

Title	Provide restaurant service in a hospitality establishment		
Level	3	Credits	20

Purpose	<p>This unit standard is for people providing a restaurant service in a hospitality establishment.</p> <p>People credited with this unit standard are able to: take food and beverage orders; provide beverage service at tables; provide food service at tables; and maintain tables, dining, and service areas, in a hospitality establishment.</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 Definition
Establishment requirements – any policy, procedure, process or agreed requirement, either written or oral, made known to the candidate prior to assessment against this unit standard.
- 2 Legislation and regulations to be complied with may include but are not limited to – Food Act 2014, Health and Safety at Work Act 2015, Sale and Supply of Alcohol Act 2012, Sale and Supply of Alcohol Regulations 2013.
- 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.
- 4 All tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Take food and beverage orders in a hospitality establishment.

Performance criteria

- 1.1 Customers' requests are identified and actioned.
- Range customer requests may include but are not limited to – storage of customers' belongings, special requests, customer time constraints.
- 1.2 Customers are seated in accordance with establishment seating plan and customer requirements.
- 1.3 The menu is presented and explained to customers at the table.
- Range explanation may include but is not limited to – items available, product knowledge, prices, special offers and promotions.
- 1.4 Any variations on menu items are made known to the customers.
- Range variations may include but are not limited to – food allergies, types of preparation, additional menu items.
- 1.5 Customers are provided with beverage information on request, and beverages are promoted.
- Range information may include but is not limited to – price, special promotions, ingredients, relative strength, suitable alternatives, flavours, non-alcoholic options.
- 1.6 Orders are taken in sequence and checked with customers.
- 1.7 Customers are informed of any undue time delays for service and alternatives are offered to customers.
- 1.8 Orders are processed.

Outcome 2

Provide beverage service at tables in a hospitality establishment.

Range evidence of serving a minimum of three guests using tray service.

Performance criteria

- 2.1 Service equipment is checked to ensure it is clean, operational, and ready for use.
- Range equipment may include but is not limited to – glassware, trays, service linen, pen, order systems.
- 2.2 Beverages are served to customers at table in a timely manner that optimises beverage and service quality, in accordance with customers' orders.

Outcome 3

Provide food service at tables in a hospitality establishment.

Performance criteria

- 3.1 Customers are provided with correct cutlery throughout service in accordance with customers' order.
- 3.2 Food order is checked and served to customers at table.
- Range checking may include but is not limited to – quality, quantity, consistency, customer requirements.
- 3.3 Plated food is served promptly using service techniques relevant to customers' order.
- Range evidence is required of using two plates on one arm carrying method.
- 3.4 Food is served from the appropriate side to customers throughout service, minimising disruption to customers, and protecting customers' safety and personal space.
- 3.5 Customers' satisfaction is ascertained after an appropriate time.
- 3.6 Customers' tables are cleared of used and unrequired service items using appropriate service techniques in a professional and appropriate manner.
- Range service techniques may include but are not limited to – two plates on one arm carrying method, stack and scrape technique.
- 3.7 Customers' feedback is obtained.
- 3.8 Customers are farewelled.

Outcome 4

Maintain tables, dining, and service areas in a hospitality establishment.

Performance criteria

- 4.1 Tables are cleaned and reset promptly for next service.
- 4.2 Service areas are kept clean and tidy and sufficient stock of clean service items, condiments, and accompaniments are set and maintained throughout service.
- Range service items may include but are not limited to – menus, glasses, cutlery.
- 4.3 Rubbish and food waste are deposited in correct location in a safe and hygienic manner in accordance with legislative requirements.

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	19 March 2010	31 December 2015
Review	2	12 December 2013	31 December 2015
Revision	3	19 February 2015	31 December 2015
Revision	4	19 November 2015	31 December 2017
Revision	5	21 July 2016	31 December 2023
Review	6	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.