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

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| Purpose | <p>This unit standard is 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> |
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| Classification | Hospitality > Food and Beverage Service |
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| Available grade | Achieved |
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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, 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 performance criteria

Outcome 1

Prepare takeaway work areas in a commercial hospitality environment.

Performance criteria

- 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.

Performance criteria

- 2.1 Information is given to meet customer needs and to promote takeaway products and services in accordance with establishment requirements.
- Range information may include 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.

Performance criteria

- 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.

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| Planned review date | 31 December 2026 |
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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 |
| 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 | 31 December 2023 |
| Review | 7 | 25 November 2021 | N/A |

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| 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>.

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.