

Title	Provide restaurant silver service to customers in a commercial hospitality environment		
Level	4	Credits	3

Purpose	People credited with this unit standard are able to provide restaurant silver service to customers in a commercial hospitality environment.
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Classification	Hospitality > Food and Beverage Service
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Available grade	Achieved
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Explanatory notes

- 1 Definition
Establishment requirements – any policy, procedure, 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 – the Health and Safety at Work Act 2015, Food Act 2014
- 3 For the purpose of this unit standard, evidence will be required that customers are greeted and treated in all interactions in a polite, friendly and helpful manner.
- 4 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 evidence requirements

Outcome 1

Provide restaurant silver service to customers in a commercial hospitality environment.

Evidence requirements

- 1.1 Service equipment is polished and ready for service in accordance with silver service style and establishment requirements.
- 1.2 Tables are checked for correct setting in accordance with service style and establishment requirements.

1.3 Food for service is correct type, temperature, appearance, and quantity required by customer, and is arranged on service dishes for ease of service in accordance with establishment requirements.

1.4 Food items are portioned, served in a consistent manner, and arranged on customer plates using correct service cutlery and crockery, in accordance with establishment requirements.

Range food items may include but are not limited to – portions of meat, poultry, filleted fish, seafood, vegetables, bread, sauce; evidence is required of a minimum of three food items.

1.5 Food is served promptly at correct temperature, with minimum disruption to customers, and protecting customer safety at all times.

Range service includes but is not limited to – food served from left of customer, cleared from right of customer, drinks served from right of customer; minimum disruption includes but is not limited to – minimal noise, no invasion of customer's personal space, no spillage of food over customers.

Planned review date	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 2010
Review	2	22 October 2004	31 December 2010
Review	3	12 December 2008	31 December 2017
Rollover and Revision	4	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 Consent and Moderation Requirements (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.