

	Unit ID: 302
Domain	FOOD AND BEVERAGE SERVICE
Title:	Provide a take-away food and beverage service for a hospitality establishment
Level: 3	Credits: 6

Purpose

This unit standard specifies the competency required to provide a take-away food and beverage service for a hospitality establishment. People credited with this unit standard are able to: prepare take-away food service area; prepare and pack take-away food; serve take-away food; and clean take-away 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. Where training and assessment is being carried out in a real workplace, persons undertaking this unit standard must comply with the minimum age requirements for the service of alcohol as specified in the Liquor Act 6 of 1998. Service of alcoholic beverages is restricted to licensed premises in line with the Liquor Act 6 of 1998.
4. 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.
5. The establishment's policies and procedures relating to lost and found property must be adhered to.

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. Glossary
 - *Service items* include but are not limited to straws, service utensils, food containers, take-away food packaging, serviettes, disposable cutlery.
 - *Condiments* may include but are not limited to salt, vinegar, tomato sauce, creamer sachets.
 - 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.
8. 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
 - Financial Intelligence Act No 3 of 2007
 - 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: Prepare take-away food service area

Range

Food service areas may include but are not limited to counter area, waiting area.

Performance Criteria

- 1.1 Food service areas and service equipment are cleaned and prepared in line with establishment procedures.
- 1.2 Supplies of condiments and service ware are checked and replenished in line with establishment procedures.
- 1.3 Pre-packaged food and drink items are displayed and stored in line with establishment procedures.
- 1.4 Menus, beverage lists, and promotional items are displayed in line with establishment procedures.
- 1.5 Waste is removed and containers for waste food are kept clean and ready for use in line with establishment procedures.

Element 2: Prepare and pack take-away food

Range

Packaging materials include but are not limited to containers, lids, plastic wrap and aluminum foil.

Performance Criteria

- 2.1 Take-away food and beverage orders are prepared in line with guest and establishment requirements.
- 2.2 Take-away food and beverage orders are portioned and packed in line with establishment procedures.
- 2.3 Any condiments and other service items are packed in accordance with establishment procedures.
- 2.4 Take-away packs are checked in line with guest order and establishment procedures.
- 2.5 Take-away packs are labelled in line with regulatory requirements and establishment procedures.
- 2.6 Food safety practices are adhered to in accordance with establishment requirements.

Element 3: Serve take-away food

Range

Information may include but is not limited to available products, prices.

Performance Criteria

- 3.1 Information about take-away food and beverage items is provided to guest in line with establishment procedures.
- 3.2 Guest requirements for take-away food and beverage items are identified and actioned promptly in line with establishment procedures.
- 3.3 Food and beverage items are served in line with establishment procedures.
- 3.4 Delays in service of take-away food and beverage items are communicated to guest in line with establishment procedures.
- 3.5 Service equipment is operated in a safe and hygienic manner in line with establishment procedures.
- 3.6 Accounts for take-away food orders are prepared, presented and processed as required in line with establishment procedures.

Element 4: Clean take-away food service areas

Range

Reusable service items may include but are not limited to service utensils, food containers.

Performance Criteria

- 4.1 Equipment is isolated from power supply after service in line with establishment procedures.
- 4.2 Reusable service items from take-away food service are cleaned and stored in line with establishment procedures.
- 4.3 Condiments and service ware for future use are replenished and stored in line with establishment procedures.
- 4.4 Waste, including leftover food, is deposited in correct location in safe and hygienic manner in line with establishment procedures.
- 4.5 Work area and service equipment are cleaned and prepared ready for use in line with establishment procedures.
- 4.6 Security of food storage and service areas is maintained in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
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