

**40432****Provide food and beverage services, and in-flight passenger service on board an aircraft**

<b>Kaupae   Level</b>	4
<b>Whiwhinga   Credit</b>	20
<b>Whāinga   Purpose</b>	<p>People credited with this skill standard are able to provide food and beverage services on board while complying with food and hygiene requirements, and apply in-flight passenger service techniques.</p> <p>This skill standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Aviation (Flight Attendant) (Level 4) with optional strand in Operator Specific Operational Flight Attending [Ref: 2881].</p>

**Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria**

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Provide food and beverage services on board an aircraft.	a. Serve alcoholic and non-alcoholic beverages on board an aircraft.
	b. Comply with alcohol server responsibilities on board an aircraft.
	c. Serve food to passengers on board an aircraft.
2. Comply with food hygiene requirements on board an aircraft.	a. Maintain personal hygiene when handling food for distribution to passengers and crew.
	b. Maintain hygienic storage and preparation of food for consumption by passengers and crew.
3. Apply in-flight passenger service techniques on board an aircraft.	a. Communicate effectively using various techniques during customer interactions.
	b. Apply active listening strategies to understand and respond to customer requirements.
	c. Use problem-solving skills to provide passenger service.
	d. Adapt service delivery approaches to meet the diverse needs of individuals and groups.

**Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria***Assessment specifications:*

*Enterprise procedures* refer to the expected performance required by the enterprise in which credit for this skill standard is being sought. Such performance may be specified in enterprise procedures as indicated in manuals, guidelines, checklists, information bulletins, New Zealand Defence Force policy, and Civil Aviation Authority of New Zealand (CAA) documentation.

*Flight attendant* is used as a generic term, and therefore includes other terms used in different aviation enterprises, e.g. purser, cabin attendant, and cabin crew.

Learning outcomes 1 and 2 assessment criteria must, where relevant, comply with Sale and Supply of Alcohol Act 2012; Food Act 2014; Sale and Supply of Alcohol Regulations 2013; and their subsequent amendments.

Only aircraft serving alcohol on domestic routes are required to be licensed premises.

Evidence for this skill standard may be obtained in an aircraft and/or a fully operational cabin trainer suitable for all aspects of flight attendant training.

All activities relevant to this standard must reflect ngā kaupapa (articles) of te Tiriti o Waitangi OR the principles of the Treaty of Waitangi.

All activities must, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

Programme developers are encouraged to consider weaving the concepts of Manaakitanga through the learning and assessment of this standard. Manaakitanga is an ethic of thoughtfulness, generosity and caring for others. Manaakitanga acknowledges a whānau-centred approach towards improving the quality of life, the fostering of respectful relationships and to enhance the mana of others health and well-being.

### ***Ngā momo whiwhinga | Grades available***

Achieved

### **Ihirangi waitohu | Indicative content**

Alcoholic and non-alcoholic beverage, and food services on board

- Identification and knowledge of alcohol beverages may include but is not limited to beer, liqueurs, spirits, wine. Refer to enterprise procedures for specific information.
- Identification of non-alcoholic beverages may include soft drinks, mineral water, fruit juices, tea, coffee. Refer to enterprise procedures for specific information.
- Identification of mixers available may include lemon lime, club soda, tonic, sparkling water. Refer to enterprise procedures for specific information.
- Alcohol consumption onboard an aircraft e.g. alcohol in carry-on bags, passengers drinking own alcohol in-flight, passengers getting intoxicated on a flight, alcohol policies on international and domestic flights.
- Alcohol effects e.g. alcohol absorption in the body, metabolism of alcohol, behavioural effects.
- Intoxication of passengers on-board e.g. understanding the consequences of intoxicated passengers, root causes of intoxication on board, implications for safety and security, mitigating the problem: strategies and best practices.
- Alcohol server's responsibility on board an aircraft.
- Restrictions on the service of alcohol to passengers.
- Storage equipment onboard includes food and beverage carts, atlas boxes and overhead compartments.
- Preparation of food and trolleys for food and beverage service.
- Components of meals - special meals and delivery procedures for special meals to passengers, providing passengers with food and beverage information on request, presenting food and beverage options.
- Provision of food and beverage service to passengers.
- Stocktaking and documentation procedures.

Food hygiene requirements on board

- Reasons for personal hygiene in the workplace e.g. health and safety, customer satisfaction.
- Unhygienic activities that may cause contamination e.g. visit to toilet, cleaning toilet, nose blowing, handling rubbish, handling money, handling chemicals, handling raw food, skin conditions, cuts and wounds, scratching; touching hair, nose, mouth.

- Work habits that prevent contamination e.g. use of disposable gloves, use of tongs, removing jewellery, cleaning hands and nails, work area cleaned, protective clothing and equipment maintained in a sanitary condition.
- Hygienic galley practices e.g. use of gloves, correct handling of crockery and glassware, keeping preparation surfaces and equipment clean.
- Hygienic storage and preparation of food for consumption by passengers and crew.
- Procedures for stowage and preparation of food for ongoing service throughout the flight.
- Micro-organisms that cause food spoilage, and symptoms of associated food poisoning.
- Indicators of spoiled food and food poisoning.
- Methods to control food spoilage e.g. before and after heating, with refrigeration both available and unavailable, during delays to service delivery.

#### In-flight passenger service techniques on board

- Verbal and non-verbal communication skills.
- Active listening strategies and techniques.
- Tone and language selection.
- Clear and concise communication methods.
- Questioning, clarifying, paraphrasing, and summarising.
- Customer queries and concerns.
- Critical thinking and decision-making.
- Identification of root causes of issues.
- Solution building.
- Complaints and conflict resolution.
- Customer expectations and experience.
- Rapport and positive relationships.
- Difficult or challenging customer situations.
- Customer diversity and inclusivity.
- Diverse customer needs and preferences.
- Service approaches to meet individual requirements.
- Customer satisfaction through adaptability.
- Customers' preferred titles and pronouns.

#### Rauemi | Resources

- [Sale and Supply of Alcohol Act 2012](#); [Food Act 2014](#); [Sale and Supply of Alcohol Regulations 2013](#); and their subsequent amendments.
- Lillicrap, D., and Cousins, J., *Food and Beverage Service* 9th Edition (London: Hodder Education, 2014).
- [Privacy Act 2020](#), [Health and Safety at Work Act 2015](#), [Human Rights Act 1993](#), and their subsequent amendments.
- Enterprise procedures.

#### Pārongo Whakaū Kounga | Quality assurance information

<b>Ngā rōpū whakatau-paerewa  </b> Standard Setting Body	Ringa Hora Services Workforce Development Council
<b>Whakaritenga Rārangi Paetae Aromatawai  </b> DASS classification	Service Sector > Aviation > Flight Attendants
<b>Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga  </b> CMR	0028

Hātepe   Process	Putanga   Version	Rā whakaputa   Review Date	Rā whakamutunga mō te aromatawai   Last date for assessment
Rēhītatanga   Registration	1	28 November 2024	N/A
Kōrero whakakapinga   Replacement information	This skill standard replaced unit standards 21840, 21841, and 21842.		
Rā arotake   Planned review date	31 December 2029		

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 skill standard.