

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

Purpose	<p>This 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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Guidance Information

- 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 may include but are 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.
- 4 All tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Provide food service in a quick service restaurant.

Performance criteria

- 1.1 Customers are greeted, and opportunities taken to maximise the promotion and/or sale of products.
- 1.2 Orders are taken, checked and monitored and any delays communicated to the customer.
- 1.3 Money transactions are processed.

1.4 Food products are assembled and checked.

Range evidence is required of three different menu items.

1.5 Shift objectives and food holding times are met.

1.6 Food and beverage orders for takeaway are packed.

Range packing may include 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.

1.8 Any customer issues are actioned and/or reported.

1.9 Completed order is presented to the customer.

1.10 Counter is maintained for food service.

Range maintenance may include 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 2026
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Status information and last date for assessment for superseded versions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	31 December 2023
Review	4	25 November 2021	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>.

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.