

Title	Monitor and maintain customer and staff service requirements for a shift in a quick service restaurant		
Level	4	Credits	15

Purpose	<p>This unit standard is for people who carry out the shift supervisor role in a quick service restaurant.</p> <p>People credited with this unit standard are able to monitor and maintain customer and service requirements, and crew members' skills, for a shift in a quick service restaurant.</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 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 includes 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.

Outcomes and evidence requirements

Outcome 1

Monitor and maintain customer and service requirements for a shift in a quick service restaurant.

Evidence requirements

- 1.1 Customer requirements are monitored and any issues actioned in accordance with establishment requirements.

Range customer requirements include but are not limited to – speed of service, customer flows, quality of service, customer satisfaction, product consistency.

- 1.2 Service requirements are monitored and any issues actioned in accordance with establishment requirements.

Range service requirements include but are not limited to – workflow, monetary transactions, employee appearance, own appearance, restaurant presentation.

Outcome 2

Monitor and maintain crew members' skills for a shift in a quick service restaurant.

Evidence requirements

- 2.1 Coaching requirements are identified and planned in accordance with establishment requirements.
- 2.2 Coaching schedule is set up and agreed with the individual in accordance with establishment requirements.
- 2.3 Skill progress is monitored and recorded and any issues actioned in accordance with establishment requirements.

Replacement information	This unit standard and unit standard 27954 replaced unit standard 25498.
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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.