

Unit ID: 530	
Domain	FOOD AND BEVERAGE SERVICE
Title:	Organise and coordinate functions and events in a hospitality establishment
Level: 4	Credits: 14

Purpose

This unit standard specifies the competency to organize and coordinate functions and events. It includes identifying the overall event objectives and scope of event or function, preparing the catering concept for an event or function and preparing and implementing an operational plan for the catering of an event or function. This unit standard is intended for those who work as managers in food and beverage service in the hospitality and tourism industry.

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 and personal hygiene for food and beverage service* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.

3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

4. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.

5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.

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

- Labour Act, 15 of 2004
- Social Security Act, Act no. 34 of 1994
- Companies Act of 2004
- Affirmative Action Employment Act, 29 of 1998
- Broad-based Black Economic Empowerment legislation
- Namibia Tourism Board Act, 21 of 2000
- Local Authorities Amendment Act, 14 of 2004
- Tobacco Act (Draft 2008)

- Liquor Act 6 of 1998
- Public Health Amendment Act 45 of 1976
- The International Health Regulation Act 28 of 1974
- Occupational Health and Safety Regulations No.18, 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 who meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and who comply with 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: Identify overall event objectives and scope of event or function.

Range

Stakeholders may include event customer; suppliers and contractors; local community; organising committees; local authorities; colleagues; entertainers.

Key information to determine the broad scope of the event may include but is not limited to purpose, concept, style and theme, date, time and venue, catering requirements, audience or market, overall budget estimate.

Events and functions may be in a central location or across a range of smaller locations indoors or outdoors.

Events and functions for which the catering may be planned may include but are not limited to sporting events, defense operations, shows, exhibitions, product launches, trade shows, conferences, meetings or seminars, training events, social celebrations.

Performance Criteria

- 1.1 Key objectives of the event or function are clarified and agreed in consultation with stakeholders in line with establishment procedures
- 1.2 Key information is analysed and stakeholders are consulted to determine the broad scope of the event or function including indicators of numbers of guests/delegates, location, time and duration, budget for event or function in line with establishment procedures.
- 1.3 Factors which may impact on the catering for the event or function are identified and analysed in line with establishment procedures.

Element 2: Prepare the catering concept for an event or function.

Range

Key elements for catering to be considered in arranging event catering may include but are not limited to type of food, style of service, timing of service, link between food and other aspects of the event (e.g. speeches), production and transport issues, catering staff requirements, liaison with others involved in the event.

Performance Criteria

- 2.1 Ideas for the overall event or function concept, including the theme and format, are contributed according to scope of responsibility and establishment procedures.
- 2.2 The key elements for catering are identified and defined in consultation with stakeholders to reflect the objectives and meet the needs of the customer.
- 2.3 Creative elements are incorporated into the catering concept and theme in line with establishment procedures.
- 2.4 The operational practicality and cohesiveness of the catering concept, theme and format are verified through consultation and analysis in line with establishment procedures.

Element 3: Prepare and implement an operational plan for the catering of an event or function.

Range

Ancillary services may relate to but are not limited to theme and décor, management of event, staffing, logistics.

Operational procedures may include but are not limited to costing of components and total catering, management, staffing and contracting, roles and responsibilities, logistics and transport details, resources e.g. venue, commodities, equipment, machinery, vehicles and staff, security arrangements, purchasing of food, materials and equipment, storage of food, materials and equipment, production and distribution of food and beverage.

Risks may include but are not limited to weather conditions, clash of dates with other event or function, food spoilage, unavailability of supplies, staffing problems, illness, and venue problems.

Performance Criteria

- 3.1 An operational plan is prepared for the provision of catering and ancillary services, identifying steps, activities and sequence, in line with establishment procedures
- 3.2 Risks are identified and risk management strategies are incorporated into the plan in line with establishment procedures

- 3.3 Details are reviewed, verified and finalised with the customer in line with establishment procedures
- 3.4 Accurate and complete information on the catering concept and operational procedures is provided to all relevant stakeholders to ensure timely and effective planning and implementation in line with establishment procedures
- 3.5 Approval is obtained from relevant stakeholders prior to implementation of the catering plan in line with establishment procedures
- 3.6 The catering plan for the event is implemented and monitored, making adjustments as required, in line with establishment procedures
- 3.7 Feedback is obtained after the event and plans are reviewed in line with establishment procedures to evaluate the degree to which agreed objectives and customer requirements were met.

Registration Data

Subfield:	Hospitality and Tourism
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