

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

<b>Purpose</b>	<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 member's skills for a shift in a quick service restaurant.</p>
----------------	--

<b>Classification</b>	Hospitality > Food and Beverage Service
-----------------------	---

<b>Available grade</b>	Achieved
------------------------	----------

---

### Explanatory notes

- 1 Legislation and regulations to be complied with 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.

---

### Outcomes and evidence requirements

#### Outcome 1

Plan for shift production in a quick service restaurant.

#### Evidence requirements

- 1.1 Stock levels are checked prior to the start of the shift in accordance with establishment requirements.
- 1.2 Shift goals and objectives are set in accordance with establishment requirements.
- 1.3 Shift deployment is set in accordance with establishment requirements.

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.

### Evidence requirements

2.1 Customer requirements are monitored in accordance with establishment requirements.

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

2.2 Production requirements are monitored in accordance with establishment requirements.

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 in accordance with establishment requirements.

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.

### Evidence requirements

3.1 Shift results are reviewed to ensure production requirements are being met in accordance with establishment requirements.

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 in accordance with establishment requirements.

3.3 Cash is managed in accordance with establishment requirements.

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 in accordance with establishment requirements.

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

3.5 Any contingencies are actioned in accordance with establishment requirements.

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 in accordance with establishment requirements.

#### Outcome 4

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

#### Evidence requirements

4.1 Coaching requirements are identified and planned in accordance with establishment requirements.

4.2 Coaching schedule is set up and agreed with the individual in accordance with establishment requirements.

4.3 Skill progress is monitored and recorded in accordance with establishment requirements.

<b>Planned review date</b>	31 December 2018
----------------------------	------------------

#### 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	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.