



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Providing effective food and beverage service				
TQF Level:	3	Credits:	10	Version:	1
National standard code:	NS013-03				
Associated qualification (and code):	National Certificate in Food and Beverage Service Level 3 (QR-03-NQ-018-05-0903-19-01)				
Approval date:	11 June 2019		Review date:	11 June 2024	
Purpose:	People who are credited with this unit will be able to effectively implement food and beverage workplace service when serving customers in a hospitality establishment.				
Learning Outcome 1 (LO1)	Interact with other staff and managers to provide service delivery outcomes.				
Performance standards	<p>1.1 Information about service requirements is communicated to other staff members and/or at staff meetings or briefings in accordance with establishment requirements.</p> <p>1.2 Staff contract requirements are identified and clarified with managers in accordance with establishment requirements.</p> <p>1.3 Any changes to staff contract requirements are communicated to managers and other staff in accordance</p>				

	with establishment requirements.
Learning Outcome 2 (LO2)	Interact with customers to provide service delivery outcomes.
Performance Standards	<p>2.1 Customers are acknowledged in a manner that reflects the candidate's job role in accordance with establishment requirements.</p> <p>2.2 Interactions with customers from other cultures are appropriate to the culture and situation in accordance with establishment requirements.</p> <p>2.3 Advice on establishment facilities and/or services is communicated to customers, where required, in accordance with establishment requirements.</p> <p>2.4 Information is given to and requested from customers in a way that elicits service delivery needs, and is targeted to the recipient in accordance with establishment requirements.</p>
Learning Outcome 3 (LO3)	Demonstrate knowledge of standard operating procedures and the code of conduct relevant to a work role in an organisation that provides service delivery outcomes.
Performance standards	<p>3.1 Standard operating procedures related to the candidate's work role are identified and described in terms of establishment requirements.</p> <p>3.2 Code of conduct roles and responsibilities are identified and described in terms of the impact on the candidate's work role.</p> <p>3.3 Levels of delegation related to the candidate's work role are identified and described in terms of establishment requirements.</p> <p>3.4 Reporting requirements related to the candidate's work role are identified and described in terms of establishment requirements.</p> <p>3.5 Environmental and sustainability requirements related to the candidate's work role are identified and described in terms of establishment requirements.</p> <p>3.6 Personal presentation requirements related to the candidate's work role are identified and described in terms of</p>

	<p>establishment requirements.</p> <p>3.7 Confidentiality requirements related to the candidate's work role are identified and described in terms of establishment requirements.</p> <p>3.8 Consequences of non-compliance with standard operating procedures and the code of conduct relevant to the candidate's work role are identified and described in terms of establishment requirements.</p>
Learning Outcome 4 (LO4)	Apply standard operating procedures to a work role in an organisation that provides service delivery outcomes
Performance standards	<p>4.1 Standard operating procedures that apply to the candidate's work role are adhered to in accordance with establishment requirements.</p> <p>4.2 Personal presentation requirements relevant to the candidate's work role are adhered to in accordance with establishment requirements.</p> <p>4.3 Productivity, time management and confidentiality requirements that apply to the candidate's work role are adhered to in accordance with establishment requirements.</p> <p>4.4 Environmental sustainability requirements that apply to the candidate's work role are adhered to in accordance with establishment requirements.</p> <p>4.5 Reporting requirements that apply to the candidate's work role are adhered to in accordance with establishment requirements.</p>
Pre-requisites	N/A
Co-requisites	N/A
Underpinning skill and knowledge	General human health and diseases; Human foods and nutrition; Hazards and safety; Personal grooming and presentation; Effective time management; Communication including writing (Tongan and English); Environmental awareness; Cultural awareness and sensitivity; Interpersonal communication skills; Workplace security; Intoxication and the law; Metric measurements (volume, length, time, etc.); Strong mathematical skills; Basic money handling skills; Attention to details.
Suggested assessment methods	<p>1) Written theory examination (40%)</p> <p>2) Coursework (60%)</p>

	<ul style="list-style-type: none"> a) Written Assignments b) Practical assessments c) Role play in a simulated workplace environment <p>Note: This is a competency-based unit. Refer to the section on <i>Requirements to complete</i> for more information.</p>
Resource requirements	<ol style="list-style-type: none"> 1. Commercial kitchen (or necessary arrangements made to ensure student access to one); 2. Coffee-making machine (or necessary arrangement made to ensure student access to one); 3. Bar and draft beer taps (or necessary arrangement made to ensure student access to one); 4. Computer for staff and students; 5. Internet access for staff and students; 6. Relevant readings at the discretion of trainer/lecturer/coordinator. 7. Unit outline.
Moderation arrangements	Use provider's approved Moderation processes, or TNQAB moderation processes
Requirements to complete this unit	Learners must be assessed as 'Competent' to complete this unit. Competency for this unit is at least 90% of the Performance standards. Learners who fail to be competent after 3 attempts will be advised to re-enrol in this unit.
Public comments on unit	Please contact TNQAB National Qualifications Unit (email EnquireNQ@tnqab.to or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.