

Title	Provide food and beverage services on board an aircraft		
Level	4	Credits	6

Purpose	People credited with this unit standard are, on board an aircraft, able to: prepare food and trolleys for food and beverage service; demonstrate knowledge of special meal requirements and delivery procedures; serve food and beverages to passengers; clear used trays, items, and waste from food and beverage service to passengers; and complete stocktaking and documentation procedures following food and beverage service.
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Classification	Aviation > Flight Attendants
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Available grade	Achieved
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Guidance Information

1 Definitions

Enterprise procedures refer to the expected performance required by the enterprise in which credit for this unit standard is being sought. Such performance may be specified in enterprise procedures as indicated in manuals, guidelines, checklists, information bulletins, and Civil Aviation Authority of New Zealand (CAA) documentation.

Trolley is used as a generic term and therefore includes other terms used in different aviation enterprises, eg cart.

2 Legislation relevant to this unit standard includes: Sale and Supply of Alcohol Act 2012; Food Act 2014; Sale and Supply of Alcohol Regulations 2013, and their subsequent amendments.

3 Only aircraft serving alcohol on domestic routes are required to be licensed premises.

4 Evidence for this unit standard may be obtained in an aircraft and/or a fully operational cabin trainer suitable for all aspects of flight attendant training.

5 Standard industry texts referred to in, or applicable to, this unit standard include but are not limited to – Lillicrap, D., and Cousins, J., *Food and Beverage Service 9th Edition* (London: Hodder Education, 2014).

Outcomes and performance criteria

Outcome 1

Prepare food and trolleys for food and beverage service.

Performance criteria

1.1 Components of meals are prepared in accordance with safe food handling requirements and enterprise procedures.

Range may include but is not limited to – chilled, heated, reheated.

1.2 Trolleys and service equipment are inspected to ensure they are clean and free from damage.

Range may include but is not limited to – food trays, food units, bread baskets, glassware, plasticware, service trays.

1.3 Trolleys are loaded according to the type of food and beverage service being offered and in accordance with enterprise procedures.

Range may include but is not limited to – breakfast, lunch, dinner, beverage, combination food and beverage from one trolley.

Outcome 2

Demonstrate knowledge of special meal requirements and delivery procedures.

Performance criteria

2.1 Special meals are described in terms of their content and basis for requirement.

Range evidence is required for a minimum of three different special meals to be described, across which a minimum of three different reasons for requirement must be identified.

2.2 Delivery procedures for special meals to passengers are described in accordance with enterprise procedures.

Outcome 3

Serve food and beverages to passengers.

Performance criteria

3.1 Food and beverage options are presented according to the service being offered and in accordance with standard industry texts.

3.2 Passengers are provided with food and beverage information on request in accordance with enterprise procedures and standard industry texts.

3.3 Restrictions on the service of alcohol to passengers are maintained in accordance with legislative requirements and enterprise procedures.

Range may include but is not limited to – passengers acting in a drunken or intoxicated manner, violent passengers, disorderly passengers, under-age passengers requesting service, prison escorts.

3.4 Trolley and service equipment cleanliness is maintained in accordance with enterprise procedures and standard industry texts.

3.5 Service flow complies with enterprise procedures.

Outcome 4

Clear used trays, items, and waste from food and beverage service to passengers.

Performance criteria

4.1 Trolleys are prepared for collection of used meal trays and glassware in accordance with enterprise procedures.

4.2 All meal tray components, glassware, and food waste are removed from passengers prior to descent.

4.3 Trolley cleanliness is maintained, and food waste is disposed of in accordance with enterprise procedures.

4.4 Food and beverage clearance is completed within timeframes appropriate to the length of the flight and in accordance with enterprise procedures.

4.5 Trolleys are stowed securely in the galley in preparation for collection after the flight and in accordance with enterprise procedures.

Outcome 5

Complete stocktaking and documentation procedures following food and beverage service.

Performance criteria

5.1 Quantities of beverages used during the flight are recorded and documentation is completed in accordance with enterprise procedures.

5.2 Catering items used during the flight are recorded and documentation is completed in accordance with enterprise procedures.

Planned review date	31 December 2024
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	22 August 2005	31 December 2017
Review	2	12 December 2008	31 December 2017
Review	3	19 March 2015	N/A
Revision and Rollover	4	30 September 2021	N/A

Consent and Moderation Requirements (CMR) reference	0028
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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.