

Title	Provide takeaway food service in a commercial hospitality environment		
Level	3	Credits	4

Purpose	<p>This is an entry-level unit standard for people who work in takeaway food outlets.</p> <p>People credited with this unit standard are, able to: prepare takeaway work areas; serve customers takeaway orders; and clear takeaway food work areas, in a commercial hospitality environment.</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 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

Prepare takeaway work areas in a commercial hospitality environment.

Evidence requirements

- 1.1 Work areas and service equipment are kept clean, undamaged, and ready for use.

- 1.2 Sufficient stocks of service items are kept clean, free from damage, and arranged ready for service.
- Range service items may include but are not limited to – straws, service utensils, food containers, takeaway food packaging, napkins, disposable cutlery.
- 1.3 Service equipment is kept operational for customer service in accordance with establishment requirements.
- 1.4 Chilled food and drink items for service are stored and displayed in accordance with establishment requirements and legislation.
- 1.5 Condiments and accompaniments are prepared and stored ready for service in accordance with establishment requirements.
- 1.6 Menus and any promotional materials are displayed ready for customer use in accordance with establishment requirements.
- 1.7 Rubbish is removed, and containers for waste food are kept clean and ready for use, in accordance with establishment requirements.

Outcome 2

Serve customers takeaway orders in a commercial hospitality environment.

Evidence requirements

- 2.1 Information is given to meet customer needs and to promote takeaway products and services in accordance with establishment requirements.
- Range information includes but is not limited to – available product, prices; promotion may include but is not limited to – up-selling, add-ons.
- 2.2 Customers' requirements are identified and actioned promptly in accordance with establishment requirements.
- 2.3 Customers are informed of waiting times if a delay occurs in accordance with establishment requirements.
- 2.4 Service equipment is operated in a safe and hygienic manner in accordance with establishment requirements.
- 2.5 Food items are served at correct temperature for consumption and food safety requirements in accordance with establishment requirements.

Outcome 3

Clear takeaway food work areas in a commercial hospitality environment.

Evidence requirements

- 3.1 Reusable service items from takeaway food service are cleaned and stored in accordance with establishment requirements.
- Range reusable service items may include but are not limited to – service utensils, food containers.
- 3.2 Condiments and accompaniments for future use are stored in accordance with establishment requirements.
- 3.3 Rubbish and food waste are deposited in correct location in a safe and hygienic manner in accordance with establishment requirements.
- 3.4 Work area and service equipment are kept clean, undamaged, and ready for use, in accordance with establishment requirements.
- 3.5 Security of food storage and service areas is maintained 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
Review	2	22 October 2004	31 December 2017
Review	3	12 December 2008	31 December 2017
Review	4	20 February 2014	31 December 2017
Revision	5	19 November 2015	31 December 2017
Revision	6	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.