

Title	Provide room service in a commercial hospitality environment		
Level	3	Credits	6

Purpose	<p>This entry-level 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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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, 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.

Outcomes and evidence requirements

Outcome 1

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

Evidence requirements

- 1.1 Room service equipment is hygienically clean, undamaged, and operational in accordance with establishment requirements.

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 in accordance with establishment requirements.
- 1.3 Sufficient supplies of food and beverage items are prepared for service period in accordance with establishment requirements.

Outcome 2

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

Evidence requirements

- 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 and establishment requirements.
- Range ready for service includes 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 in accordance with establishment requirements.
- 2.3 Customer is greeted at door in a polite and friendly manner and consulted as to where tray or trolley should be placed in accordance with establishment requirements.
- 2.4 Meal is confirmed with customer and served in accordance with establishment requirements.
- 2.5 Beverages are served to the customer in accordance with establishment requirements.
- 2.6 Food and beverage account for room service is confirmed with the customer and processed 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
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
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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.