

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

Purpose	<p>This entry-level 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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Explanatory notes

- 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 include but is 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.

Outcomes and evidence requirements

Outcome 1

Take food and beverage orders in a hospitality establishment.

Evidence requirements

- 1.1 Customers’ requests are identified and actioned in accordance with establishment requirements.

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 in accordance with establishment requirements.
- 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 in accordance with establishment requirements.
- 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 in accordance with establishment requirements.
- 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 in accordance with establishment requirements.
- 1.7 Customers are informed of any undue time delays for service and alternatives are offered to customers in accordance with establishment requirements.
- 1.8 Orders are processed in accordance with establishment requirements.

Outcome 2

Provide beverage service at tables in a hospitality establishment.

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

Evidence requirements

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

Outcome 3

Provide food service at tables in a hospitality establishment.

Evidence requirements

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

Outcome 4

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

Evidence requirements

- 4.1 Tables are cleaned and reset promptly for next service in accordance with establishment requirements.

4.2 Sufficient stock of clean service items, condiments, and accompaniments are set and maintained throughout service in accordance with establishment requirements.

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 establishment and legislative requirements.

Planned review date	31 December 2018
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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	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>.

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 if you wish to suggest changes to the content of this unit standard.