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|--------------|---|----------------|-----------|
| <b>Title</b> | <b>Manage a catering services operation</b> |                |           |
| <b>Level</b> | <b>5</b>                                    | <b>Credits</b> | <b>20</b> |

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| <b>Purpose</b> | <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, for a catering services operation.</p> |
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| <b>Classification</b> | Hospitality > Hospitality Management |
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| <b>Available grade</b> | Achieved |
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### Guidance Information

#### 1 Definitions

*Client* – refers to who the service is supplied to.

*Customer* – refers to who the service is supplied for.

*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.

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

#### 2 Legislation and regulations to be complied with include but are not limited to – Employment Relations Act 2000, Food Act 2014, Food Regulations (2015), Health and Safety at Work Act 2015.

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

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### Outcomes and performance criteria

#### Outcome 1

Manage business relationships for a catering services operation.

**Performance criteria**

- 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 for a catering services operation.

**Performance criteria**

- 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 are 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.

**Performance criteria**

- 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 for a catering services operation.

**Performance criteria**

- 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 are documented in accordance with establishment requirements.

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| <b>Planned review date</b> | 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](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.