

<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 entry-level 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 hospitality customers with sales and service opportunities.</p>
----------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>Classification</b>	Hospitality > Food and Beverage Service
-----------------------	-----------------------------------------

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

---

### Explanatory notes

- 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.

---

### Outcomes and evidence requirements

#### Outcome 1

Apply product knowledge to maximise hospitality sales and service opportunities.

#### Evidence requirements

- 1.1 Products and/or services offered by the establishment are identified and described in accordance with establishment requirements.

- 1.2 Available and relevant products or services provided by the hospitality establishment are communicated to customers proactively in accordance with establishment requirements and customer needs.
- 1.3 Value-added benefits of products or services provided by the hospitality establishment are identified and communicated to the customer in accordance with establishment requirements.
- 1.4 Opportunity to maximise the promotion or sale of products and/or services provided by the hospitality establishment is used in accordance with establishment requirements.
- 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 in accordance with establishment requirements.

## Outcome 2

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

### Evidence requirements

- 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, context and establishment requirements.
- Range includes 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 in accordance with establishment requirements.
- 2.4 Customer requirements are met to customer satisfaction or customer is referred to more experienced hospitality staff where appropriate, in accordance with establishment requirements.

<b>Planned review date</b>	31 December 2018
----------------------------	------------------

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