

Title	Plan and prepare for a function for a commercial hospitality establishment		
Level	4	Credits	10

Purpose	<p>This unit standard is for people who are responsible for a function. They may be involved in working in a hotel, food or catering operation.</p> <p>People credited with this unit standard are able to: plan a function and prepare function sheets for a commercial hospitality establishment.</p>
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Classification	Hospitality > Hospitality - Specific Skills
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Available grade	Achieved
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Guidance Information

- Definitions**
Customers – internal and external customers within the hospitality industry.
Establishment requirements – any policy, procedure, process or agreed requirement, either written or oral, that is made known to the candidate prior to assessment against this unit standard.
Functions may include but are not limited to – conferences, day delegate packages or events, and require a process where formal planning is involved.
- Legislation to be complied with includes but is not limited to – Health and Safety at Work Act 2015, Sale and Supply of Alcohol Act 2012, Smoke-free Environments and Regulated Products Act 1990, Smokefree Environments and Regulated Products Regulations 2021, Food Act 2014.
- Evidence of a minimum of four different types of functions is required.
- Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and performance criteria

Outcome 1

Plan a function for a commercial hospitality establishment.

Performance criteria

- 1.1 Function room requirements are identified and recorded in terms of set-up, capacities, and technical requirements in accordance with the requirements of the customer's brief.
- 1.2 Human resource requirements and capabilities are identified and recorded in accordance with the requirements of the customer's brief.
- 1.3 Time parameters for the function are identified and recorded in accordance with the requirements of the customer's brief.
- 1.4 Information is communicated to other departments in accordance with the requirements of the customer's brief and establishment requirements.
- 1.5 Tasks are delegated and followed up consistently in accordance with the customer's brief and establishment requirements.

Outcome 2

Prepare function sheets in a commercial hospitality establishment.

Performance criteria

- 2.1 Details of the function are obtained from the customer in terms of their specific requirements for the event.

Range details may include but are not limited to – client details, contact on the day, special requirements, type and style of the function, number of attendees, date of function, room set up, floor plan, signage requirements, billing instructions, equipment, times, catering requirements, theme.
- 2.2 Function sheets are generated that contain all the information required to organise the function in accordance with agreed prices and customer requirements.

Range information may include but is not limited to – client details, contact on the day, special requirements, type and style of the function, number of attendees, date of function, room set up, floor plan, signage requirements, billing instructions, equipment, times, catering requirements, theme.
- 2.3 Internal and external services required are identified in function sheets in accordance with customer brief and establishment requirements.
- 2.4 Functions sheet structure can be interpreted and implemented by customers and staff in accordance with the customer's brief and establishment requirements.

- 2.5 Function sheets are reviewed and customer agreement is obtained in terms of additional or different information requirements, and amendments are communicated to all stakeholders in accordance with establishment requirements.
- 2.6 Any changes to the function are checked against function sheets in accordance with establishment requirements.
- 2.7 Client feedback on the function is obtained in accordance with establishment requirements.

Replacement information	This unit standard replaced unit standard 24517 and unit standard 24518.
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Planned review date	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	20 February 2014	31 December 2024
Review	2	2 March 2023	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>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.