

Title	Serve customers under supervision in a quick service restaurant		
Level	2	Credits	4

Purpose	<p>This unit standard is for people who work in the crew role in a quick service restaurant.</p> <p>People credited with this unit standard are able to serve customers under supervision 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 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.
- 2 Definition
Establishment requirements – any policy, standard operating procedure, or agreed requirement that is made known to the candidate prior to assessment against this unit standard.
- 3 This unit standard can be assessed using simulation but must be assessed in the workplace.

Outcomes and evidence requirements

Outcome 1

Serve customers under supervision in a quick service restaurant.

Evidence requirements

- 1.1 Customers are greeted in accordance with establishment requirements.
- 1.2 Opportunities are taken to maximise the promotion and/or sale of products in accordance with establishment requirements.
- 1.3 Orders are checked with the customer and any additional menu items clarified in accordance with establishment requirements.
- 1.4 Customer's orders are monitored and any delays communicated to the customer in accordance with establishment requirements.

- 1.5 Any customer issues, within delegated authority, are actioned in accordance with establishment requirements.
- 1.6 Any customer issues, outside delegated authority, are reported in accordance with establishment requirements.
- 1.7 Completed order is presented to the customer in accordance with establishment requirements.

Planned review date	31 December 2021
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 June 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 Consent and Moderation Requirements (CMRs). 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 qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.