

<b>Title</b>	<b>Manage a functions operation in a commercial hospitality environment</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>15</b>

<b>Purpose</b>	<p>This unit standard is for experienced people who are responsible for a functions operation. They may be involved in working in a hotel, food or catering operation.</p> <p>People credited with this unit standard are able to: demonstrate knowledge of interdepartmental requirements; manage the customer interface; and perform management responsibilities, for a functions operation, in a commercial hospitality environment.</p>
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<b>Classification</b>	Hospitality > Hospitality Management
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<b>Available grade</b>	Achieved
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### Explanatory notes

- 1 Definitions
 

*Customers* – internal and external customers within the hospitality industry.

*Customer service experience* – all the activities that are required to provide customer satisfaction within establishment 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.

*Functions* may include but are not limited to – conferences, day delegate packages or events, and require a process where formal planning is involved.
- 2 Legislation to be complied with includes but is not limited to – Food Act 1981, Health and Safety in Employment Act 1992, Sale and Supply of Alcohol Act 2012, Smoke-Free Environments Act 1990.
- 3 Evidence of a minimum of two functions is required.
- 4 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.

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## Outcomes and evidence requirements

### Outcome 1

Demonstrate knowledge of the interdepartmental requirements for a functions operation in a commercial hospitality environment.

#### Evidence requirements

1.1 Staffing requirements that ensure efficient operation of functions are identified in terms of the requirements for daily food and beverage service and any special requests.

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

1.2 Relationships between departments are identified in terms of ensuring efficient operation of functions in accordance with establishment requirements.

Range relationships may include but are not limited to – staff liaison, liaison between work areas, manager and staff liaison.

### Outcome 2

Manage the customer interface for a functions operation in a commercial hospitality environment.

#### 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.

2.2 Standard of customer service is monitored to ensure the customer service experience is maintained throughout the customer's time in the establishment.

Range standard of customer service includes but is not limited to – customer interaction, service operation, sales and/or product promotion and/or recommendation, team interaction.

2.3 Interactions with customers enhance the customer service experience in terms of establishing rapport to obtain feedback on quality of customer service.

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

Range feedback may be formal or informal.

- 2.5 Problems from internal and external sources are analysed and solutions actioned, where required, in accordance with delegated authority and establishment requirements while minimising disruption to operational and customer service requirements.

### Outcome 3

Perform management responsibilities for a functions operation in a commercial hospitality environment.

### Evidence requirements

- 3.1 Departmental revenue performance and cost control measures are evaluated in relation to budget and yield requirements.
- 3.2 The effect of yield management and average spend on profitability is evaluated to determine the match with budget requirements.
- 3.3 Sales and/or function packages are implemented and evaluated to enhance revenue in accordance with establishment requirements.
- 3.4 Staff relationships with suppliers are monitored to maintain operational efficiency in accordance with establishment requirements.
- 3.5 Staff are monitored to ensure efficiency and maintenance of quality of service in accordance with establishment requirements.
- 3.6 Contingencies and unexpected situations are identified and responded to in accordance with establishment requirements while minimising disruption to function requirements.

<b>Planned review date</b>	31 December 2019
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### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	14 December 2007	31 December 2017
Review	2	20 February 2014	N/A

<b>Accreditation and Moderation Action Plan (AMAP) reference</b>	0112
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This AMAP 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, or an inter-institutional body with delegated authority for quality assurance, 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.

Consent requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP 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.

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### **Comments on this unit standard**

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