

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

Purpose	<p>This entry-level 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>
----------------	---

Classification	Hospitality > Food and Beverage Service
-----------------------	---

Available grade	Achieved
------------------------	----------

Explanatory notes

- 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 time-frame to all guests.
- 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* and unit standard 27939, *Provide alcoholic beverage service 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.

Outcomes and evidence requirements

Outcome 1

Maintain rooms for functions in a hospitality establishment.

Evidence requirements

1.1 Function rooms are prepared and serviced in accordance with establishment requirements.

Range prepared includes 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 in accordance with establishment requirements.

Range cleared includes 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.

Evidence requirements

2.1 Function information is interpreted accurately and details confirmed in accordance with establishment requirements.

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 and establishment 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 in accordance with establishment requirements.

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 and establishment 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 and establishment requirements.

2.6 Ways of setting up function rooms for differing room styles are explained in accordance with establishment requirements.

Range room service styles include but are not limited to – theatre, U-shape, classroom, boardroom, buffet, cocktail, banquet.

Outcome 3

Greet and assist customers and guests in a hospitality establishment.

Evidence requirements

3.1 Accurate information is provided to customers and guests on request in accordance with establishment requirements.

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 in accordance with establishment requirements.

Outcome 4

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

Evidence requirements

4.1 Food and beverage items are served to customers and guests promptly, and in a sequence and service style that meets customer and establishment requirements.

Range service styles 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.
--------------------------------	--

Planned review date	31 December 2018
----------------------------	------------------

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
--	------

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.