

Title	Perform duties of a food service associate in a catering operation		
Level	3	Credits	6

Purpose	<p>This unit standard is for people working as a food service associate in a catering operation in a care facility.</p> <p>People credited with this unit standard are able, in a catering operation to: prepare and present food; complete post meal duties; and provide administrative support for site operations.</p>
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Classification	Hospitality > Catering Services
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Available grade	Achieved
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Prerequisites	Unit 167, <i>Practise food safety methods in a food business under supervision</i> , or demonstrate equivalent knowledge and skills.
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Guidance Information

- 1 Definitions
Establishment requirements refer to applicable procedures found in the following: establishment performance guidelines and standards; equipment manufacturer's procedures and specifications; Government and local body legislation.
- 2 Legislation relevant to this unit standard include but are not limited to – Food Act 2014, Health and Safety at Work Act 2015.
- 3 All tasks are to be carried out in accordance with establishment requirements.
- 4 Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and performance criteria

Outcome 1

Prepare and present food in a catering operation.

Range evidence is required of three customer interactions.

Performance criteria

- 1.1 Customers are greeted, and rapport is established with customers.
- Range may include but is not limited to – listening skills, verbal communication, non-verbal communication.
- 1.2 Dietary restrictions are assessed against diet order prior to communicating customer information.
- 1.3 Customer orders are taken and verified with customers and in accordance with diet knowledge.
- Range customer is addressed by name to verify order.
- 1.4 Trays are prepared and checked for accuracy.
- Range delivery of documentation.
- 1.5 Meal is delivered.
- Range may include but is not limited to – loading of trolley, use of trolley for service.

Outcome 2

Complete post meal duties in a catering operation.

Performance criteria

- 2.1 Equipment is returned to kitchen and facilities are cleaned and sanitised.
- Range kitchen and facilities may include but are not limited to – dishes (pots & pans, crockery, kitchen equipment) tables and surrounds, floors.
- 2.2 Supplies in dining areas are replenished.
- 2.3 Stock is rotated.

Outcome 3

Provide administrative support for site operations in a catering operation.

Range may include but is not limited to – format, style, terminology, abbreviations.

Performance criteria

- 3.1 Meal numbers, temperature forms and kitchen extras are recorded.
- 3.2 Administrative records are completed and maintained.

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	25 January 2018	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.