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| **XXX40** | **Provide food and beverage services and in-flight passenger service on board an aircraft** |

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| **Kaupae |** Level | 4 |
| **Whiwhinga |** Credit | 20 |
| **Whāinga |** Purpose | People credited with this skill standard are able to identify and provide food and beverage services on board while complying with food and hygiene requirements.  This skill standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Aviation (Flight Attendant) (Level 4) with optional strand in Operator Specific Operational Flight Attending [Ref: 2881]. |

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

| **Hua o te ako |** Learning outcomes | **Paearu aromatawai |** Assessment criteria |
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| 1. Identify alcoholic and non-alcoholic beverages for service on board an aircraft | 1. Identify alcoholic beverages served on board an aircraft. |
| 1. Identify non-alcoholic beverages served on board an aircraft. |
| 1. Explain an alcohol server’s responsibility on board an aircraft. |
| 1. Provide food and beverage services on board an aircraft | 1. Prepare food and trolleys for food and beverage service. |
| 1. Explain special meal requirements and delivery procedures. |
| 1. Serve food and beverages to passengers. |
| 1. Clear used trays, items, and waste from food and beverage service to passengers. |
| 1. Complete stocktaking and documentation procedures following food and beverage service. |
| 1. Comply with food hygiene requirements on board an aircraft | 1. Maintain personal hygiene when handling food for distribution to passengers and crew. |
| 1. Explain hygienic storage and preparation of food for consumption by passengers and crew. |
| 1. Explain micro-organisms that cause food spoilage, and symptoms of associated food poisoning. |
| 1. Explain methods to control food spoilage during delays to service delivery. |

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

*Assessment specifications:*

Enterprise procedures refer to the expected performance required by the enterprise in which credit for this skill standard is being sought. Such performance may be specified in enterprise procedures as indicated in manuals, guidelines, checklists, information bulletins, and Civil Aviation Authority of New Zealand (CAA) documentation.

Learning outcome 2 assessment criteria must comply with Sale and Supply of Alcohol Act 2012; Food Act 2014; Sale and Supply of Alcohol Regulations 2013; and their subsequent amendments.

Only aircraft serving alcohol on domestic routes are required to be licensed premises.

Evidence for this skill standard may be obtained in an aircraft and/or a fully operational cabin trainer suitable for all aspects of flight attendant training.

All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).

All activities must, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

***Ngā momo whiwhinga |*** *Grades available*

Achieved

**Ihirangi waitohu |** Indicative content

Alcoholic and non-alcoholic beverage services on board

* Knowledge of alcohol beverages may include but is not limited to beer, liqueurs, spirits, wine. Refer to enterprise procedures for specific information.
* Non-alcoholic beverages may include soft drinks, mineral water, fruit juices, tea, coffee. Refer to enterprise procedures for specific information.
* Mixers available generally include lemon lime, club soda, tonic, sparkling water. Refer to enterprise procedures for specific information.
* Storage equipment onboard includes food and beverage carts, atlas boxes and overhead compartments.
* Alcohol consumption onboard an aircraft e.g. alcohol in carryon bags, drinking your own alcohol in-flight, getting intoxicated on a flight, alcohol policies on international and domestic flights.
* Alcohol effects e.g. alcohol absorption in the body, metabolism of alcohol, behavioural effects.
* Intoxication of passengers on-board e.g. understanding the consequences of intoxicated passengers, root causes of intoxication on board, implications for safety and security, mitigating the problem: strategies and best practices
* Components of meals - special meals and delivery procedures for special meals to passengers, passengers are provided with food and beverage information on request, food and beverage options are presented,
* Restrictions on the service of alcohol to passengers.
* Procedures for clearing meal trays and glassware prior to descent.
* Stocktaking and documentation procedures.
* Parts of the sales service chain are identified and their role in the passenger sales service process.
* Significance of good passenger in-flight sales service e.g. passenger’s in-flight sales service needs are identified and met while dealing with several demands at one time, and how to deal with passengers with specific needs.

Food hygiene requirements

* Reasons for personal hygiene in the workplace e.g. health and safety, customer satisfaction
* Unhygienic activities that may cause contamination e.g. visit to toilet, cleaning toilet, nose blowing, handling rubbish, handling money, handling chemicals, handling raw food, skin conditions, cuts and wounds, scratching; touching hair, nose, mouth.
* Work habits that prevent contamination e.g. – use of disposable gloves, use of tongs, removing jewellery, cleaning hands and nails, work area is cleaned, protective clothing and equipment is maintained in a sanitary condition.
* Hygienic galley practices e.g. use of gloves, correct handling of crockery and glassware, keeping preparation surfaces and equipment clean.
* Procedures for stowage and preparation of food for ongoing service throughout the flight.
* Indicators of spoiled food and food poisoning.
* Methods to control food spoilage before and after heating.
* Methods to control food spoilage, with refrigeration both available and unavailable.

**Rauemi |** Resources

* [Sale and Supply of Alcohol Act 2012](https://www.legislation.govt.nz/act/public/2012/0120/latest/DLM3339333.html); [Food Act 2014](https://www.legislation.govt.nz/act/public/2014/0032/75.0/DLM2995811.html); [Sale and Supply of Alcohol Regulations 2013](https://www.legislation.govt.nz/regulation/public/2013/0459/latest/DLM5736956.html); and their subsequent amendments.
* Lillicrap, D., and Cousins, J., Food and Beverage Service 9th Edition (London: Hodder Education, 2014).
* [Privacy Act 2020](https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.html), [Health and Safety at Work Act 2015](https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html), [Human Rights Act 1993](https://www.legislation.govt.nz/act/public/1993/0082/latest/whole.html), and their subsequent amendments.

**Pārongo Whakaū Kounga |** Quality assurance information

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| **Ngā rōpū whakatau-paerewa |** Standard Setting Body | Ringa Hora Services Workforce Development Council |
| **Whakaritenga Rārangi Paetae Aromatawai |** DASS classification | Aviation > Flight Attendants |
| **Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga |** CMR | 0028 |

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| **Hātepe |** Process | **Putanga |** Version | **Rā whakaputa |** ReviewDate | **Rā whakamutunga mō te aromatawai |** Last date for assessment |
| **Rēhitatanga |** Registration | 1 |  | N/A |
| **Rā arotake |** Planned review date | 31 December 2029 | | |

Please contact Ringa Hora Services Workforce Development Council [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this skill standard.