Title	Prepare and clear areas for counter food service for a commercial hospitality establishment		
Level	2	Credits	2

Purpose	This unit standard is for people training as food service staff to work in a broad range of food and beverage service outlets. People credited with this unit standard are able to: prepare for counter food service; and clear counter food service areas, for a commercial hospitality establishment.

Classification	Hospitality > Food and Beverage Service

Available grade	Achieved

Guidance Information

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 may include but are not limited to – Food Act 2014, Health and Safety at Work Act 2015.

3   For the purpose of this unit standard, customer and counter service areas must be kept hygienically clean, tidy and free from rubbish at all times, and service areas secure from unauthorised people in accordance with establishment requirements.

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.

Outcomes and performance criteria

Outcome 1

Prepare for counter food service for a commercial hospitality establishment.

Performance criteria

1.1   Sufficient stocks of service items are clean, hygienic, undamaged, and arranged ready for service.

Range   service items may include but are not limited to – trays, straws, service utensils, food containers, takeaway food and beverage packaging, napkins, crockery, cutlery, condiments, accompaniments.

1.2   Service equipment is made operational for customer service in accordance with establishment requirements.

Range   service equipment may include but is not limited to – display unit, temperature control unit, refrigerated unit, signage.

1.3   Food and drink items for service are stored and/or displayed in accordance with establishment and legislative requirements.

1.4   Menus and any promotional materials are clean, undamaged, displayed, and ready for customer use in accordance with establishment requirements.

1.5   Rubbish is removed, and containers for waste food are clean and ready for use, in accordance with establishment requirements.

Outcome 2

Clear counter food service areas for a commercial hospitality establishment.

Performance criteria

2.1   Perishable food and drink items are returned to correct temperature-controlled storage area immediately after service in accordance with establishment and legislative requirements.

2.2   Reusable service items from food service are cleaned and stored in accordance with establishment requirements.

Range   reusable service items may include but are not limited to – trays, crockery, cutlery, service utensils, food containers, menus, promotional material.

2.3   Condiments and accompaniments for future use are stored in accordance with establishment requirements.

2.4   Rubbish and food waste are deposited in correct location in a safe and hygienic manner in accordance with establishment requirements.

Planned review date	31 December 2026

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	31 December 2023
Review	8	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.