



## REGISTERED NATIONAL STANDARD

### UNIT OF COMPETENCY

<b>Title:</b>	<b>Prepare and serve food and beverages in a hospitality establishment</b>				
<b>TQF Level:</b>	<b>3</b>	<b>Credits:</b>	<b>15</b>	<b>Version:</b>	<b>1</b>
<b>National standard code:</b>	NS014-03				
<b>Associated qualification (and code):</b>	National Certificate in Food and Beverage Service Level 3 (QR-03-NQ-018-05-0903-19-01)				
<b>Approval date:</b>	11 June 2019		<b>Review date:</b>	11 June 2024	
<b>Purpose:</b>	People credited with this unit standard are able to provide counter and table service, in a hospitality establishment.				
<b>Learning Outcome 1 (LO1)</b>	Provide counter service in a hospitality establishment.				
<b>Performance standards</b>	1.1 Counter is prepared for food service in accordance with establishment requirements. 1.2 Counter is cleared ready for food service in accordance with establishment requirements. 1.3 Customers are served at the food counter in accordance with establishment requirements. 1.4 Food and beverage items are served at correct temperature for consumption and food safety				

	<p>requirements in accordance with establishment requirements.</p> <p>1.5 Service items are kept clean and made available for customer use in accordance with establishment requirements.</p> <p>1.6 Counter and service areas are maintained during service in accordance with establishment requirements.</p>
<b>Learning Outcome 2 (LO2)</b>	Provide table service in a hospitality establishment.
<b>Performance Standards</b>	<p>2.1 Service areas and equipment are prepared in accordance with establishment requirements.</p> <p>2.2 Condiments, accompaniments and food items are prepared ready for use in accordance with establishment requirements.</p> <p>2.3 Customer dining areas are prepared in accordance with establishment requirements.</p> <p>2.4 Dining and service areas are cleared in accordance with establishment requirements.</p> <p>2.5 Orders are taken from customers in accordance with establishment requirements.</p> <p>2.6 Customers are served orders at the table in accordance with establishment requirements.</p> <p>2.7 Tables are cleared and maintained during service in accordance with establishment requirements.</p>
<b>Pre-requisites</b>	N/A
<b>Co-requisites</b>	NS015-03
<b>Underpinning skill and knowledge</b>	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; General geographical knowledge of the (map) location of tourists home countries, 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
<b>Suggested assessment methods</b>	<p>1) Written theory examination (40%)</p> <p>2) Coursework (60%)</p> <p>a) Written Assignments</p> <p>b) Practical assessments</p> <p>c) Role play in a simulated workplace environment</p> <p><b>Note:</b> This is a competency-based unit. Refer to the section on <i>Requirements to complete</i> for more information.</p>
<b>Resource requirements</b>	<p>1 Commercial kitchen</p> <p>2 Coffee beans;</p> <p>3 Coffee grinder;</p> <p>4 Coffee-making machine;</p> <p>5 Computer for students and staff;</p> <p>6 Relevant readings at the discretion of trainer/lecturer;</p> <p>7 Unit outline.</p>
<b>Moderation arrangements</b>	Use provider's approved Moderation processes, or TNQAB moderation processes
<b>Requirements to complete this unit</b>	Learners must be assessed as 'Competent' to complete this unit. Competency for this unit is at least 100% of the Performance standards. Learners who fail to be competent after 3 attempts will be advised to re-enrol in the unit.
<b>Public comments on unit</b>	Please contact TNQAB National Qualifications Unit (email <a href="mailto:EnquireNQ@tnqab.to">EnquireNQ@tnqab.to</a> or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.