

| | | |
|---|---|--------------------|
| Domain Title: Level: 4 | <p style="text-align: right;">Unit ID: 191</p> <p style="text-align: center;">TOURIST GUIDING</p> <p style="text-align: center;">Plan, prepare, cook and serve meals outdoors for tourists on tour</p> | Credits: 20 |
|---|---|--------------------|

Purpose

People credited with this unit standard are able, for and on tour, to: plan menus for outdoor food preparation and cooking; store and maintain food and beverages for a tour; follow food safety practices in outdoor food preparation and cooking; set up and operate an outdoor kitchen; set tables of a meal outdoors; prepare, cook and serve a meal outdoors; and clean up after food service.

Special Notes

1. Entry information:

Prerequisites

- Unit 170 *Follow occupational health and safety procedures in tourist guiding*
 - Unit 177 *Apply first aid in tourist guiding*
- or demonstrated equivalent knowledge and skills.

2. Tourist guides and trainees must comply with the Namibia Tourism Board's Code of Conduct for Tour Guides in the performance of all the Elements of this unit standard.
3. Training and assessment related to this unit standard could be undertaken in conjunction with training and assessment relating to other relevant technical unit standards from this domain.
4. 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
 - encounter realistic tourist/guide ratios.

While any tourist in an assessment activity need not be a paying tourist, they must have the expectations of a paying tourist.

Assessment should include documented evidence of preparing and serving meals to tourists over an extended period of time.

5. Menus and meals are to include breakfasts, lunches and dinners.
6. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturers' and company guidelines and instructions.

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 on www.nta.com.na

Elements and Performance Criteria

Element 1: Plan menus for outdoor food preparation and cooking

Range

Planning of menus must take cognisance of: recipe requirements; budget constraints; duration of tours; number of tourists and any special dietary requirements; expected weather conditions; facilities and equipment available; and the availability of food items and ingredients.

Performance Criteria

- 1.1 Menus are planned in accordance with organisational procedures.
- 1.2 Type of food service selected accords with menu requirements and organisational practices.
- 1.3 Checks are conducted to ensure that menus are exciting and nutritionally balanced.
- 1.4 Beverages are selected to complement menus.

Element 2: Store and maintain food and beverages for a tour

Range

Food and beverages may be: fresh, frozen, dehydrated, canned, convenience-type, vacuum-packed, long-life.

Food includes any seasonings, sauces, garnishes, and accompaniments.

Storage may involve: refrigeration, ice boxes, dry goods storage containers.

Performance Criteria

- 2.1 Food and beverage storage equipment is selected in accordance with organisational procedures and to reflect food and ingredient items for planned menus.
- 2.2 Food and storage equipment is used in accordance with manufacturers' specifications and organisational procedures.
- 2.3 Food and beverage items are stored safely, hygienically and in a manner that prevent cross-contamination as required in organisational procedures.

- 2.4 Quality of food and beverages is monitored throughout the tour and any required adjustments to storage or disposal are made according to organisational procedures.

Element 3: Follow food safety practices in outdoor food preparation and cooking

Potential hygiene risks are: incorrect storage and/or cooking temperatures of food; exposed food; poor water quality; pests and insects; unclean working conditions; poor personal hygiene.

Reducing hygiene risk refers to treating water, if required, to ensure suitability for human consumption.

Performance Criteria

- 3.1 Potential hygiene risks and food contamination hazards in an outdoor kitchen are identified and eliminated or controlled in line with organisational procedures.
- 3.2 Action is taken to reduce hygiene risk and contamination hazards within the scope of individual responsibility in accordance with organisational requirements and food safety procedures.
- 3.3 Workplace hygiene procedures are identified and adhered to in accordance with organisational and legislative requirements.
- 3.4 Hygiene risks beyond the control of individual staff members are reported immediately to the appropriate person for follow-up.
- 3.5 Quality of food and beverages is monitored throughout the tour and any required adjustments to storage are made.

Element 4: Set up and operate an outdoor kitchen

Range

Food preparation and cooking equipment includes cutlery and crockery, knives and utensils, glassware, pots and pans.

Performance Criteria

- 4.1 Outdoor kitchen is prepared, operated and closed down in line with environmental requirements and organisational procedures.
- 4.2 Outdoor meals are planned in line with planned menus and tourist requirements.
- 4.3 Food preparation and cooking equipment is selected, cleaned and prepared as required.
- 4.4 Table linen is selected, cleaned and prepared.
- 4.5 Food and beverages are maintained and stored to ensure safety and hygiene requirements are met for particular types of food.

Element 5: Set tables for a meal outdoors

Performance Criteria

- 5.1 Table placement takes into account slope, availability of shade, space for socializing, potentially disturbing wildlife and insects, and prevailing weather conditions.
- 5.2 Lighting is arranged in line with safety, meal and tourist requirements and organisational procedures.
- 5.3 Cutlery, crockery and glasses are arranged in accordance with requirements and organisational procedures.
- 5.4 Cloths, serviettes and service ware are arranged in accordance with organisational procedures and tourist requirements.
- 5.5 Decorations to optimise the use of natural materials and to complement the theme or ambience being created are used in line with organisational procedures.

Element 6: Prepare, cook and serve a meal outdoors

Range

Food preparation techniques include washing, peeling, cutting, slicing, dicing.

Cooking methods may include barbequing (braai-ing), roasting, frying, grilling, boiling as required by the planned menus.

Tourists might be small, medium or large groups, individuals, couples.

Performance Criteria

- 6.1 Food preparation, cooking and serving equipment is checked and cleaned as required in line with organisational procedures.
- 6.2 Water is treated, if required, to ensure suitability for human consumption in line with safety and organisational procedures.
- 6.3 Food is prepared in accordance with menu and recipe requirements in a safe and hygienic manner and in line with organisational procedures.
- 6.4 Food is cooked in accordance with menu and recipe requirements in a safe and hygienic manner and in line with organisational procedures.
- 6.5 Meals are prepared for tourists at appropriate times and within accepted timeframes in line with tour requirements and organisational procedures.
- 6.6 Meals are announced to tourists in accordance with organisational procedures and any unfamiliar items are explained.
- 6.7 Food is served to tourists in line with individual preferences, safety and hygiene practices and organisational procedures.

- 6.8 Food items are protected from animals, debris and dust, in line with organisational procedures.
- 6.9 Beverages are served in accordance with tourists' requests and organisational procedures.

Element 7: Clean up after food service

Performance Criteria

- 7.1 Cutlery, crockery, glassware, utensils and equipment are cleared, cleaned, and maintained in a safe, hygienic and environmentally sound manner in line with organisational procedures.
- 7.2 Remaining food and beverage items are disposed of or stored safely and hygienically in line with organisational procedures.
- 7.3 Tables are cleared and stored or stacked in line with organisational procedures.
- 7.4 Site is returned to pre-meal conditions in accordance with environmental requirements and organisational procedures.

Registration Data

| | |
|--------------------------------------|----------------------------|
| Subfield: | Hospitality and Tourism |
| Date first registered: | 16 November 2006 |
| Date this version registered: | 25 September 2013 |
| Anticipated review: | 2018 |
| Body responsible for review: | Namibia Training Authority |