

<b>Domain</b>	<b>FOOD AND BEVERAGE SERVICE</b>	<b>Unit ID: 555</b>
<b>Title:</b>	<b>Manage a catering facility in a hospitality establishment</b>	
<b>Level: 5</b>		<b>Credits: 8</b>

### Purpose

This unit standard specifies the competency to manage a catering facility. This unit standard is intended for those who work as supervisors and managers in food preparation and 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
    - 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
    - Namibia Tourism Board Act 21 of 2000
    - 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](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Organise maintenance of equipment and facilities for a catering facility**

#### **Range**

Maintenance may include but is not limited to furniture and equipment, grounds; cleaning of premises; building repairs and maintenance; laundry facilities; plumbing and electrical systems.

#### **Performance Criteria**

- 1.1 Scope of maintenance requirements is identified in line with establishment procedures.
- 1.2 Responsibility for specific maintenance functions is allocated considering the advantages and disadvantages of utilising in-house staff and external contractors and establishment procedures.
- 1.3 Regular maintenance of facilities is organised on a timely basis to meet specific requirements and comply with budgetary targets and establishment procedures.
- 1.4 Equipment and facilities are monitored for compliance with health and safety requirements and appropriate action is taken to address non compliance in line with establishment procedures.

### **Element 2: Manage catering stock and storage areas**

#### **Range**

The specific facility can refer to food and beverage, food preparation, housekeeping or front office departments or lodge.

#### **Performance Criteria**

- 2.1 Stock is purchased, received, stored and transferred according to establishment requirements and procedures.
- 2.2 Storage and stock control and distribution systems are organised for the specific facility in accordance with contract, legislative and establishment requirements.
- 2.3 Stock records and reports are accurately maintained in line with establishment policy and procedures.

- 2.4 Stock discrepancies are identified and appropriate action is taken in line with establishment procedures.
- 2.5 Stock and storage areas are monitored for compliance with health and safety requirements and appropriate action is taken to address non compliance in line with establishment procedures.

### **Element 3: Maintain an asset register for a catering facility**

#### **Performance Criteria**

- 3.1 Asset register is established in line with legislative and establishment procedures.
- 3.2 Assets are clearly identified and registered in line with establishment procedures.
- 3.2 Routine audits of assets are conducted in line with establishment procedures.
- 3.3 Asset and inventory reports are issued according to establishment practices.

### **Element 4: Manage guest and customer services in a catering facility**

#### **Range**

Stakeholders may include but are not limited to venue owners, guests, staff, government officials

#### **Performance Criteria**

- 4.1 Communication is maintained with stakeholders to determine their general and specific requirements in line with establishment procedures.
- 4.2 Quality of existing guest services are monitored across all areas of operation to identify areas for improvement in line with establishment procedures.
- 4.3 Temporary or permanent upgrades or modifications to existing services and facilities are arranged as required in line with establishment procedures.
- 4.4 Human and physical resource needs are identified and organised in line with guest requirements and establishment procedures.
- 4.5 Procurement or provision of new services or facilities is arranged where required in line with establishment procedures.
- 4.6 Budgetary targets related to the management of guest services are monitored and discrepancies are reported in line with establishment procedures.
- 4.7 Feedback on catering services is reviewed, problems are identified and appropriate modifications are made to guest services in line with establishment procedures.

## **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	13 November 2008
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