

<b>Title</b>	<b>Service customer mini-bars for a commercial hospitality establishment</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>2</b>

<b>Purpose</b>	<p>This pre-entry 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 mini-bar stocks; and replenish customer mini-bars, 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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### 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 – 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.

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### Outcomes and evidence requirements

#### Outcome 1

Prepare to service mini-bar stocks for a commercial hospitality establishment.

#### Evidence requirements

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

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

## Outcome 2

Replenish customer mini-bars for a commercial hospitality establishment.

### Evidence requirements

- 2.1 Entry is gained to rooms in accordance with customer and establishment requirements.
- 2.2 Mini-bars are replenished with required items in accordance with establishment requirements.
- 2.3 Any damaged, out of date, and altered mini-bar stock is identified and action is taken in accordance with establishment requirements.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 Mini-bar 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 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
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	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>.

### 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 Consent and Moderation Requirements (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.

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### **Comments on this unit standard**

Please contact ServiceIQ [qualifications@serviceiq.org.nz](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.