

Title	Provide table service for a commercial hospitality establishment		
Level	2	Credits	4

Purpose	<p>This 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: present a menu and take orders from customers; serve customer orders at the table; and clear and maintain tables during service, 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 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 include but are not limited to – Food Act 2014, Health and Safety at Work Act 2015.
- 3 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.

Outcomes and performance criteria

Outcome 1

Present a menu and take orders from customers for a commercial hospitality establishment.

Performance criteria

- 1.1 The menu is presented and explained to customers at the table in accordance with establishment requirements.

Range	evidence is required of the promotion of establishment products to customers.
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- 1.2 Menu orders are taken, recorded and confirmed with customers in accordance with establishment requirements.
- 1.3 The menus are cleared in accordance with establishment requirements.
- 1.4 Appropriate cutlery is provided for customers' orders in accordance with establishment requirements.

Outcome 2

Serve customer orders at the table for a commercial hospitality establishment.

Range evidence is required of a food and beverage item for a table of a minimum of two customers.

Performance criteria

- 2.1 Customers are served using appropriate service style in accordance with establishment requirements.

Range service style may include but is not limited to – tray service for beverage, and plate service for food using two plates on one arm carrying method.
- 2.2 Food and beverage items are served to customers in accordance with customer order and establishment requirements.
- 2.3 Food and beverage items are served in a manner that ensures customer safety and minimises invasion of customers' personal space, and in accordance with establishment requirements.

Outcome 3

Clear and maintain tables during service for a commercial hospitality establishment.

Performance criteria

- 3.1 Tables are cleared of soiled and any unrequired service items in a manner that minimises disruption to customers, in accordance with establishment requirements.

Range service style may include but is not limited to – tray service for beverage, and plate service for food using two plates on one arm carrying method.
- 3.2 Sufficient stocks of clean service items, condiments, and accompaniments are maintained throughout service in accordance with establishment requirements.
- 3.3 Rubbish and food waste are deposited in the correct location in a safe and hygienic manner in accordance with establishment requirements.

- 3.4 Tables are reset promptly for next service in accordance with 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
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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.