

<b>Title</b>	<b>Provide buffet service in a hospitality establishment</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>15</b>

<b>Purpose</b>	<p>This entry-level unit standard is for people providing a buffet service in a hospitality establishment.</p> <p>People credited with this unit standard are able to: prepare service area and equipment for buffet service; set up the buffet area; maintain buffet area; and clear and maintain tables during service, in a hospitality establishment.</p>
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<b>Classification</b>	Hospitality > Food and Beverage Service
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<b>Available grade</b>	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, Sale and Supply of Alcohol Act 2012, Sale and Supply of Alcohol Regulations 2013.
- 3 Evidence for the practical components of this unit standard must either be gathered in the workplace or in a realistic environment where the candidate has to produce product or similar for customers who have the same expectations for quality and timeliness as a paying customer.
- 4 Preparing and serving beverages is covered by unit standard 14425, *Prepare and serve hot and cold non-alcoholic drinks for a commercial hospitality establishment*. This unit standard should be included in any programme that requires candidates to carry out this task as part of their job role.

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### Outcomes and evidence requirements

#### Outcome 1

Prepare service area and equipment for buffet service in a hospitality establishment.

#### Evidence requirements

- 1.1 Service areas are hygienically cleaned and made ready for use in accordance with establishment requirements.
- 1.2 Equipment is checked to ensure it is clean, undamaged, and operational in accordance with establishment requirements.
- Range equipment may include but is not limited to – hot/cold drink service, refrigerated unit, heated unit, service utensils, trolleys.
- 1.3 Sufficient stocks of service items are made clean and available, undamaged, and stored ready for service in accordance with establishment requirements.
- Range service items may include but are not limited to – trays, glassware, crockery, cutlery, table coverings, napkins, decorative items, promotional items, menus.
- 1.4 Condiments, accompaniments, and food items are prepared ready for service period and stored in accordance with establishment requirements.
- 1.5 Refuse and waste food containers are cleaned and made ready for use in accordance with establishment requirements.

## Outcome 2

Set up the buffet area in a hospitality establishment.

### Evidence requirements

- 2.1 Buffet equipment is checked to ensure it is hygienically clean and undamaged, and is arranged ready for food service in accordance with establishment requirements.
- Range buffet and service items may include but are not limited to – crockery, cutlery, dishes, plates, service cutlery, platters, glassware, table coverings, napkins, decorative items, labels, service cloths, linen, chafing dishes, carvery serving equipment.
- 2.2 Buffet area is set up in accordance with establishment requirements.
- Range set-up may include but is not limited to – carvery station, lamps, fuel, chopping boards, hot water for chafing dishes, lids.
- 2.3 Buffet dining area and furniture are cleaned and positioned in accordance with service period and establishment requirements.
- 2.4 Table items are cleaned without damage, and are located ready for service in accordance with establishment requirements.
- 2.5 Tables are set in accordance with establishment requirements.

## Outcome 3

Maintain buffet area in a hospitality establishment.

### Evidence requirements

- 3.1 Buffet food and buffet service equipment are maintained throughout service in accordance with establishment requirements.
- Range maintained may include but is not limited to – communication with kitchen, topping up food and water, replating, replacing or cleaning utensils, checking time food has been out, checking fuel, checking food temperature.
- 3.2 Buffet display is maintained throughout service in accordance with establishment requirements.
- 3.3 Service and traffic areas are kept clear throughout service in accordance with establishment requirements.
- 3.4 Buffet and buffet service equipment is cleared in accordance with establishment requirements.
- 3.5 Food items, condiments, and accompaniments are cleared, and stored or disposed of in accordance with establishment requirements.

### Outcome 4

Clear and maintain tables during service in a hospitality establishment.

### Evidence requirements

- 4.1 Customer and buffet tables are cleared of used and unrequired service items using appropriate service techniques in a professional manner in accordance with establishment requirements.
- Range includes but is not limited to – tray service for beverage, plate service for food using two plates on one arm carrying method, stack and scrape technique.
- 4.2 Buffet equipment is broken down and moved safely in accordance with establishment requirements.
- 4.3 Rubbish and food waste are deposited in the correct location in a safe and hygienic manner in accordance with legislative and establishment requirements.
- 4.4 Furniture, all service areas, and equipment are cleaned and made ready for next service in accordance with establishment requirements.

<b>Replacement information</b>	This unit standard replaced unit standard 26309.
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<b>Planned review date</b>	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

<b>Consent and Moderation Requirements (CMR) reference</b>	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.

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#### Comments on this unit standard

Please contact ServiceIQ [qualifications@serviceiq.org.nz](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.