Title	Provide cafe counter service in a hospitality establishment		
Level	3	Credits	5

Purpose	This unit standard is for people providing a cafe service in a hospitality establishment.
	People credited with this unit standard are able to provide cafe counter service in a 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, 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   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.

4   Preparing and serving beverages is covered by unit standard 14425, *Prepare and serve hot and cold non-alcoholic drinks for a commercial hospitality establishment.* This unit standard should be included in any programme that requires candidates to carry out this task as part of their job role.

Outcomes and performance criteria

Outcome 1

Provide cafe counter service in a hospitality establishment.

Performance criteria

1.1   Counter is prepared for food service in accordance with establishment requirements.

Range   preparation may include but is not limited to – sufficient stocks of service items, operational service equipment, food and drink items stored and/or displayed, menus and any promotional materials available, clean and empty rubbish containers.

1.2   Counter is cleared ready for food service in accordance with establishment requirements.

Range   cleared includes but is not limited to – perishable food and drink items returned to correct temperature-controlled storage area, reusable service items cleaned and stored, condiments and accompaniments stored, rubbish and waste removed.

1.3   Customers are served at the food counter in accordance with establishment requirements.

Range   service may include but is not limited to – promoting establishment products and services, identifying and confirming the customer's order, informing the customer of any delays.

1.4   Food and beverage items are served at correct temperature for consumption and food safety requirements in accordance with establishment requirements.

1.5   Service items are kept clean and made available for customer use in accordance with establishment requirements.

Range   service items may include but are not limited to – cutlery, crockery, condiments, accompaniments, trays, napkins.

1.6   Counter and service areas are maintained during service in accordance with establishment requirements.

Range   maintenance may include but is not limited to – clean, hygienic, tidy, free from rubbish and food debris, replenished food and beverage items.

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
Review	2	22 October 2004	31 December 2013
Review	3	12 December 2008	31 December 2015
Review	4	12 December 2013	31 December 2017
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.