

Title	Perform duties of a food service associate in a catering operation		
Level	2	Credits	5

Purpose	<p>This unit standard is for people working as food service associate in a catering operation.</p> <p>People credited with this unit standard are able, in a catering operation to: present menu options and take orders in a catering operation; and set up, deliver meals, and complete post meal duties.</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 referred to in this unit standard may include but are not limited to the 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

Present menu options and take orders 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 Customer orders are taken and checked with customers.

Outcome 2

Set up and deliver meals, and complete post meal duties in a catering operation.

Performance criteria

- 2.1 Meal is set up in accordance with verified orders.
- Range delivery of documentation.
- 2.2 Meal is delivered.
- Range may include but is not limited to – loading trolley, use of trolley for service.
- 2.3 Equipment is returned to kitchen and facilities are cleaned.

Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions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	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 ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.