Title	Monitor and maintain standards of catering operations and staff in catering services
Level	4	Credits	10

Purpose	This unit standard is for people working in the catering services sector.
	People credited with this unit standard are able to monitor and maintain the quality of food production in catering services, and the service of the catering services operation; and monitor the catering staff, in a catering services operation.

Classification	Hospitality > Catering Services

Available grade	Achieved

Explanatory notes

1   Definitions
     Customer service experiences – all the activities that are required to provide customer satisfaction within establishment requirements.
     Dietary requirements – requirements that apply to both normal and modified dietary needs and incorporate medical, physical, cultural, religious and age requirements.
     Establishment requirements – any policy, procedure, process or agreed requirement, either written or oral, that is made known to the candidate prior to assessment against this unit standard.
     Unexpected situations – any problems with staff, customers (residents), suppliers, and equipment.

2   Monitor and maintain in the context of this unit standard means to have an influence on the successful operation of a functional area or team without necessarily any formal line reporting authority. It covers the responsibility of a team member to support and possibly guide their colleagues to ensure collective outcomes are met. It would involve being watchful for potential or actual issues or problems and taking some responsibility for ensuring they are addressed in line with establishment requirements.

3   Legislation
     Legislation and regulations to be complied with include but are not limited to – Food Act 2014, Health and Safety at Work Act 2015.

4   Reference
        The appropriate Food and Nutrition Guidelines containing information relevant to this
        unit standard are available from the Ministry of Health's website on:
        http://www.moh.govt.nz/. Examples include but are not limited to – *Food and
        Nutrition Guidelines for Healthy Adults – A Background Paper* and *Food and Nutrition
        Guidelines for Healthy Older People – A Background Paper*.

Outcomes and evidence requirements

Outcome 1

Monitor and maintain the quality of food production in a catering services operation.

Evidence requirements

1.1   Staff performance is monitored to ensure standard procedures are followed in
          accordance with establishment requirements.

          Range   standard procedures include but are not limited to – standard
                      recipes and menus, cooking methods, receiving and storing
                      goods.

1.2   Food preparation is monitored to ensure all customers' dietary requirements are
          met in accordance with establishment and dietary requirements.

1.3   Food production quality is monitored to ensure it meets establishment and
          legislative requirements.

          Range   food production quality includes but is not limited to – taste,
                      texture, quantity, fitness for purpose, appearance, wastage.

Outcome 2

Monitor and maintain service of the catering services operation.

Evidence requirements

2.1   Factors that affect the customer service experience are communicated to staff
          in accordance with establishment requirements.

          Range   factors may include but are not limited to – establishment culture,
                      sequence of service, standards for service, safe food handling.

2.2   Quality of standards of the catering operation is monitored and any issues
          actioned in accordance with establishment requirements.

          Range   standards include but are not limited to – presentation of food,
                      service of food, temperature, transportation, wastage.

2.3 Feedback from customers is evaluated to identify improvements in customer service in accordance with establishment requirements.

Range feedback may be formal or informal.

2.4 Unexpected situations from internal and external sources are analysed and resolved in accordance with delegated authority and establishment requirements while minimising disruption to operational and customer service requirements.

Outcome 3

Monitor the catering staff in the catering services operation.

Evidence requirements

3.1 Staffing requirements are monitored to ensure efficient operations and to meet establishment requirements for regular service, special requirements and functions in accordance with delegated authority.

Range staffing requirements include but are not limited to – staffing numbers, rosters, experience of staff, labour costs.

3.2 Staff feedback is facilitated to monitor team and operational performance and recommend improvements that align to establishment requirements.

3.3 Staff training and development procedures for food production are monitored to ensure staff potential is maximised to meet establishment requirements.

3.4 Integration of new staff into the existing team is monitored in terms of induction and on-going team development.

3.5 Relationships between team members, and team members and customers are monitored and facilitated to ensure efficient operation of the catering operations in accordance with establishment requirements.

Range relationships between team members may include but are not limited to – staff conflict, conflict between different teams and/or work areas.

Planned review date	31 December 2020

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	26 March 2007	31 December 2015
Review	2	19 September 2008	31 December 2016
Review	3	12 December 2013	31 December 2017
Rollover and Revision	4	20 August 2015	31 December 2017
Revision	5	19 November 2015	31 December 2017
Revision	6	17 November 2016	N/A

Consent and Moderation Requirements (CMR) reference	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 ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.