

	Unit ID: 297
Domain	FOOD AND BEVERAGE SERVICE
Title:	Provide a carvery service in a hospitality establishment
Level: 3	Credits: 5

Purpose

This unit standard specifies the competency required to provide a carvery service in a hospitality establishment. People credited with this unit standard are able to: prepare carvery and service equipment; carve meats and poultry and serve guests; and clear carvery and carvery service area.

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 or Subfield. Of significant relevance is:

- Unit 51 *Demonstrate general cleaning techniques for premises and equipment in a hospitality establishment* and

4. The establishment's policies and procedures relating to lost and found property are adhered to.

5. Glossary of terms

- *Service equipment* may include but is not limited to heating unit, carving board, drip tray, sauce boats, display unit, knives, forks, service trays, signage, service cloths, crockery, cutlery, dishes, plates, service cutlery, platters, glassware, table coverings, serviettes, decorative items, labels, linen.
 - 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.
6. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
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
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Namibia Tourism Board Act 21 of 2000
 - 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: Prepare carvery and service equipment

Performance Criteria

- 1.1 Carvery area is cleaned and prepared for use in line with establishment procedures.

- 1.2 Carvery service equipment is selected and prepared for use in line with establishment procedures.
- 1.3 Carvery food items are handled, stored and displayed in line with safety and establishment requirements.
- 1.4 Carvery unit is checked for functionality and rectified as needed in accordance with establishment procedures.

Element 2: Carve meat and poultry and serve guests

Range

Relevant staff may include customers, supervisors and managers, display artists and decoration wholesalers, interior designers and decorators, other cooks and chefs, service staff.

Performance Criteria

- 2.1 Food items are carved and portioned in line with establishment and guest requirements.
- 2.2 Food items are carved safely, using correct carving methods for meat and poultry types.
- 2.3 Food items are served to guests in a safe manner in line with establishment procedures.
- 2.4 Food items are replenished throughout service and carvery area is kept tidy and free from food debris in line with establishment requirements.
- 2.5 Garnishes and accompaniments are provided in line with establishment procedures.
- 2.6 Relevant staff members are liaised with to organise preparation and conduct of carvery where required.

Element 3: Clear carvery and carvery service area

Performance Criteria

- 3.1 All perishable food is stored promptly after service at correct temperatures for food items and within time limit for food safety in line with legislative and establishment requirements.
- 3.2 Service equipment is disconnected from power supply and cleaned hygienically in line establishment procedures.
- 3.3 Leftover food and non food waste are deposited in correct location in safe and hygienic manner in line establishment procedures.

- 3.4 Carvery area is cleared and cleaned with minimum disruption to guests in line establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
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