

Title	Plan and implement hospitality staff rosters		
Level	5	Credits	4

Purpose	<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>
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Classification	Hospitality > Hospitality Management
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Available grade	Achieved
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Guidance Information

- 1 Definition
Establishment requirements refer to applicable procedures found in the following: establishment performance guidelines and standards; equipment manufacturer's procedures and specifications; Government and local body legislation.
- 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 at Work Act 2015, Holidays Act 2003.
- 4 All tasks are to be carried out in accordance with establishment requirements.
- 5 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 performance criteria

Outcome 1

Plan staff rosters in a commercial hospitality environment.

Performance criteria

- 1.1 The correct number of staff is rostered to meet anticipated customer demand.

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

Outcome 2

Implement staff rosters in a commercial hospitality environment.

Performance criteria

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

Planned review date	31 December 2027
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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
Review	5	20 November 2009	31 December 2017
Revision	6	21 July 2011	31 December 2017
Review	7	20 February 2014	31 December 2024
Review	8	2 March 2023	N/A

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 Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.