

<b>Title</b>	<b>Service customer minibars for a commercial hospitality establishment</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>2</b>

<b>Purpose</b>	<p>This unit standard is for people training as food service staff to work in a hotel.</p> <p>People credited with this unit standard are able to: prepare to service minibar stocks; and replenish customer minibars, for a commercial hospitality establishment.</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 – Health and Safety at Work Act 2015, Sale and Supply of Alcohol Act 2012.
- 3 This unit standard can be assessed against in a simulated situation. This refers to a situation that reflects some elements of commercial realism but the candidate must be under time pressure. There must be an end user of the product and domestic equipment can be used.

### Outcomes and performance criteria

#### Outcome 1

Prepare to service minibar stocks for a commercial hospitality establishment.

#### Performance criteria

- 1.1 Stocks for customer minibars are maintained, and storage areas are kept clean and tidy, in accordance with establishment requirements.
- 1.2 Minibar stock storage area is kept secure from unauthorised access in accordance with establishment requirements.

- 1.3 Minibar trolley is prepared with sufficient stock for anticipated use in accordance with establishment requirements.

## Outcome 2

Replenish customer minibars for a commercial hospitality establishment.

### Performance criteria

- 2.1 Entry is gained to rooms in accordance with customer and establishment requirements.
- 2.2 Minibars are replenished with required items in accordance with establishment requirements.
- 2.3 Any damaged, out of date, and altered minibar stock is identified, and action is taken in accordance with establishment requirements.
- 2.4 Records of mini-bar usage are maintained and processed in accordance with establishment requirements.
- 2.5 Minibar stocks and trolley are maintained in a neat and tidy condition, and kept secure from unauthorised access, in accordance with establishment requirements.

<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
Revision	2	15 November 2002	31 December 2013
Review	3	22 October 2004	31 December 2017
Review	4	12 December 2008	31 December 2017
Review	5	20 February 2014	31 December 2017
Revision	6	21 July 2016	31 December 2023
Review	7	25 November 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.