

Level 1 Uses, and care of commercial cutlery and Crockery/crockery types in the hospitality industry

Kaupae Level	1
Whiwhinga Credit	2
Whāinga Purpose	This skill standard is designed for individuals engaged in the study of the hospitality industry within a school or tertiary learning environment. Ākonga who achieve this skill standard will demonstrate knowledge of commercial cutlery and crockery types, uses, and care in the hospitality industry.

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Show proficiency in commercial cutlery handling.	a. Identify and explain the purposes and applications of various commercial cutlery items used in hospitality, such as knives (side, entrée, main, steak, fish), forks (entrée, main, dessert, cake), and spoons (soup, dessert, tea, parfait).
	b. Demonstrate the correct handling and care practices for each type of cutlery, including proper cleaning, storage, and identification of damaged items.
2. Master usage of commercial crockery.	a. Recognize and articulate the roles of standard commercial crockery items in the hospitality sector, including plates (side, entrée, main), bowls (soup, cereal, dessert, pasta, egg cups), and tea or coffee items (teacup and saucer, coffee cup and saucer, coffee mug, demi-tasse).
	b. Proficiently handle additional crockery types for service, such as tea pots, coffee pots, milk jugs, cream jugs, butter dishes, platters, condiment containers, sauce boat, sugar bowl, and oil dishes.
	c. Carry out proper care practices for commercial crockery, encompassing cleaning routines, safe stacking and storage, and identification of any defects or damage.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

Practical Demonstration - Commercial Cutlery:

a. Identification and Description:

Ākonga will be presented with a set of commercial cutlery items commonly used in hospitality.

They are required to correctly identify each item, providing a brief description of its purpose and ideal usage scenario.

b. Handling and Care Scenario:

A practical scenario will be set up where Ākonga are required to demonstrate the correct handling of various cutlery items.

They will also be observed in performing routine care tasks, such as cleaning and proper storage.

c. Problem-Solving Exercise:

Ākonga will be given a set of cutlery items, including some damaged or improperly cleaned pieces.

They must identify and rectify the issues, showcasing their ability to maintain and care for commercial cutlery.

Table Setting Challenge - Commercial Crockery:

a. Identification and Role Assignment:

In a simulated restaurant setting, Ākonga will be tasked with setting a table for different dining scenarios.

They must correctly identify and place standard crockery items according to their designated roles.

b. Service Scenario:

Ākonga will participate in a practical exercise simulating a service scenario.

They must select and use appropriate crockery items for serving different courses, showcasing their understanding of practical applications.

c. Crockery Care Assessment:

A hands-on assessment will be conducted where Ākonga are provided with a set of crockery items.

They must demonstrate proper cleaning techniques, safe stacking, and storage practices, emphasizing their knowledge of commercial crockery care.

Role-Play Scenario:

a. Customer Interaction:

Ākonga will engage in a role-play scenario where they interact with a simulated customer.

They must recommend and present appropriate cutlery and crockery based on the customer's order and preferences.

b. Problem-Solving and Adaptability:

The role-play will include unexpected situations, such as a last-minute change in the order or a customer with specific dietary needs.

Ākonga must adapt their cutlery and crockery choices, accordingly, demonstrating problem-solving skills in a dynamic hospitality environment.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

Standard Cutlery Types:

- - Side Knife: Purpose, ideal usage scenarios.
- - Entrée Knife: Purpose, ideal usage scenarios.

- - Main Knife: Purpose, ideal usage scenarios.
- - Steak Knife: Purpose, ideal usage scenarios.
- - Fish Knife: Purpose, ideal usage scenarios.
- - Entrée Fork: Purpose, ideal usage scenarios.
- - Main Fork: Purpose, ideal usage scenarios.
- - Dessert Fork: Purpose, ideal usage scenarios.
- - Cake Fork: Purpose, ideal usage scenarios.
- - Soup Spoon: Purpose, ideal usage scenarios.
- - Dessert Spoon: Purpose, ideal usage scenarios.
- - Tea Spoon: Purpose, ideal usage scenarios.
- - Parfait Spoon: Purpose, ideal usage scenarios.

Service Cutlery Types:

- - Cake Slice: Purpose, ideal usage scenarios.
- - Butter Knife: Purpose, ideal usage scenarios.
- - Sauce Ladle: Purpose, ideal usage scenarios.
- - Nutcracker: Purpose, ideal usage scenarios.
- - Cheese Knife: Purpose, ideal usage scenarios.

Care of Commercial Cutlery:

- - Proper cleaning techniques.
- - Storage methods to prevent damage.
- - Identification and handling of damaged cutlery.
- - Guidelines for safe use and handling.
- - Importance of regular maintenance.

Standard Crockery Types:

- - Side Plate: Purpose, ideal usage scenarios.
- - Entrée Plate: Purpose, ideal usage scenarios.
- - Main Plate: Purpose, ideal usage scenarios.
- - Soup Bowl: Purpose, ideal usage scenarios.
- - Cereal Bowl: Purpose, ideal usage scenarios.
- - Dessert Bowl: Purpose, ideal usage scenarios.
- - Pasta Bowl: Purpose, ideal usage scenarios.
- - Egg Cups: Purpose, ideal usage scenarios.
- - Teacup and Saucer: Purpose, ideal usage scenarios.
- - Coffee Cup and Saucer: Purpose, ideal usage scenarios.
- - Coffee Mug: Purpose, ideal usage scenarios.
- - Demi-tasse: Purpose, ideal usage scenarios.

Additional Crockery Types for Service:

- - Tea Pots: Purpose, ideal usage scenarios.
- - Coffee Pots: Purpose, ideal usage scenarios.
- - Milk Jugs: Purpose, ideal usage scenarios.
- - Cream Jugs: Purpose, ideal usage scenarios.
- - Butter Dishes: Purpose, ideal usage scenarios.
- - Platters: Purpose, ideal usage scenarios.
- - Condiment Containers: Purpose, ideal usage scenarios.
- - Sauce Boat: Purpose, ideal usage scenarios.
- - Sugar Bowl: Purpose, ideal usage scenarios.
- - Oil Dishes: Purpose, ideal usage scenarios.

Care of Commercial Crockery:

- - Proper cleaning techniques for different materials.
- - Guidelines for safe stacking and storage.
- - Identification and handling of chipped or cracked items.
- - Importance of regular inspection and maintenance.

Rauemi | Resources

- *The Waiter's Handbook* by Graham Brown and Karon Hepner.
- *Food and Beverage Service* by John Cousins and Suzanne Weekes
- *Professional Dining Room Management* by Ed. L. Powers and H. Berberoglu
- *The Professional Server: A Training Manual* by Edward E. Sanders

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Ringa Hora Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Service Sector > Hospitality > Hospitality - Foundation Skills
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0112

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	Dd mm 2024	31 December 2029	N/A
Kōrero whakakapinga Replacement information	<type here>		
Rā arotake Planned review date	31 December 2029		

Please contact Ringa Hora Workforce Development Council qualifications@ringahora.nz to suggest changes to the content of this skill standard.