

Title	Manage a quick service restaurant		
Level	5	Credits	15

Purpose	<p>This unit standard is for experienced people who carry out the assistant manager or manager's role in a quick service restaurant.</p> <p>People credited with this unit standard are able to analyse resource requirements, and manage brand performance, in a quick service restaurant.</p>
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Classification	Hospitality > Hospitality Management
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Available grade	Achieved
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Guidance Information

1 Definitions

Brand performance – the requirements set by the corporate body for financial performance, promotion, marketing, customer satisfaction, quality assurance, and staff management.

Corporate requirements – the overall policies and procedures set by the corporate body that the establishment is required to adhere to. These will include brand image, product consistency, and menu options.

Establishment requirements refer to applicable procedures found in the following: establishment performance guidelines and standards; equipment manufacturer's procedures and specifications; Government and local body legislation.

2 Legislation and regulations to be complied with include but are not limited to – the Food Act 2014, Food Regulations (2015), and Health and Safety at Work Act 2015.

3 All tasks are to be carried out in accordance with establishment requirements and where applicable corporate requirements.

4 Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and performance criteria

Outcome 1

Analyse resource requirements in a quick service restaurant.

Performance criteria

- 1.1 Staff rosters are analysed to ensure overall budget requirements are met on a weekly and monthly basis.
- 1.2 Stock requirements are analysed and replacement stock is ordered.
- 1.3 Maintenance requirements are analysed and scheduled for implementation.
- 1.4 Training requirements for all staff are analysed and scheduled to meet performance requirements.
- 1.5 Contingencies are anticipated and actioned.

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

Outcome 2

Manage brand performance in a quick service restaurant.

Performance criteria

- 2.1 Staff performance is reviewed to ensure consistent brand performance is maintained in accordance with corporate requirements.

Range staff performance includes but is not limited to – consistency of service, consistency of product delivery, consistency of brand presentation.

- 2.2 Cash management processes are reviewed to ensure financial requirements conform to brand performance on a daily and weekly basis.

- 2.3 Customer feedback and/or complaints are reviewed to ensure follow-up and actions are being implemented to conform to brand performance.

- 2.4 The relationship between the candidate's restaurant and brand performance is analysed and action is taken to ensure consistency in accordance with corporate requirements.

Range brand quality may include but is not limited to – cleanliness, service quality, order accuracy, speed of service, maintenance, product quality.

- 2.5 Information from staff performance reviews is analysed and action is taken to ensure adherence to brand performance in accordance with both establishment and corporate requirements.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	17 September 2010	31 December 2016
Review	2	12 December 2013	31 December 2024
Review	3	2 March 2023	N/A

Consent and Moderation Requirements (CMR) reference

0112

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.