



## REGISTERED NATIONAL STANDARD

### UNIT OF COMPETENCY

<b>Title:</b>	<b>Provide buffet service in a hospitality establishment</b>				
	<p><b>Note:</b> This unit has been adapted from the NZQA registered standard 27942<sup>1</sup> <i>Provide buffet service in a hospitality establishment</i>, licensed under a Creative Commons BY 3.0 NZ License.</p>				
<b>TQF Level:</b>	3	<b>Credits:</b>	15	<b>Version:</b>	1
<b>National standard code:</b>	NS018-03				
<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>	<p>People credited with this unit will be able to demonstrate the following in a hospitality establishment:</p> <ol style="list-style-type: none"> <li>1. Prepare service area and equipment for buffet service;</li> <li>2. Set up and maintain the buffet area; and</li> <li>3. Maintain tables during service.</li> </ol>				

<sup>1</sup> NZQA. (2019). Registered standard: Provide buffet service in a hospitality establishment. Version 3. [Available online: <https://www.nzqa.govt.nz/ncea/assessment/view-detailed.do?standardNumber=27942>]

<b>Learning Outcome 1 (LO1)</b>	Prepare service area and equipment for buffet service in a hospitality establishment.
<b>Performance standards</b>	<p>1.1 Service areas are hygienically cleaned and made ready for use in accordance with establishment requirements.</p> <p>1.2 Equipment is checked to ensure it is clean, undamaged, and operational in accordance with establishment requirements. <i>[Range of equipment may include but is not limited to – hot/cold drink service, refrigerated unit, heated unit, service utensils, trolleys].</i></p> <p>1.3 Sufficient stocks of service items are made clean and available, undamaged, and stored ready for service in accordance with establishment requirements. <i>[Range of service items may include but are not limited to – trays, glassware, crockery, cutlery, table coverings, napkins, decorative items, promotional items, menus].</i></p> <p>1.4 Condiments, accompaniments, and food items are prepared ready for service period and stored in accordance with establishment requirements.</p> <p>1.5 Refuse and waste food containers are cleaned and made ready for use in accordance with establishment requirements.</p>
<b>Learning Outcome 2 (LO2)</b>	Set up the buffet area in a hospitality establishment.
<b>Performance Standards</b>	<p>2.1 Buffet equipment is checked to ensure it is hygienically clean and undamaged, and is arranged ready for food service in accordance with establishment requirements. <i>[Range of buffet and service items may include but are not limited to – crockery, cutlery, dishes, plates, service cutlery, platters, glassware, table coverings, napkins, decorative items, labels, service cloths, linen, chafing dishes, carvery serving equipment.]</i></p> <p>2.2 Buffet area is set up in accordance with establishment requirements. <i>[Range of set-up may include but is not limited to – carvery station, lamps, fuel, chopping boards, hot water for chafing dishes, lids]</i></p> <p>2.3 Buffet dining area and furniture are cleaned and positioned in accordance with service period and establishment</p>

	<p>requirements.</p> <p>2.4 Table items are cleaned without damage, and are located ready for service in accordance with establishment requirements.</p> <p>2.5 Tables are set in accordance with establishment requirements.</p>
<b>Learning Outcome 3 (LO3)</b>	Maintain buffet area in a hospitality establishment.
<b>Performance standards</b>	<p>3.1 Buffet food and buffet service equipment are maintained throughout service in accordance with establishment requirements. <i>[Range of activities to be maintained may include but is not limited to – communication with kitchen, topping up food and water, replating, replacing or cleaning utensils, checking time food has been out, checking fuel, checking food temperature.]</i></p> <p>3.2 Buffet display is maintained throughout service in accordance with establishment requirements.</p> <p>3.3 Service and traffic areas are kept clear throughout service in accordance with establishment requirements.</p> <p>3.4 Buffet and buffet service equipment is cleared in accordance with establishment requirements.</p> <p>3.5 Food items, condiments, and accompaniments are cleared, and stored or disposed of in accordance with establishment requirements.</p>
<b>Learning Outcome 4 (LO4)</b>	Clear and maintain tables during service in a hospitality establishment.
<b>Performance standards</b>	<p>4.1 Customer and buffet tables are cleared of used and unrequired service items using appropriate service techniques in a professional manner in accordance with establishment requirements. <i>[Range of service includes but is not limited to – tray service for beverage, plate service for food using two plates on one arm carrying method, stack and scrape technique.]</i></p> <p>4.2 Buffet equipment is broken down and moved safely in accordance with establishment requirements.</p> <p>4.3 Rubbish and food waste are deposited in the correct location in a safe and hygienic manner in accordance with legislative and</p>

	<p>establishment requirements.</p> <p>4.4 Furniture, all service areas, and equipment are cleaned and made ready for next service in accordance with establishment requirements.</p>
<b>Pre-requisites</b>	N/A
<b>Co-requisites</b>	NS019-03
<b>Underpinning skill and knowledge</b>	<p>Knowledge Tongan culture and traditions; Tongan protocol and etiquette; 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; Metric measurements (volume, length, time, Attention to details.</p>
<b>Suggested assessment methods</b>	<p>1) Written theory examination (40%)</p> <p>2) Practical assessment (60%):</p> <p><u>Examples:</u></p> <ul style="list-style-type: none"> <li>• Role-play</li> <li>• Work-place attachment</li> <li>• Research</li> </ul>
<b>Resource requirements</b>	<ol style="list-style-type: none"> <li>1. Buffet setup equipment and associated utensils</li> <li>2. Commercial kitchen</li> <li>3. Relevant readings</li> <li>4. Unit outline</li> </ol>
<b>Moderation arrangements</b>	<p>Provider approved Moderation processes, OR</p> <p>TNQAB Moderation processes:</p>
<b>Requirements to complete this unit</b>	<p>Students must be assessed as “100% Competent” to complete this unit. Those who are not assessed as “Competent” after a 3rd attempt will be informed to re-enrol in the unit.</p>
<b>Public comments on unit</b>	<p>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.</p>