

Title	Provide functions service in a hospitality establishment		
Level	3	Credits	15

Purpose	<p>This unit standard is for people providing a functions service in a hospitality establishment.</p> <p>People credited with this unit standard are able to: maintain rooms for functions; prepare and set up for a function; greet and assist customers and guests; and serve customers and guests and maintain service flow, in a hospitality establishment.</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 Definitions**

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.

Functions – the service of food and beverages to a group as a part of an organised event where service needs to occur in a specific timeframe to all guests.
- 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* and unit standard 27939, *Serve alcoholic and other beverages in a hospitality establishment*. These unit standards 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.**

Outcomes and performance criteria

Outcome 1

Maintain rooms for functions in a hospitality establishment.

Performance criteria

1.1 Function rooms are prepared and serviced

Range prepared may include but is not limited to – environmental control systems operational, furniture arranged, table items checked, presentation equipment operational and positioned, any hazards secured, clean, tidy, ready for customer use, function items checked and replenished.

1.2 Function rooms are cleared.

Range cleared may include but is not limited to – furniture cleaned and stored or ready for next user, table items and presentation materials are stored or disposed of, environmental control systems ready for next user, clean, tidy, secure.

Outcome 2

Prepare and set up for a function in a hospitality establishment.

Performance criteria

2.1 Function information is interpreted accurately, and details confirmed.

Range information may include but is not limited to – function purpose, menu, beverage arrangements, sequence of service, timing, entertainment, order of ceremony, room set-up, type of service, numbers attending.

2.2 Room is set up in accordance with customer requirements.

Range set up may include but is not limited to – furniture arrangements and layout, seating plan, type of service, decoration, table setting, special requirements, ease of service.

2.3 Equipment is checked to ensure it is clean, undamaged, and operational.

Range equipment may include but is not limited to – projection equipment, screens, video, television, lectern, flip chart, environmental control equipment.

2.4 Function signage is prepared and/or set up in accordance with customer requirements.

- 2.5 Liaison with function team members and food production staff during preparation is maintained for coordination of food and beverage service to customers and guests, in accordance with customer requirements.

Outcome 3

Greet and assist customers and guests in a hospitality establishment.

Performance criteria

- 3.1 Accurate information is provided to customers and guests on request.

Range information may include but is not limited to – location of facilities, food and beverage service arrangements, timing of service, emergency plan, equipment use, point of contact, transport.

- 3.2 Liaison with function team members and/or food production staff is maintained ensuring coordination of food and beverage service to customers and guests during the function.

Outcome 4

Serve customers and guests and maintain service flow in a hospitality establishment.

Performance criteria

- 4.1 Food and beverage items are served to customers and guests promptly, and in a sequence, and service style in accordance with customer requirements.

Range service styles may include but are not limited to – beverage tray service, food tray service, coffee service, wine service.

- 4.2 Assistance is provided to other function team members to ensure consistent and coordinated customer service, where appropriate.

Replacement information	This unit standard replaced unit standard 14445 and unit standard 14446.
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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

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.