

Title	Manage a functions operation in a commercial hospitality environment		
Level	5	Credits	15

Purpose	<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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Classification	Hospitality > Hospitality Management
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Available grade	Achieved
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Guidance Information

- 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 refer to applicable procedures found in the following: establishment performance guidelines and standards; equipment manufacturer's procedures and specifications; Government and local body legislation.

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 2014, Health and Safety at Work Act 2015, Sale and Supply of Alcohol Act 2012, Smokefree Environments and Regulated Products 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.**

Outcomes and performance criteria

Outcome 1

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

Performance criteria

1.1 Staffing requirements to meet requirements for efficient operation of functions for daily food and beverage service and any special requests are identified.

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

1.2 Relationships between departments to ensure efficient operation of functions are identified 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.

Performance criteria

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 Rapport is established with customers to obtain feedback on quality of service to enhance 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 appropriate solutions are actioned in accordance with delegated authority and establishment requirements with minimal disruption to operational and customer service requirements.

Outcome 3

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

Performance criteria

- 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 with minimal disruption to function requirements.

Planned review date	31 December 2027
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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	31 December 2024
Review	3	2 March 2023	N/A

Consent and Moderation Requirements (CMR) reference	0112
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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.