

Title	Provide food service to the table in the hospitality industry		
Level	1	Credits	3

Purpose	<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: set tables for customers; present a menu, take orders, and prepare tables for service to customers; and serve meals to the table.</p>
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Classification	Hospitality > Hospitality - Foundation Skills
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Available grade	Achieved
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Guidance Information

- 1 **Definition**
Establishment requirements refer to any policy, procedure, recipe, or agreed requirement, either written or oral, that is made known to the candidate prior to assessment in this unit standard.
- 2 Legislation and regulations to be complied with include but are not limited to – Food Act 2014, Health and Safety at Work Act 2015.
- 3 **References**
Standard industry texts referred to in this unit standard may include but are not limited to the following:
Cousins, J. and Weekes, S. (2020) *Food and Beverage Service*. 10th ed. London: Hachette;
or the most recent edition available.
- 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, demonstrate a friendly and polite manner to customers.
- 6 All tasks must be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Set tables for customers.

Performance criteria

1.1 Table settings for commercial food service environments are identified and described in accordance with standard industry texts.

Range table settings may include but are not limited to – à la carte, table d'hôte.

1.2 The set-up and use of a sideboard is described.

1.3 Tables and chairs are arranged in correct position, and are clean and level in accordance with standard industry texts.

1.4 Table is laid.

Range may include but is not limited to – cutlery, glassware, condiments, table accessories.

Outcome 2

Present a menu, take orders, and prepare tables for service to customers.

Performance criteria

2.1 The menu is presented to customers at the table.

2.2 The menu is explained to the host or customer.

2.3 Menu orders are taken and confirmed with customers.

2.4 The menu order is recorded.

2.5 Table is prepared for service.

Outcome 3

Serve meals to the table.

Performance criteria

3.1 Meal on the plate is confirmed with the kitchen as being the customer's and carried to the table.

Range evidence is required of two plated meals carried simultaneously.

3.2 Any customer queries regarding their order are answered.

3.3 Plates, cutlery, and glassware are removed from the table during service.

Replacement information	This unit standard replaced unit standard 15906 and unit standard 15907.
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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	22 October 2003	31 December 2016
Review	2	19 September 2008	31 December 2016
Revision	3	20 November 2009	31 December 2016
Review	4	20 November 2014	31 December 2023
Review	5	30 September 2021	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 ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.