

Title	Provide table service for a commercial hospitality establishment		
Level	2	Credits	4

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: present a menu and take orders from customers; serve customer orders at the table; and clear and maintain tables during service, for a commercial hospitality establishment.</p>
----------------	--

Classification	Hospitality > Food and Beverage Service
-----------------------	---

Available grade	Achieved
------------------------	----------

Explanatory notes

- 1 Definition
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 Legislation and regulations to be complied with include but are not limited to – Food Act 2014, Health and Safety at Work Act 2015.
- 3 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.

Outcomes and evidence requirements

Outcome 1

Present a menu and take orders from customers for a commercial hospitality establishment.

Evidence requirements

- 1.1 The menu is presented and explained to customers at the table in accordance with establishment requirements.

Range	evidence is required of the promotion of establishment products to customers.
-------	---

- 1.2 Menu orders are taken, recorded and confirmed with customers in accordance with establishment requirements.
- 1.3 The menus are cleared in accordance with establishment requirements.
- 1.4 Appropriate cutlery is provided for customers' orders in accordance with establishment requirements.

Outcome 2

Serve customer orders at the table for a commercial hospitality establishment.

Range evidence is required of a food and beverage item for a table of a minimum of two customers.

Evidence requirements

- 2.1 Customers are served using appropriate service style in accordance with establishment requirements.
- Range service style includes but is not limited to – tray service for beverage, and plate service for food using two plates on one arm carrying method.
- 2.2 Food and beverage items are served to customers in accordance with customer order and establishment requirements.
- 2.3 Food and beverage items are served in a manner that ensures customer safety and minimises invasion of customers' personal space, and in accordance with establishment requirements.

Outcome 3

Clear and maintain tables during service for a commercial hospitality establishment.

Evidence requirements

- 3.1 Tables are cleared of soiled and any unrequired service items in a manner that minimises disruption to customers, in accordance with establishment requirements.
- Range service style includes but is not limited to – tray service for beverage, and plate service for food using two plates on one arm carrying method.
- 3.2 Sufficient stocks of clean service items, condiments, and accompaniments are maintained throughout service in accordance with establishment requirements.
- 3.3 Rubbish and food waste are deposited in the correct location in a safe and hygienic manner in accordance with establishment requirements.

- 3.4 Tables are reset promptly for next service in accordance with establishment requirements.

Planned review date	31 December 2019
----------------------------	------------------

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
--	------

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.