

Title	Prepare and serve hot and cold non-alcoholic drinks for a commercial hospitality establishment		
Level	2	Credits	5

Purpose	<p>This pre-entry unit 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: prepare for service of, and serve, hot and cold non-alcoholic drinks, 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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Explanatory notes

- 1 Definitions
Coffee – filter, plunger or espresso coffee.
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 Range
Drinks – tea, coffee, soft drink, water.
- 3 Legislation and regulations to be complied with include but are not limited to – Food Act 2014, Health and Safety at Work Act 2015.
- 4 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. There must be an end user of the product and domestic equipment can be used.

Outcomes and evidence requirements

Outcome 1

Prepare for service of hot and cold non-alcoholic drinks for a commercial hospitality establishment.

Evidence requirements

1.1 Non-alcoholic beverages are described in terms of their types.

Range types of non-alcoholic beverages include but are not limited to – aerated and still mineral waters, juices, cordials, aerated soft drinks, energy drinks; evidence is required of two different examples for each item.

1.2 Sufficient ingredients, drinks, and drink accompaniments are stored and maintained in designated place, at correct temperature for drinks service, in accordance with establishment requirements and legislation.

1.3 Service equipment is clean, operational, and ready for use for service in accordance with establishment and drink requirements.

Range equipment may include but is not limited to – hotplates, water heating equipment, coffee and tea pots, glassware, cutlery, paper cups, crockery, temperature control units.

Outcome 2

Serve hot and cold non-alcoholic drinks for a commercial hospitality establishment.

Evidence requirements

2.1 Customers are provided drinks information on request, and drink requirements are confirmed with the customer.

2.2 Customers’ drink requirements are processed in accordance with establishment requirements.

2.3 Drinks are made in accordance with customer request and establishment requirements.

2.4 Drinks are served at correct temperature for drink, using correct service equipment and accompaniments, in accordance with establishment and drink requirements.

Range equipment may include but is not limited to – tea and coffee serving equipment, cutlery, crockery, glassware, paper cups.

2.5 Drinks are served to customers in a manner that optimises drink and service quality, in accordance with customers’ orders and establishment requirements.

Planned review date	31 December 2019
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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	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>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the CMR. The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.