

Title	Monitor and coordinate production requirements for a shift in a quick service restaurant		
Level	3	Credits	25

Purpose	<p>This unit standard is for people who carry out the shift supervisor role in a quick service restaurant.</p> <p>People credited with this unit standard are able to: plan for shift production; monitor customer, production and service requirements for a shift; coordinate production requirements for a shift; and develop and monitor crew members' skills for a shift in a quick service restaurant.</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 Legislation and regulations to be complied with may include but are not limited to – Food Act 2014, and Health and Safety at Work Act 2015.
- 2 Definition
Establishment requirements – any policy, standard operating procedure, or agreed requirement that is made known to the candidate prior to assessment against this unit standard.
- 3 This unit standard must be assessed in the workplace.
- 4 All tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Plan for shift production in a quick service restaurant.

Performance criteria

- 1.1 Stock levels are checked prior to the start of the shift.
- 1.2 Shift goals and objectives are set.

1.3 Shift deployment is set.

Range may include but is not limited to – staff positions, staff break times, uniform requirements, rosters to cover contingencies.

Outcome 2

Monitor customer, production and service requirements for a shift in a quick service restaurant.

Performance criteria

2.1 Customer requirements are monitored.

Range customer requirements may include but are not limited to – speed of service, customer flows, quality of service, customer satisfaction, product consistency.

2.2 Production requirements are monitored.

Range production requirements may include but are not limited to – product quality, product levels, food safety, company procedures, stock levels, cleanliness, goals and/or objectives, health and safety.

2.3 Service requirements are monitored.

Range service requirements may include but are not limited to – workflow, monetary transactions, employee appearance, own appearance, restaurant appearance, targets.

Outcome 3

Coordinate production requirements for a shift in a quick service restaurant.

Performance criteria

3.1 Shift results are reviewed to ensure production requirements are being met.

Range may include but is not limited to – sales, labour, waste, stock levels, speed of service.

3.2 Any variances in production requirements are actioned.

3.3 Cash is managed.

Range management may include but is not limited to – setting up floats at the beginning and end of shifts, topping up floats, depositing cash, removing excess cash.

3.4 Workflow is coordinated and communicated to crew members.

Range may include but is not limited to – giving instructions, assigning tasks, using appropriate language, time management.

3.5 Any contingencies are actioned.

Range contingencies may include but are not limited to – staff shortages, stock shortages, equipment breakdowns, emergencies.

3.6 Stock count is completed at the end of each shift.

Outcome 4

Develop and monitor crew members' skills for a shift in a quick service restaurant.

Performance criteria

4.1 Coaching requirements are identified and planned.

4.2 Coaching schedule is set up and agreed with the individual.

4.3 Skill progress is monitored and recorded.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	23 January 2009	31 December 2016
Rollover and Revision	2	19 November 2015	31 December 2017
Revision	3	21 July 2016	31 December 2023
Review	4	25 November 2021	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.