

Title	Provide food service in a quick service restaurant		
Level	3	Credits	10

Purpose	<p>This entry-level unit standard is for people working in a quick service restaurant.</p> <p>People credited with this unit standard are able to provide food service in a quick service restaurant.</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.
- 3 Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and evidence requirements

Outcome 1

Provide food service in a quick service restaurant.

Evidence requirements

- 1.1 Customers are greeted and opportunities taken to maximise the promotion and/or sale of products in accordance with establishment requirements.
- 1.2 Orders are taken, checked and monitored and any delays communicated to the customer in accordance with establishment requirements.
- 1.3 Money transactions are processed in accordance with establishment requirements.
- 1.4 Food products are assembled and checked in accordance with establishment requirements.

Range evidence is required of three different menu items.

1.5 Shift objectives and food holding times are met in accordance with establishment requirements.

1.6 Food and beverage orders for takeaway are packed in accordance with establishment requirements.

Range packing includes but is not limited to – correct packaging materials, service items and accompaniments.

1.7 Food and beverage items are served at correct temperature for consumption and food safety requirements using clean, undamaged service equipment in accordance with establishment requirements.

1.8 Any customer issues are actioned and/or reported in accordance with establishment requirements.

1.9 Completed order is presented to the customer in accordance with establishment requirements.

1.10 Counter is maintained for food service in accordance with establishment requirements.

Range maintenance includes but is not limited to – removal of perishable food and drink items, storage of reusable service items, removal of rubbish.

Replacement information	This unit standard replaced unit standard 25493 and unit standard 25496.
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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	12 December 2013	31 December 2016
Revision	2	19 November 2015	31 December 2017
Revision	3	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.