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| Title | Provide counter food and beverage service for a catering services operation | | |
| Level | 3 | Credits | 15 |

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| Purpose | <p>This entry-level 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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| Classification | Hospitality > Catering Services |
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| Available grade | Achieved |
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Explanatory notes

- 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 Evidence for the practical components of this unit standard must be gathered in the workplace.
- 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*. This unit standard 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

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

Evidence requirements

- 1.1 Food production areas are cleaned in accordance with establishment requirements.
- 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 in accordance with establishment requirements.
- 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, bain-marie, hot plates, food processors, slicers, freezers, dishwashers.
- 1.3 Chopping boards are clean, dry and free from contamination in accordance with establishment requirements.

Outcome 2

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

Evidence requirements

- 2.1 Counter is prepared for food service in accordance with establishment requirements.
- 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, clean and empty rubbish containers.
- 2.2 Counter is cleared ready for food service in accordance with establishment requirements.
- 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 in accordance with establishment requirements.
- 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 in accordance with establishment requirements.

2.5 Service items are kept clean and made available for customer use in accordance with establishment requirements.

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 in accordance with establishment requirements.

Range maintenance includes but is not limited to – clean, hygienic, tidy, free from rubbish and food debris, replenished food and beverage items.

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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 | 17 November 2016 | N/A |

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| 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.