include but is not limited to – acknowledging the customer's presence, interpreting customer's body language, interpreting any cultural requirements.
- 1.2 Customer behaviour is analysed to determine the type of service style required by floor staff to optimise the customer's food and beverage experience.
- Range analysis may include but is not limited to – paying attention, showing positive attitude, avoiding interrupting, adapting language to service style.
- 1.3 Any issues with customer behaviours are managed.
- Range issues may include but are not limited to – problems with service, interactions with floor staff, abusive and/or offensive language, harassment, items not currently available on the menu, seating availability, environment, intoxication.

Outcome 2

Co-ordinate the food and beverage service in a commercial hospitality environment.

Performance criteria

- 2.1 Service flow is managed.
- Range service flow may include but is not limited to – customers entering the establishment, number of orders, large groups, anticipated waiting time, speeding up or slowing down service to meet service flows, liaising with chef and/or kitchen.
- 2.2 The conditions and ambience of the service environment are maintained throughout operating hours.
- Range conditions may include but are not limited to – sound, light, temperature, amenities, layout, attitude to service.
- 2.3 Any unexpected situations that arise during service are actioned.
- Range unexpected situations may include but are not limited to problems with – staff, customers, equipment, payment facilities, interactions with the kitchen, food quality and/or presentation.
- 2.4 Communication with the kitchen and floor staff is maintained to ensure an efficient service flow.

- 2.5 Relationships between team members are maintained to ensure the customer's food and beverage experience is optimised.

Range relationships may include but are not limited to – staff communication, teamwork, providing leadership.

Outcome 3

Match menu options to customer needs in a commercial hospitality environment.

Performance criteria

- 3.1 Menu options are evaluated to determine their suitability for the individual customer's dietary needs.

Range dietary needs may include but are not limited to – diabetes, gluten-free, low fat, weight control, allergies, vegetarian.

- 3.2 Menu options are evaluated to determine their suitability for the individual customer's religious and/or cultural needs, if required.

Range evaluation may include but is not limited to – advice on menu items and ingredients, availability of menu items, advice on matching food and beverages, specials or preferred menu items.

- 3.3 Products and/or menu items provided by the establishment are identified and explained.

Range evidence of a minimum of six different products and/or menu items is required.

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	19 March 2010	31 December 2017
Review	2	20 February 2014	31 December 2017
Revision	3	19 November 2015	31 December 2017
Revision	4	21 July 2016	31 December 2023
Review	5	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.