

	Unit ID: 294
Domain	FOOD AND BEVERAGE SERVICE
Title:	Prepare and clear service areas in a hospitality establishment
Level: 3	Credits: 2

Purpose

This unit standard specifies the competency required to prepare and clear service areas in a hospitality establishment. People credited with this unit standard are able to: monitor the service areas and move between service areas and kitchen; and clear food service areas.

Special Notes

1. Entry information

Prerequisites:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
- Unit 292 *Practice food safety methods in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be:

- placed under realistic time pressures
- use commercial equipment for both training and assessment
- encounter realistic customer/staff ratios.

While the end user in the assessment activity may be the assessor, there must be documented evidence of multiple occasions where the candidate has provided services for 'guests' who have the expectations of a paying guest.

3. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Domain.
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. The establishment's policies and procedures relating to lost and found property are adhered to.

6. Glossary

- *Service areas* include stationary and mobile waiter stations, buffet areas, kitchen service areas, room service collection areas, guest tables.
- The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.
- *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
- *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.

7. Regulations and legislation relevant to this unit standard include the following:

- Labour Act No 11 2007 as amended
- Tobacco Products Control Act No 1 of 2010
- The Social Security Act 1994
- The Employee Compensation Amendment Act 5 of 1995
- Liquor Act 6 of 1998
- Public Health Amendment Act 45 of 1976
- The International Health Regulation Act 28 of 1974
- Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Monitor the service areas and move between service areas and kitchen

Range

Service ware includes but is not limited to plates and bowls, platters, service utensils, glassware, oven to table ware, lids and covers, condiment containers, flatware.

Performance Criteria

- 1.1 Kitchen service points are attended to and monitored to ensure prompt pick up of food items in line with establishment procedures.
- 1.2 Quality of food is checked in line with establishment procedures.
- 1.3 Serviceware is checked for chips, marks, spills and drips in line with establishment procedures.
- 1.4 Plates and trays are carried safely and in line with industry and establishment procedures.
- 1.5 Food is transferred and placed promptly and correctly at appropriate service points in line with establishment procedures and safety requirements.
- 1.6 Colleagues are advised about readiness of items for service in line with establishment procedures.
- 1.7 Any additional items required from the kitchen are identified through monitoring of service areas and consultation with other service colleagues and are obtained in line with establishment procedures.

Element 2: Clear food service areas

Range

Used items include but are not limited to napkins, table cloths, overlays, cutlery, crockery, glassware, ashtrays, wrappers.

Non-food waste products may include but are not limited to paper and plastic food service products including chopsticks, toothpicks, plastics, serviettes.

Recyclable items may include but are not limited to glass and unused paper products such as bottles and cardboard.

Performance Criteria

- 2.1 Used items are removed promptly from service areas and safely transferred to appropriate locations for cleaning or disposal in line with establishment procedures.
- 2.2 Leftover food and non-food products are disposed of and/or stored in line with hygiene and establishment requirements.
- 2.3 Recyclable items are separated and stored or disposed of in line with local regulations and establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
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