

Title	Monitor food service staff to ensure the provision of hospitality sales and service opportunities to customers		
Level	4	Credits	10

Purpose	<p>This unit standard is for people working as professional food service staff with advanced skills in a broad range of food and beverage service outlets.</p> <p>People credited with this unit standard are able to demonstrate knowledge of maximising hospitality sales and service opportunities to customers, and monitor food service staff to ensure the provision of hospitality sales and service opportunities to customers.</p>
----------------	---

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

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

Explanatory notes

- 1 Definitions
Customer may include but is not limited to – internal customers, external customers, guests.
Establishment requirements – any policy, procedure, 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 – 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

Demonstrate knowledge of maximising hospitality sales and service opportunities to customers.

Evidence requirements

- 1.1 Products and/or services offered by the establishment are identified and described in terms of establishment requirements.
- 1.2 Different types of customer needs are identified and described in terms of establishment requirements.
- Range evidence is required of three different types of customer needs.
- 1.3 Types of value-added benefits of products or services are described in terms of their relevance and potential value to the customer, the employee, and the establishment.
- 1.4 Opportunities to maximise the promotion or sale of products and/or services are described in terms of customer needs and establishment requirements.
- 1.5 Methods and/or techniques for selling products or services are described in terms of their relevance to different types of hospitality establishments.
- 1.6 Types of verbal communication skills that assist in the provision of sales and service opportunities are described in accordance with establishment requirements.
- 1.7 Types of non-verbal communication skills that assist in the provision of sales and service opportunities are described in accordance with establishment requirements.
- 1.8 Types of questions that assist in confirming that customers' requirements are met by the information provided are described.
- Range questions include but are not limited to – open questions, closed questions.

Outcome 2

Monitor food service staff to ensure the provision of hospitality sales and service opportunities to customers.

Evidence requirements

- 2.1 Food service staff are monitored to ensure available and relevant products or services provided by the hospitality establishment are communicated to customers proactively and any issues are actioned in accordance with establishment requirements and customer needs.
- 2.2 Food service staff are monitored to ensure value-added benefits of products or services provided by the hospitality establishment are identified and communicated to the customer and any issues are actioned in accordance with establishment requirements.

2.3 Food service staff are monitored to ensure opportunities to maximise the promotion or sale of products and/or services provided by the hospitality establishment are applied using agreed selling techniques and any issues are actioned in accordance with establishment requirements.

2.4 Food service staff are monitored to ensure verbal and non-verbal communication skills used are consistent with the situation, context and establishment requirements.

Range includes but is not limited to – tone of voice, volume, language, posture, facial expression, eye contact, listening.

2.5 Food service staff are monitored to ensure customer requirements are met to customer satisfaction or customer is referred to more experienced hospitality staff where appropriate, in accordance with establishment requirements.

Replacement information	This unit standard replaced unit standard 21854.
--------------------------------	--

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 2015
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.