



Australian Government

**AVII0013 Carry out aircraft business and
first class meal and non-alcoholic beverage
service**

Release: 1

AVII0013 Carry out aircraft business and first class meal and non-alcoholic beverage service

Modification History

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package.

Application

This unit involves the skills and knowledge required to carry out aircraft business and first class meal and non-alcoholic beverage service in compliance with relevant regulatory requirements of national operating standards.

It includes preparing for meal service; preparing, laying and setting tables; and cleaning, preparing and displaying mobile service unit. It also includes describing food and dishes to passengers, advising passengers about non-alcoholic beverage selection, and plating and serving a range of foods from a mobile service unit. It also includes working in cooperation with galley operator, rectifying spillages, clearing and re-laying tables, resetting mobile service units and handling passenger complaints.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to customer service duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of recreational, commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Work is performed independently or under limited supervision within a single-pilot or multi-crew environment.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 Prepare for meal service | 1.1 Food is prepared hygienically in accordance with workplace procedures and regulatory requirements |
| | 1.2 Equipment used in food preparation is maintained in a safe and hygienic condition at all times in accordance with workplace procedures and regulatory requirements |
| | 1.3 Equipment, implements and utensils are used in a safe manner throughout the preparation and serving of food or dishes |
| | 1.4 Work practices and methods of service adopted during meal service operations are in accordance with workplace procedures and standards, ensuring the safety of staff and passengers |
| | 1.5 Menus and wine lists are sourced and consulted on to ensure product knowledge |
| 2 Prepare, lay and set tables | 2.1 Tables are laid and set with appropriate cloths in accordance with workplace procedures and standards |
| | 2.2 Tables are prepared to workplace standards, with the appropriate equipment and utensils for a given menu |
| 3 Clean, prepare and display mobile service unit | 3.1 Mobile service unit is checked to ensure it is cleaned to workplace standards in preparation for service |
| | 3.2 Mobile service unit equipment is checked to ensure it is clean and serviceable |
| | 3.3 Items for salad preparation and garnishing are prepared and displayed on mobile service unit in accordance with workplace procedures and customer service standards |
| | 3.4 Mobile service unit is set up in accordance with regulatory requirements, and workplace procedures and standards |
| 4 Advise passengers about food and non-alcoholic | 4.1 Dish names and specialities are explained to passengers |

beverage selection

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|----------|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | 4.2 | Ingredients of dishes and preparation methods are explained and shown to passengers to assist them in selecting dishes appropriately relative to their dietary requirements, as required |
| | 4.3 | Appropriate advice is politely given to passengers to assist them in selecting non-alcoholic beverages at the appropriate time |
| 5 | Plate and serve a range of foods from mobile service unit | <p>5.1 Appropriate portions of foods are correctly positioned on plates in accordance with workplace procedures and standards prior to leaving the galley</p> <p>5.2 Appropriate accompaniments are selected to suit passenger meal choice</p> <p>5.3 Meal choice is presented to passenger in accordance with regulatory requirements, and workplace procedures and standards</p> |
| 6 | Work in cooperation with galley operator | <p>6.1 Liaison with galley staff is established and maintained to ensure correct preparation, presentation and timing of meals and meal service to passengers is appropriately adjusted as required</p> <p>6.2 Appropriate relationship is established and maintained with galley operator and cabin operators to ensure service is maintained correctly</p> |
| 7 | Rectify spillages, clear and re-lay table | <p>7.1 Spillages are promptly identified and dealt with in accordance with workplace procedures and standards</p> <p>7.2 Spilt food/beverage is replaced as required with minimum disruption to passengers and crew</p> <p>7.3 Debris is removed and linen changed safely and promptly after spillage</p> <p>7.4 Passenger needs are attended to in a polite and friendly manner in accordance with workplace procedures and standards</p> <p>7.5 Tables are cleaned, set and re-laid as required after completion of meals ensuring minimum disruption to passenger</p> |
| 8 | Reset mobile service unit | 8.1 Mobile service unit is cleaned at appropriate time in |

- accordance with workplace procedures and standards
- 8.2** Mobile service unit is reset correctly with appropriate equipment
 - 8.3** Mobile service unit is restocked correctly with clean equipment, utensils and linen in accordance with regulatory requirements, and workplace procedures and standards
- 9 Handle passenger complaints**
- 9.1** Complaints on service or meals are received promptly and in a courteous manner from passengers
 - 9.2** Passenger complaints are handled in a timely and courteous manner in accordance with workplace procedures and standards
 - 9.3** Passengers are advised about action that will be taken in response to their complaints
 - 9.4** Appropriate follow-up action is taken and passenger satisfaction checked in accordance with workplace procedures

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Unit Mapping Information

This unit replaces and is equivalent to AVII3010 Carry out aircraft business and first class meal and non-alcoholic beverage service.

Links

AVI Training Package Companion Volume Implementation Guide available on VET Net: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>