

<b>Title</b>	<b>Serve non-alcoholic beverages to tables in the hospitality industry</b>		
<b>Level</b>	<b>1</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	<p>This unit standard is intended for people who are studying the hospitality industry in a school or early tertiary learning environment.</p> <p>People credited with this unit standard are able to: demonstrate knowledge of non-alcoholic beverages; and serve hot and cold beverages to tables.</p>
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<b>Classification</b>	Hospitality > Hospitality - Foundation Skills
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Legislation and regulations relevant to this unit standard may include but are not limited to – Food Act 2014, Health and Safety at Work Act 2015.
- 2 References  
*Standard industry texts* referred to in this unit standard may include but are not limited to the following text:  
 Cousins, J., and Weekes, S. (2019) *Food and Beverage Service*. 10<sup>th</sup> ed. London: Hodder Education;  
 or the most recent edition available.
- 3 Range  
 non-alcoholic beverages include but are not limited to – soft drinks, water, juices, tea, coffee;  
 evidence of one hot and one cold non-alcoholic beverage is required.
- 4 The following conditions apply when assessing against this unit standard:
  - the candidate must be under no time pressure;
  - performance may be assessed against in a classroom environment;
  - equipment relevant to the unit standard must be available (this may be domestic equipment).
- 5 For the purpose of this unit standard, the candidate must, at all times, display a friendly and polite manner to customers.
- 6 All assessment tasks must be carried out in accordance with standard industry texts.

## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of non-alcoholic beverages.

#### Performance criteria

- 1.1 Common non-alcoholic beverages are identified.
- 1.2 Base ingredients for non-alcoholic beverages are identified.
- 1.3 Service equipment for soft drinks is identified.
- 1.4 Refrigeration and storage equipment for non-alcoholic beverages is identified.
- 1.5 Safety and hygiene requirements for non-alcoholic beverage equipment are identified.

### Outcome 2

Serve hot and cold beverages to tables.

#### Performance criteria

- 2.1 The beverage is confirmed as the customer's order.
- 2.2 Hot and cold beverages are served to customers at the table.
- 2.3 Additional items are offered to customers.  
Range items include but are not limited to – sugar, milk.
- 2.4 The beverages ordered are received by customers in a safe manner.
- 2.5 Beverages and beverage service equipment are removed from the table during service in a safe manner.  
Range beverage service equipment may include but is not limited to – glasses, cups and saucers, bottles, cutlery, service trays.

<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	27 November 1998	31 December 2016
Review	2	22 October 2003	31 December 2016

Process	Version	Date	Last Date for Assessment
Review	3	19 September 2008	31 December 2016
Revision	4	20 November 2009	31 December 2016
Review	5	20 November 2014	31 December 2023
Review	6	30 September 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>.

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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.