

<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 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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## Guidance Information

- 1 Definition  
*Accompaniments* refer food items or side dishes that are served with a particular dish. They should complement the main dish in both flavour and texture.  
*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, 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.
- 5 All tasks are to be carried out in accordance with establishment requirements.

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## Outcomes and performance criteria

### Outcome 1

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

**Performance criteria**

- 1.1 Service areas are hygienically cleaned and made ready for use.
- 1.2 Equipment is checked to ensure it is clean, undamaged, and operational.
- 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.
- 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.
- 1.5 Refuse and waste food containers are cleaned and made ready for use.

**Outcome 2**

Set up the buffet area in a hospitality establishment.

**Performance criteria**

- 2.1 Buffet equipment is checked to ensure it is hygienically clean and undamaged, and is arranged ready for food service.
- 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.
- 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.
- 2.4 Table items are cleaned without damage, and are located ready for service.
- 2.5 Tables are set.

**Outcome 3**

Maintain buffet area in a hospitality establishment.

**Performance criteria**

- 3.1 Buffet food and buffet service equipment are maintained throughout service.
- 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.
- 3.3 Service and traffic areas are kept clear throughout service.
- 3.4 Buffet and buffet service equipment is cleared.
- 3.5 Food items, condiments, and accompaniments are cleared, and stored or disposed of.

**Outcome 4**

Clear and maintain tables during service in a hospitality establishment.

**Performance criteria**

- 4.1 Customer and buffet tables are cleared of used and unrequired service items using appropriate service techniques in a professional manner.
- Range may include 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.
- 4.3 Rubbish and food waste are deposited in the correct location in a safe and hygienic manner in accordance with legislative requirements.
- 4.4 Furniture, all service areas, and equipment are cleaned and made ready for next service.

<b>Replacement information</b>	This unit standard replaced unit standard 26309.
<b>Planned review date</b>	31 December 2026

**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

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.