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| Title | Demonstrate knowledge of work roles in the hospitality industry | | |
| Level | 1 | Credits | 3 |

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| Purpose | <p>This unit standard is intended for people who are studying the hospitality industry in a school or tertiary learning environment.</p> <p>People credited with this unit standard are able to demonstrate knowledge of work roles in the hospitality industry.</p> |
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| Classification | Hospitality > Hospitality - Foundation Skills |
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| Available grade | Achieved |
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Guidance Information

1 References

Standard industry texts referred to in this unit standard may include but are not limited to:

Cousins, J. and Weekes, S. (2020) *Food and Beverage Service*. 10th ed. London: Hachette;

Foskett, D. *et al.* (2019) *Practical Cookery*. 14th ed. London: Hodder Education;

Foskett, D *et al.* (2016), *The Theory of Hospitality and Catering*. 13th ed. London: Hodder Education;

or the most recent editions available.

2 All tasks must be carried out in accordance with standard industry texts.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of work roles in the hospitality industry.

Range three work roles for each sector;
includes but is not limited to – average starting salary, tasks and duties.

Performance criteria

1.1 The work roles in a commercial kitchen are identified.

Range kitchen roles and jobs include but are not limited to – chef, executive chef, sous chef, chef de partie, commis, kitchen attendant, demi-chef de partie, apprentice chef.

- 1.2 The front of house roles in a commercial restaurant are identified and described.
- Range restaurant roles may include but are not limited to – maître d'hôtel, cashier, waiter, wine waiter, barista.
- 1.3 The work roles in a commercial bar are described.
- Range bar roles may include but are not limited to – duty manager, bartender.
- 1.4 The work roles in a stores department are described.
- Range store roles may include but are not limited to – purchasing officer, store person.
- 1.5 The work roles in a commercial front office department are described.
- Range front office roles may include but are not limited to – front office manager/supervisor, receptionist, cashier, reservations, concierge, porter, night auditor, night porter.
- 1.6 The work roles in commercial accommodation services are described.
- Range accommodation service roles may include but are not limited to – housekeeper, room attendant, laundry attendant.
- 1.7 The work roles for sales, marketing, and management are described.
- Range sales, marketing, and management roles may include but are not limited to – sales manager, food and beverage manager, rooms division manager, duty manager, executive assistant manager, general manager, financial controller, functions manager, human resources manager.

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| Planned review date | 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 |
| Review | 3 | 19 September 2008 | 31 December 2016 |
| Revision | 4 | 20 November 2009 | 31 December 2016 |
| Review | 5 | 20 November 2014 | 31 December 2020 |
| Review | 6 | 25 January 2018 | 31 December 2023 |
| Review | 7 | 30 September 2021 | N/A |

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| 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>.

Comments on this unit standard

Please contact ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.