

<b>Title</b>	<b>Provide hospitality sales and service opportunities to customers</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This unit standard is for people working as food service staff in a broad range of food and beverage service outlets.</p> <p>People credited with this unit standard are able to apply product knowledge to maximise hospitality sales and service opportunities, and apply communication skills to provide sales and service opportunities to hospitality customers.</p>
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<b>Classification</b>	Hospitality > Food and Beverage Service
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<b>Available grade</b>	Achieved
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### Guidance information

- 1 Definitions  
*Customer* may include but is not limited to – internal customers, external customers, guests.  
*Establishment requirements* – any policy, procedure, or agreed requirement, either written or oral, made known to the candidate prior to assessment against this unit standard.
- 2 Legislation and regulations to be complied with include but is not limited to – Health and Safety at Work Act 2015, Sale and Supply of Alcohol Act 2012, Sale and Supply of Alcohol Regulations 2013.
- 3 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.
- 4 All tasks are to be carried out in accordance with establishment requirements.

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### Outcomes and performance criteria

#### Outcome 1

Apply product knowledge to maximise hospitality sales and service opportunities.

**Performance criteria**

- 1.1 Products and/or services offered by the establishment are identified and described.
- 1.2 Available and relevant products or services provided by the hospitality establishment are communicated to customers proactively and in accordance with customer needs.
- 1.3 Value-added benefits of products or services provided by the hospitality establishment are identified and communicated to the customer.
- 1.4 Opportunity to maximise the promotion or sale of products and/or services provided by the hospitality establishment is used.
- 1.5 Methods and/or techniques for selling products or services are described in terms of their relevance to the candidate's establishment.
- 1.6 Methods and/or techniques for selling products or services to hospitality customers are applied.

**Outcome 2**

Apply communication skills to provide sales and service opportunities to hospitality customers.

**Performance criteria**

- 2.1 Customer verbal and non-verbal communication signals are identified in terms of their impact on providing hospitality sales and service opportunities.
- 2.2 Verbal and non-verbal communication skills are used consistent with the situation and context.  
  
Range may include but is not limited to – tone of voice, volume, language, posture, facial expression, eye contact, listening.
- 2.3 Questions asked confirm that the information provided meets hospitality customer requirements.
- 2.4 Customer requirements are met to customer satisfaction or customer is referred to more experienced hospitality staff where appropriate.

<b>Planned review date</b>	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	26 July 2005	31 December 2013
Review	2	20 November 2009	31 December 2015
Review	3	12 December 2013	31 December 2015
Revision	4	19 November 2015	31 December 2017
Revision	5	21 July 2016	31 December 2023
Review	6	25 November 2021	N/A

**Consent and Moderation Requirements (CMR) reference**

0112

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](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.