

Title	Perform crew duties under supervision in a quick service restaurant		
Level	2	Credits	2

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 demonstrate knowledge of establishment requirements, and carry out crew duties 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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Guidance Information

- 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 may include but are 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 performance criteria

Outcome 1

Demonstrate knowledge of establishment requirements in a quick service restaurant.

Performance criteria

- 1.1 The establishment's brand image is identified and described in terms of the expectations for employees.

Range	may include but is not limited to – personal presentation, customer service, consistency of product.
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- 1.2 Shift goals and objectives are identified and described in terms of their relationship to the employee's job requirements.

Range may include but is not limited to – product knowledge, service requirements, production requirements.

Outcome 2

Carry out crew duties under supervision in a quick service restaurant.

Performance criteria

- 2.1 Cleaning instructions for crew are followed in accordance with establishment requirements.

- 2.2 Shift goals and objectives for crew are met in accordance with establishment requirements.

- 2.3 Food orders assigned to crew are checked and monitored in accordance with establishment requirements.

Range may include but is not limited to – giving clear instructions, providing feedback.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions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	31 December 2023
Review	2	25 November 2021	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.