

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 functions operation. 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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Explanatory notes

- 1 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.
- 2 Legislation to be complied with includes but is not limited to – Health and Safety in Employment Act 1992, Sale and Supply of Alcohol Act 2012, Smoke-free Environments Act 1990, Food Act 1981.
- 3 Evidence of a minimum of four different types of functions is required.
- 4 Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and evidence requirements

Outcome 1

Plan a function for a commercial hospitality establishment.

Evidence requirements

- 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 Delegation and follow up of tasks is consistent with the customer's brief and establishment requirements.

Outcome 2

Prepare function sheets in a commercial hospitality establishment.

Evidence requirements

- 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 sheet is generated that contains 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 The function sheet identifies internal and external services required to meet the requirements of the customer and establishment.
- 2.4 Structure of the function sheet enables customers and staff to interpret and implement the function sheet 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 Function changes are checked against function sheet 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 2019
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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	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 Consent and Moderation Requirements (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 ServicelQ at qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.