

<b>Title</b>	<b>Provide room service in a commercial hospitality environment</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	<p>This unit standard is for people who work as food service staff in hotels.</p> <p>People credited with this unit standard are able to: prepare for room service food and beverage delivery; and deliver room service food and beverages, in a commercial hospitality environment.</p>
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<b>Classification</b>	Hospitality > Food and Beverage Service
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<b>Available grade</b>	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, Sale and Supply of Alcohol Act 2012.
- 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 All tasks are to be carried out in accordance with establishment requirements.

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### Outcomes and performance criteria

#### Outcome 1

Prepare for room service food and beverage delivery in a commercial hospitality environment.

**Performance criteria**

- 1.1 Room service equipment is hygienically clean, undamaged, and operational.
- Range equipment may include but is not limited to – trays or trolleys, coffee machines, toaster, cutlery, crockery, linen, glassware, condiments, printed materials.
- 1.2 Room service equipment is set up ready for service.
- 1.3 Sufficient supplies of food and beverage items are prepared for service period.

**Outcome 2**

Deliver room service food and beverages in a commercial hospitality environment.

**Performance criteria**

- 2.1 Food and beverage items and accompaniments are made ready for service, and room service tray or trolley is completed with customer order and all accompaniments required in accordance with customer requirements.
- Range ready for service may include but is not limited to – quantity, appearance, temperature.
- 2.2 Food and beverage items and accompaniments are delivered in a safe and prompt manner to the customer's room.
- 2.3 Customer is greeted at door in a polite and friendly manner and consulted as to where tray or trolley should be placed.
- 2.4 Meal is confirmed with customer and served.
- 2.5 Beverages are served to the customer.
- 2.6 Food and beverage account for room service is confirmed with the customer and processed.

<b>Planned review date</b>	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

**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](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.