

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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Explanatory notes

- 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 – 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 – the Food Act 1981, Food Hygiene Regulations 1974, Food (Safety) Regulations 2002, and Health and Safety in Employment Act 1992.
- 3 Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and evidence requirements

Outcome 1

Analyse resource requirements in a quick service restaurant.

Evidence requirements

- 1.1 Staff rosters are analysed to ensure overall budget requirements are met on a weekly and monthly basis in accordance with establishment requirements.

- 1.2 Stock requirements are analysed and replacement stock ordered in accordance with establishment requirements.
- 1.3 Maintenance requirements are analysed and scheduled for implementation in accordance with establishment requirements.
- 1.4 Training requirements for all staff are analysed and scheduled to meet performance requirements in accordance with establishment requirements.
- 1.5 Contingencies are anticipated and actioned, when necessary, in accordance with establishment requirements.

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

Outcome 2

Manage brand performance in a quick service restaurant.

Evidence requirements

- 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 in accordance with establishment requirements.
- 2.3 Customer feedback and/or complaints are reviewed to ensure follow-up and actions are being implemented to conform to brand performance in accordance with establishment requirements.
- 2.4 The relationship between the candidate's restaurant and brand performance is analysed and action is taken, if required, to ensure consistency in accordance with both establishment and 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, if required, to ensure adherence to brand performance in accordance with both establishment and corporate 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	17 September 2010	31 December 2016
Review	2	12 December 2013	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 Consent and Moderation Requirements (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.