

Title	Prepare and provide kai service, as part of a team and under supervision, for manuhiri		
Level	2	Credits	8

Purpose	People credited with this unit standard are able to prepare wharekai for service, serve kai, clear tables and clear wharekai after service, as part of a team in accordance with kawa and tikanga.
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Classification	Manaaki Marae - Marae Hospitality > Manaaki Marae - Takatū Kai
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Available grade	Achieved
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Guidance Information

1 Definitions

Kawa are the protocols or customs of the marae (and inside the wharenuui); particularly those related to formal activities such as pōwhiri, karanga, whaikōrero, mihi, hākari, etc. *Kawa* can be particular to marae, and may vary amongst whānau, hapū, and iwi.

Mahi tahi refers to working together, collaboration or teamwork (for a common goal or outcome).

Mana of kai refers to the spiritual power of kai, which is used to nourish and sustain the mauri and wairua of people (not just the tinana), in addition to whakanoa. As such, one should always have respect for kai (do not be wasteful) and acknowledge its provision.

Tikanga are cultural practices and procedures exercised by Māori in their daily lives. These practices reflect the concepts upon which they are based and provide guidelines for appropriate behaviour in Māori society. They also prescribe consequences for any breaches or when tikanga is not followed. They can be particular to a whānau, hapū, iwi, hapori, marae or rohe.

Whanaungatanga refers to a sense of family connection and relationships. It is the development and maintenance of these connections/relationships through communication, shared experiences, and working together. This development and maintenance creates unity, bonding and a sense of belonging.

2 This is an entry-level unit standard, and it is intended for learners who will carry out a range of activities under supervision and guidance in a wharekai.

3 Reference

Ministry for Primary Industries (2013). *Te Kai Manawa Ora – Marae Food Safety Guide*. Available at <http://www.mpi.govt.nz/food-safety/food-act-2014/marae-food/> or <https://www.mpi.govt.nz/dmsdocument/1053-Te-Kai-Manawa-Ora-Marae-Food-Safety-Guide>.

- 4 Legislation and regulations to be complied with include but are not limited to – the Food Act 2014, and Health and Safety at Work Act 2015. This may be demonstrated by the candidate demonstrating appropriate health, safety, and hygiene techniques at all times.
- 5 Manaaki is an ethic of thoughtfulness, generosity and caring for others. Manaaki manuhiri links this ethic directly to Māori well-being, to the marae and the mana of its people. This proverb, 'ka tika ā muri, ka tika ā mua' best describes this significant aspect of the Māori value system, ensuring the front and back of the marae (both of which are interdependent), work together to provide for its guests. It is characterised through the acts of hospitality and demands excellence of the hosts so as to uphold their mana, the mana of all guests, and (therefore) of the marae itself. The basic principles underpinning manaaki (in a marae context) are common, but while there are some constants, the details of its execution may differ. These differences may be at a whānau, hapū, iwi, hāpori, marae or rohe level.

Outcomes and performance criteria

Outcome 1

Prepare wharekai for service, as part of a team, in accordance with kawa and tikanga.

Performance criteria

- 1.1 Whanaungatanga with other kaimahi is demonstrated when preparing the wharekai.

Range mahi tahi, personal responsibilities in meeting team objectives, follow oral and/or written instructions.
- 1.2 Tables, chairs, and/or other furniture are set out in accordance with hui requirements and manuhiri numbers.
- 1.3 Tables are set in accordance with menu requirements.

Range may include but is not limited to – tablecloth, cutlery, crockery, glassware, serviettes, condiments.
- 1.4 Items required for beverage service are prepared in accordance with hui requirements.
- 1.5 Service equipment is checked to ensure it is clean and ready to use.

Range service equipment may include but is not limited to – trays, service cloths, pen, notepad, order systems, service utensils, service trolleys.

Outcome 2

Serve kai, as part of a team, in accordance with kawa and tikanga.

Performance criteria

- 2.1 Whanaungatanga with other kaimahi is demonstrated during the serving process.
- Range mahi tahi, personal responsibilities in meeting team objectives.
- 2.2 Manuhiri are served kai in a polite and helpful manner.
- Range may include but is not limited to – basic knowledge of menu items, responding to enquiries and requests, kai served on time, manuhiri seated in orderly fashion, reporting allergies or special dietary requirements.
- 2.3 Beverages are served according to the requirements of the hui and manuhiri.
- 2.4 The mana of kai is acknowledged and respected during the serving process.

Outcome 3

Clear tables, as part of a team, in accordance with kawa and tikanga.

Performance criteria

- 3.1 Whanaungatanga with other kaimahi is demonstrated when clearing tables.
- Range mahi tahi, personal responsibilities in meeting team objectives, helping others to meet team objectives.
- 3.2 Tables are cleared of used and un-used items.
- 3.3 Beverage items are cleared safely.
- Range may include using a service tray or trolley.

Outcome 4

Clear wharekai after service, as part of a team, in accordance with kawa and tikanga.

Performance criteria

- 4.1 Whanaungatanga with other kaimahi is demonstrated when clearing and cleaning the dining and service areas.
- Range mahi tahi, personal responsibilities in meeting team objectives, working until team objectives are met.
- 4.2 Leftover kai is stored or disposed of in accordance with food safety legislation.

- 4.3 Rubbish is deposited, and recycling is sorted, in correct location and in a safe and hygienic manner.
- 4.4 Service equipment is cleaned and correctly stored in accordance with wharekai requirements.
- Range may include but is not limited to – depositing linen ready to be laundered, cleaning and drying service trays, returning aprons.
- 4.5 The wharekai dining and service areas are cleaned, and furniture is stored or made ready for the next hui.

Replacement information	This unit standard replaced unit standard 21251.
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Planned review date	31 December 2028
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	26 July 2018	31 December 2025
Review	2	14 December 2023	N/A

Consent and Moderation Requirements (CMR) reference	0226
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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 NZQA Māori Qualifications Services mqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.