

<b>Title</b>	<b>Provide counter food and beverage service for a catering services operation</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>15</b>

<b>Purpose</b>	<p>This unit standard is for people working in a catering services operation providing bulk catering to internal customers.</p> <p>People credited with this unit standard are able to clean food production areas and equipment; and prepare for and provide counter service in a catering services operation.</p>
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<b>Classification</b>	Hospitality > Catering Services
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Definition  
*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 include but is not limited to – Food Act 2014, Health and Safety at Work Act 2015.
- 3 All tasks are to be carried out in accordance with establishment requirements.
- 4 Evidence for the practical components of this unit standard must be gathered in the workplace.
- 5 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.

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### Outcomes and performance criteria

#### Outcome 1

Clean food production areas and equipment for a catering services operation.

**Performance criteria**

1.1 Food production areas are cleaned.

Range food production areas include but are not limited to – sinks, hand basins, drains, floors, walls, surfaces, shelves, cupboards, drawers, rubbish and food containers.

1.2 Food production equipment is cleaned.

Range equipment includes but is not limited to – ovens, hobs, mixers, fridges;  
equipment may include but is not limited to – microwave ovens, ranges, grills, fryers, bains-marie, hot plates, food processors, slicers, freezers, dishwashers;  
evidence of five is required.

1.3 Chopping boards are clean, dry and free from contamination.

**Outcome 2**

Prepare for and provide counter service in a catering services operation.

**Performance criteria**

2.1 Counter is prepared for food service.

Range preparation includes but is not limited to – sufficient stocks of service items, operational service equipment, food and drink items stored and/or displayed, menus and any promotional materials available, rubbish containers cleaned and emptied.

2.2 Counter is cleared ready for food service.

Range cleared includes but is not limited to – perishable food and drink items returned to correct temperature controlled storage area, reusable service items cleaned and stored, condiments and accompaniments stored, rubbish and waste removed.

2.3 Customers are served at the food counter.

Range service includes but is not limited to – promoting establishment products and services, identifying and confirming the customer's order, informing the customer of any delays.

2.4 Food and beverage items are served at correct temperature for consumption and food safety requirements.

2.5 Service items are kept clean and made available for customer use.

Range service items may include but are not limited to – cutlery, crockery, condiments, accompaniments, trays, napkins.

2.6 Counter and service areas are maintained during service.

Range maintenance includes but is not limited to – cleaning, hygiene, tidying, removal of rubbish and food debris, replenishing food and beverage items.

<b>Planned review date</b>	31 December 2027
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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	17 November 2016	31 December 2024
Review	4	2 March 2023	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.