

<b>Title</b>	<b>Take, amend, and cancel reservations for restaurant service in a hospitality establishment</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	<p>This entry-level unit standard is for people working as professional food service staff in a broad range of food and beverage service outlets.</p> <p>People credited with this unit standard are able to take, amend, and cancel reservations for food and beverage service in a hospitality establishment.</p>
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<b>Classification</b>	Hospitality > Food and Beverage Service
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<b>Available grade</b>	Achieved
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### Explanatory notes

- 1 Definition  
*Establishment requirements* – any policy, procedure, process or agreed requirement, either written or oral, made known to the candidate prior to assessment against this unit standard.
- 2 Legislation and regulations to be complied with include but is not limited to – Food Act 2014, Health and Safety at Work Act 2015, Sale and Supply of Alcohol Act 2012, Sale and Supply of Alcohol Regulations 2013.
- 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.

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### Outcomes and evidence requirements

#### Outcome 1

Take reservations for food and beverage service in a hospitality establishment.

#### Evidence requirements

- 1.1 Details of reservations are recorded in accordance with establishment requirements.

Range details include but are not limited to – reservation name, contact name, telephone number, day and date for service, time of arrival, number of people, special requirements.

1.2 Group reservation procedures are followed in accordance with establishment requirements.

1.3 Reservation details are confirmed with the customer in accordance with establishment requirements.

1.4 Customer is advised of any special conditions relating to the reservation in accordance with establishment requirements.

Range special conditions may include but are not limited to – holiday surcharges, arrival and departure times.

**Outcome 2**

Amend reservations for food and beverage service in a hospitality establishment.

**Evidence requirements**

2.1 Reservation is verified with the customer prior to any amendment in accordance with establishment requirements.

2.2 Reservation for food and beverage service is amended, recorded, and confirmed to meet customer and establishment requirements.

2.3 Customer is informed of any additional charges due to amendment of reservation in accordance with establishment requirements.

**Outcome 3**

Cancel reservations for food and beverage service in a hospitality establishment.

**Evidence requirements**

3.1 Reservation for food and beverage service is cancelled and details recorded and communicated to relevant personnel in accordance with establishment requirements.

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<b>Planned review date</b>	31 December 2018
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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
Review	2	22 October 2004	31 December 2013
Review	3	12 December 2008	31 December 2015
Review	4	12 December 2013	31 December 2015
Revision	5	19 November 2015	31 December 2017
Revision	6	21 July 2016	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.