

Title	Manage a catering services operation		
Level	5	Credits	20

Purpose	<p>This unit standard is for experienced people who can manage a small team or work sole charge in catering services in a variety of environments such as hospitals, aged care facilities, sporting and entertainment venues, hotel banqueting departments, cook-chill production kitchens and mobile catering businesses of various sizes.</p> <p>People credited with this unit standard are able to: manage business relationships; implement a business plan; manage menu planning and implementation; and manage policies and procedures, in a catering services operation.</p>
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Classification	Hospitality > Hospitality Management
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Available grade	Achieved
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Explanatory notes

- Definitions**

Establishment requirements – refer to 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.

Stakeholder – refers to clients, customers, staff, suppliers.

Customer – refers to who the service is supplied for.

Client – refers to who the service is supplied to.
- Legislation and regulations to be complied with include but are not limited to – the Food Hygiene Regulations 1974, Food (Safety) Regulations 2002, Food Act 1981, Health and Safety in Employment Act 1992, Employment Relations Act 2000.
- Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and evidence requirements

Outcome 1

Manage business relationships in a catering services operation.

Evidence requirements

1.1 Client relationships are managed on a daily basis in accordance with establishment requirements.

Range client relationship management includes but is not limited to – routine reports, regular meetings, monthly reporting, dealing with client concerns.

1.2 Customer interface is managed on a daily basis in accordance with establishment requirements.

Range customer interface includes but is not limited to – providing customer service, maintaining standards, actioning feedback, actioning problems from internal and external sources, monitoring staff and customer interactions, monitoring suppliers.

1.3 Staff are managed in accordance with legislative and establishment requirements.

Range staff management includes but is not limited to – performance management, training, staff development.

1.4 Relationships with co-workers, colleagues, suppliers and other staff professionals are managed in accordance with legislative and establishment requirements.

1.5 Own supervisory performance is analysed and any self-improvement strategies are implemented in accordance with establishment requirements.

Outcome 2

Implement a business plan in a catering services operation.

Evidence requirements

2.1 Budget is drafted for own site in accordance with establishment requirements.

2.2 Process of short and long term business planning is explained in terms of the relationship to the business objectives for the area of responsibility.

2.3 Business plan for own area of responsibility is monitored and any corrective actions reported and implemented in accordance with establishment requirements.

2.4 Business plan is reviewed on an agreed timeframe and any corrective actions are reported in accordance with establishment requirements.

Range reporting includes but is not limited to – qualitative and quantitative reporting.

Outcome 3

Manage menu planning and implementation for a catering services operation.

Evidence requirements

3.1 Menus are evaluated to determine their relationship to client and/or market requirements.

Range evaluation includes but is not limited to – qualitative requirements, nutritional needs.

3.2 Menu composition and pricing are evaluated to determine their relationship to the wider market and budget requirements.

Range evaluation may include but is not limited to – menu engineering, analysing the sales mix.

Outcome 4

Manage policies and procedures in a catering services operation.

Evidence requirements

4.1 Contracts are managed in accordance with legislative and establishment requirements.

4.2 Industrial relationships are managed in accordance with legislative and establishment requirements.

4.3 Health and safety plans are monitored, complied with, and customised where required in accordance with legislative and establishment requirements.

4.4 Food safety plans are monitored, complied with, and customised where required in accordance with legislative and establishment requirements.

4.5 Incident management requirements are complied with in accordance with legislative and establishment requirements.

4.6 Recommendations from any external compliance audits are complied with in accordance with establishment requirements.

4.7 Work performance for own area of responsibility is audited and any corrective actions are implemented in accordance with establishment requirements.

4.8 Any stakeholder concerns are responded to and recommendations for improvement documented in accordance with establishment 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

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.