

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

Purpose	<p>This 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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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, 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, 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.

Outcomes and performance criteria

Outcome 1

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

Performance criteria

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

Range details may 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.

Performance criteria

- 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.

Performance criteria

- 3.1 Reservation for food and beverage service is cancelled and details recorded and communicated to relevant personnel 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
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	31 December 2023
Review	7	25 November 2021	N/A

Consent and Moderation Requirements (CMR) reference

0112

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.