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 and services; and monitor the catering staff, in a catering services operation.

Classification	Hospitality > Catering Services

Available grade	Achieved

Guidance Information

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.
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.
Unexpected situations – any problems with staff, customers (residents), suppliers, and equipment.

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

3   All tasks are to be carried out in accordance with establishment requirements.

4   Evidence for the practical components of this unit standard must be gathered in the workplace.

5   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 – *Eating and activity guidelines for New Zealand adults;*(2020) Updated 2020. Wellington, NZ : Ministry of Health and*. Food and nutrition guidelines for healthy older people: a background paper* (2013)*.* Wellington: Ministry of Health.

Outcomes and performance criteria

Outcome 1

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

Performance criteria

1.1   Staff performance is monitored to ensure standard procedures are followed.

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.

1.3   Food production quality is monitored to ensure it meets 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 a catering services operation.

Performance criteria

2.1   Factors that affect the customer service experience are communicated to staff.

Range   factors 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.

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.

        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 while minimising disruption to operational and customer service requirements.

Outcome 3

Monitor the catering staff in a catering services operation.

Performance criteria

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.

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

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.

        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 2027

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	31 December 2024
Review	7	2 March 2023	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 if you wish to suggest changes to the content of this unit standard.