

Title	Deliver a consumable craft product tasting experience and give advice on local tourism attractions to visitors		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to: provide a consumable craft product tasting service for a tourism workplace and sell consumable craft product at a tourism workplace; and provide visitors with advice on local tourism sightseeing attractions or activities, in accordance with tourism workplace policies and procedures.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Guidance Information

- Definitions**
Attraction refers to a discrete destination, comprising natural or man-made features, which draws visitors or tourists to it.
Consumable craft products include but are not limited to – juice, honey, cheese, chocolate, smallgoods.
Tourism workplace policies and procedures refer to documented instructions about workplace expectations. These must include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.
- Legislation relevant to this unit standard includes but is not limited to: Consumer Guarantees Act 1993, Food Act 2014, Health and Safety at Work Act 2015. Acts, regulations, and bylaws must be complied with during assessment against this standard.
- All tasks must be completed in accordance with tourism workplace policies and procedures.
- This unit standard may be assessed against in a tourism workplace when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standards of a tourism workplace.

Outcomes and performance criteria

Outcome 1

Provide a consumable craft product tasting service for a tourism workplace.

Performance criteria

- 1.1 Consumable craft products are prepared, presented for tasting, named and described in accordance with visitor expectations.
- 1.2 The features of the consumable craft products are described.
- 1.3 Methods of production of the consumable craft product are described to visitors.
- Range may include but is not limited to – environmentally sustainable practices.

Outcome 2

Sell consumable craft product at a tourism workplace.

Performance criteria

- 2.1 Visitors are offered opportunities for further purchases.
- Range may include but is not limited to – special promotions, tours of the tourism workplace.
- 2.2 Orders are taken, confirmed, and processed.
- Range may include but is not limited to – packaging, freight methods, freight charges.

Outcome 3

Provide visitors with advice on local tourism sightseeing attractions or activities.

Performance criteria

- 3.1 Visitors are given advice on local tourism sightseeing attractions or activities.
- Range may include but is not limited to – specialised activities, wine making, bread making

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 October 2016	31 December 2024
Review	2	27 April 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.