

Title	Prepare and serve tea		
Level	2	Credits	2

Purpose	<p>This unit standard is for people training to prepare and serve tea in the hospitality industry.</p> <p>People credited with this unit standard are able to: prepare tea and describe potential problems with tea and tea making equipment; and serve tea.</p>
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Classification	Hospitality > Food and Beverage Service
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Available grade	Achieved
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Guidance Information

- 1 Definitions

Establishment requirements referred to in this unit standard may include but are not limited to the applicable procedures found in the following: establishment performance guidelines and standards; equipment manufacturer's procedures and specifications; Government and local body legislation.

Loose tea – any tea (leaves of *Camellia sinensis*) that is loosely packaged and must be individually measured for use.

Tea bag – a small, porous, sealed bag containing leaves of tea (*Camellia sinensis*) which is immersed in hot water for infusion.
- 2 Range

Types of tea include – loose tea, tea bags.
- 3 Legislation relevant to this unit standard includes but is not limited to – Food Act 2014, Health and Safety at Work Act 2015.
- 4 For the purpose of this unit standard the immediate service environment must be kept clean, safe and ready for use in accordance with establishment requirements.
- 5 This unit standard can be assessed against in a simulated situation. This refers to a situation that reflects some elements of commercial realism but the candidate must be under time pressure. There must be an end user of the product and domestic equipment can be used.
- 6 All tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Prepare tea, and describe potential problems with tea and tea making equipment.

Performance criteria

- 1.1 Quality, fresh ingredients are made available in sufficient quantity for service in accordance with customer requirements.
- Range ingredients may include but are not limited to – loose tea, tea bags, accompaniments; quality may include but is not limited to – within expiry date, aroma, appearance.
- 1.2 Equipment service items are clean, free from damage, and ready for use within the time-frame for service.
- Range equipment service items may include but are not limited to – loose tea equipment, cups and saucers, spoons, strainers.
- 1.3 Sufficient tea is steeped in freshly boiled water for the specified time.
- 1.4 Potential problems with tea and tea making equipment are described.

Outcome 2

Serve tea.

Performance criteria

- 2.1 Tea is served in correct, pre-heated vessel for tea in accordance with customer expectations.
- 2.2 Tea is served at a temperature that meets customer expectations.
- 2.3 Presentation of multiple servings of tea is coordinated to ensure group customer orders are satisfied.
- 2.4 Correct and sufficient accompaniments are served with tea.

Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 January 2006	31 December 2017
Review	2	12 December 2008	31 December 2017
Review	3	20 February 2014	31 December 2017
Revision	4	19 November 2015	31 December 2017
Revision	5	21 July 2016	31 December 2020
Review	6	25 January 2018	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 ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.