

Title	Plan and supervise food and beverage service operations in a hospitality establishment		
Level	5	Credits	20

Purpose	<p>This unit standard is for experienced people in a supervisory role responsible for the planning and overseeing of service in food and beverage operations in a hospitality establishment.</p> <p>People credited with this unit standard are able to: prepare food and beverage service operations; supervise the setting up and breaking down of functions; and supervise food and beverage service operations, 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

- 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.
- 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.
- Evidence for the practical components of this unit standard must be gathered in the workplace.
- All tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Prepare food and beverage service operations in a hospitality establishment.

Performance criteria

- 1.1 The correct number of staff required for service is selected.

- 1.2 The food requirements for service are checked with the kitchen, taking into consideration anticipated quantities and types of food, current promotions and specials, and known customer dietary requirements.
- 1.3 The beverages required for service are prepared, taking into consideration anticipated quantities and type of beverages, in accordance with manufacturer's requirements.
- Range beverages may include but are not limited to – types, brands, current promotions, specials.
- 1.4 Equipment required for food and beverage service is made available, and kept operational and ready for use
- Range equipment may include but is not limited to – payment handling, food service equipment, display, temperature control units, bar service equipment.
- 1.5 Stocks are prepared at agreed par stock levels prior to service in accordance with function requirements.
- 1.6 The service environment is cleaned, made ready for use, and optimised in terms of use of space and reservations.
- 1.7 Float is made available in correct denominations for service, and security arrangements are put in place.
- 1.8 Staff are fully briefed on service requirements and anticipated customer expectations, and meet dress code standards.

Outcome 2

Supervise the setting up and breaking down of functions in a hospitality establishment.

Performance criteria

- 2.1 Function area is set up in accordance with customer requests.
- Range function area set-up may include but is not limited to – tables, chairs, electronic equipment, special requests, amenities, temperature control units, environmental conditions, payment handling.
- 2.2 Function staff are briefed prior to the function.
- Range staff briefing may include but is not limited to – order of service, uniforms, anticipated customer expectations, special requirements, staff roles, cost details, type of function, menu, service style.
- 2.3 Final check of area is conducted prior to the function.

- 2.4 Function sheet details are confirmed with contact.
- 2.5 The equipment assembled for food and beverage function is removed in a safe manner.
- 2.6 Function venue is returned to original state.
- 2.7 Food and beverages are removed from venue in a safe, hygienic, and secure manner in accordance with legislation.
- 2.8 Staff are debriefed on function arrangements and service.

Outcome 3

Supervise food and beverage service operations in a hospitality establishment.

Performance criteria

- 3.1 The personal presentation and service standards of staff are monitored throughout service and any issues actioned in accordance with legislative requirements.
- 3.2 Stocks are maintained at agreed par stock levels taking into consideration anticipated quantities and types of food throughout service.

Range stocks may include but are not limited to – food, service equipment, specials and promotions.
- 3.3 The safety and security of staff, customers, and all property is monitored throughout service and any issues are actioned.
- 3.4 The conditions and ambience of the service environment are maintained throughout service.

Range conditions may include but are not limited to – sound, light, temperatures, amenities, layout.
- 3.5 The documentation and reports related to daily food service operations are accurately completed with agreed personnel.

Range documentation and reports may include but are not limited to – related to cash balances, shift handover, service, maintenance requirements.

Replacement information	This unit standard replaced unit standard 17550, unit standard 17551, and unit standard 17552.
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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.