

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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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 be gathered in the workplace.

Outcomes and evidence requirements

Outcome 1

Prepare food and beverage service operations in a hospitality establishment.

Evidence requirements

- 1.1 The correct number of staff required for service is selected in accordance with establishment requirements.

- 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 in accordance with establishment requirements.
- 1.3 The beverages required for service are prepared, taking into consideration anticipated quantities and type of beverages, in accordance with establishment and 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 in accordance with establishment requirements.
- 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 and establishment requirements.
- 1.6 The service environment is cleaned, made ready for use, and optimised in terms of use of space and reservations in accordance with establishment requirements.
- 1.7 Float is made available in correct denominations for service, and security arrangements are put in place in accordance with establishment requirements.
- 1.8 Staff are fully briefed on service requirements and anticipated customer expectations, and meet dress code standards, in accordance with establishment requirements.

Outcome 2

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

Evidence requirements

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

Outcome 3

Supervise food and beverage service operations in a hospitality establishment.

Evidence requirements

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

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 actioned in accordance with establishment requirements.
- 3.4 The conditions and ambience of the service environment are maintained throughout service in accordance with establishment requirements.

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 in accordance with establishment requirements.

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 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

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>.

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.