

<b>Title</b>	<b>Co-ordinate and maintain food and beverage service operations in a commercial hospitality environment</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	<p>This unit standard is for people who are required to co-ordinate and maintain the food and beverage service in an establishment to maximise productivity and ensure efficient work flow.</p> <p>People credited with this unit standard are able to: analyse customer behaviour to optimise customer service; co-ordinate the food and beverage service; and match menu options to customer needs, in a commercial hospitality environment.</p>
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<b>Classification</b>	Hospitality > Food and Beverage Service
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<b>Available grade</b>	Achieved
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### Explanatory notes

- 1 Definition  
*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.
- 2 Legislation and regulations to be complied with include but are not limited to – Food Act 2014, Health and Safety at Work Act 2015, Sale and Supply of Alcohol Act 2012.
- 3 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 evidence requirements

#### Outcome 1

Analyse customer behaviour to optimise customer service in a commercial hospitality environment.

**Evidence requirements**

- 1.1 Customer behaviour is analysed to determine the level of communication required to optimise the customer's food and beverage experience in accordance with establishment requirements.
- Range analysis includes but is not limited to – acknowledging the customer's presence, interpreting customer's body language, interpreting any cultural requirements.
- 1.2 Customer behaviour is analysed to determine the type of service style required by floor staff to optimise the customer's food and beverage experience in accordance with establishment requirements.
- Range analysis may include but is not limited to – paying attention, showing positive attitude, avoiding interrupting, adapting language to service style.
- 1.3 Any issues with customer behaviours are managed in accordance with establishment requirements.
- Range issues may include but are not limited to – problems with service, interactions with floor staff, abusive and/or offensive language, harassment, items not currently available on the menu, seating availability, environment, intoxication.

**Outcome 2**

Co-ordinate the food and beverage service in a commercial hospitality environment.

**Evidence requirements**

- 2.1 Service flow is managed in accordance with establishment requirements.
- Range service flow includes but is not limited to – customers entering the establishment, number of orders, large groups, anticipated waiting time, speeding up or slowing down service to meet service flows, liaising with chef and/or kitchen.
- 2.2 The conditions and ambience of the service environment are maintained throughout operating hours in accordance with establishment requirements.
- Range conditions include but are not limited to – sound, light, temperature, amenities, layout, attitude to service.
- 2.3 Any unexpected situations that arise during service are actioned in accordance with establishment requirements.
- Range unexpected situations may include but are not limited to problems with – staff, customers, equipment, payment facilities, interactions with the kitchen, food quality and/or presentation.

- 2.4 Communication with the kitchen and floor staff is maintained to ensure an efficient service flow in accordance with establishment requirements.
- 2.5 Relationships between team members are maintained to ensure the customer's food and beverage experience is optimised in accordance with establishment requirements.
- Range relationships may include but are not limited to – staff communication, teamwork, providing leadership.

### Outcome 3

Match menu options to customer needs in a commercial hospitality environment.

#### Evidence requirements

- 3.1 Menu options are evaluated to determine their suitability for the individual customer's dietary needs in accordance with establishment requirements.
- Range dietary needs include but are not limited to – diabetes, gluten-free, low fat, weight control, allergies, vegetarian.
- 3.2 Menu options are evaluated to determine their suitability for the individual customer's religious and/or cultural needs, if required, in accordance with establishment requirements.
- Range evaluation includes but is not limited to – advice on menu items and ingredients, availability of menu items, advice on matching food and beverages, specials or preferred menu items.
- 3.3 Products and/or menu items provided by the establishment are identified and explained in accordance with establishment requirements.
- Range evidence of a minimum of six different products and/or menu items is required.

<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	19 March 2010	31 December 2017
Review	2	20 February 2014	31 December 2017
Revision	3	19 November 2015	31 December 2017
Revision	4	21 July 2016	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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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.

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**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.