

<b>Title</b>	<b>Plan and implement hospitality staff rosters</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	<p>This unit standard is for experienced people in supervisory or junior management roles in the hospitality industry responsible for the planning and development of staff rosters for service.</p> <p>People credited with this unit standard are able to, in a commercial hospitality environment, plan and implement staff rosters.</p>
----------------	---

<b>Classification</b>	Hospitality > Hospitality Management
-----------------------	--------------------------------------

<b>Available grade</b>	Achieved
------------------------	----------

### 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 Range  
Roster – must be a minimum of seven days over an operational span.
- 3 Legislation to be complied with includes but is not limited to – Employment Relations Act 2000, Health and Safety in Employment Act 1992, Holidays Act 2003.
- 4 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

Plan staff rosters in a commercial hospitality environment.

#### Evidence requirements

- 1.1 The correct number of staff is rostered to meet anticipated customer demand in accordance with establishment requirements.

- 1.2 Historical labour data is analysed, and trends explained in relation to customer demand and establishment requirements.
- 1.3 The skills of staff rostered for work are planned to be complementary and to optimise service in accordance with establishment requirements.
- 1.4 Rosters are documented and distributed to all relevant personnel by the agreed time in accordance with establishment requirements.
- 1.5 Staff training and development needs are accommodated in the roster preparation in accordance with establishment requirements.
- 1.6 The roster, where possible, is planned to balance individual staff needs in accordance with establishment requirements.
- 1.7 Contingencies are identified and built into the roster in accordance with establishment requirements.

## Outcome 2

Implement staff rosters in a commercial hospitality environment.

### Evidence requirements

- 2.1 The implemented roster meets customer and establishment requirements.
- 2.2 Variations to the roster are evaluated and action is taken to enhance future rosters in accordance with establishment requirements.
- 2.3 Documentation related to the roster is accurately completed, showing all staff compliance and exceptions in accordance with establishment requirements.
- 2.4 Completed roster documentation is stored in the correct place by the agreed time in accordance with establishment requirements.

<b>Planned review date</b>	31 December 2019
----------------------------	------------------

### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	23 June 2000	31 December 2013
Revision	2	21 August 2000	31 December 2013
Review	3	22 October 2004	31 December 2013
Review	4	12 December 2008	31 December 2013

Process	Version	Date	Last Date for Assessment
Review	5	20 November 2009	31 December 2017
Revision	6	21 July 2011	31 December 2017
Review	7	20 February 2014	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
--	------

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, or an inter-institutional body with delegated authority for quality assurance, 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.

---

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

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