

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

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: prepare for counter food service; and clear counter food service areas, for a commercial hospitality establishment.</p>
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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, 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 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 evidence requirements

Outcome 1

Prepare for counter food service for a commercial hospitality establishment.

Evidence requirements

- 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.

Evidence requirements

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 2019
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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
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
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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 if you wish to suggest changes to the content of this unit standard.