



Australian Government

AVI3010B Carry out aircraft business/first class meal and beverage service

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

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This unit involves the skills and knowledge required to provide business/first class meal and beverage service on a commercial aircraft in accordance with regulatory requirements, including preparing for meal service; preparing, laying and setting tables; cleaning, preparing and displaying a mobile service unit; describing food and dishes to passengers; advising passengers on beverage selection; and plating and serving a range of foods from mobile service unit. It also includes the skills and knowledge required when working in cooperation with the galley operator; rectifying spillages, clearing and re-laying tables, re-setting a mobile service unit; and appropriately handling passenger complaints. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision usually within a team environment.

Work involves the application of passenger service principles and procedures, regulations, safety codes and protocols to the provision of meal and beverage service on commercial aircraft across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
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 is in accordance with workplace procedures and standards, ensuring the safety of both staff and passengers 1.5 Menus/wine lists are sourced and consulted on to ensure product knowledge
2 Prepare, lay and set tables	2.1 Where applicable, tables are laid with appropriate cloths in accordance with workplace procedures and standards 2.2 Where applicable, 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 that it is cleaned to workplace standards in preparation for service 3.2 Equipment is checked to ensure it is clean and positioned correctly on mobile service unit 3.3 Items for salad preparation and garnishing are prepared and displayed on mobile service unit in accordance with regulatory requirements and workplace procedures and standards 3.4 Mobile service unit is set up in accordance with regulatory requirements and workplace procedures and standards
4 Describe food and dishes to passengers	4.1 Dish names and specialities are explained to passengers 4.2 Where applicable, ingredients of dishes and preparation methods are correctly explained and shown to passengers to assist them in selecting dishes appropriately relative to their dietary requirements
5 Advise passengers on beverage selection	5.1 Appropriate advice is politely given to passengers to assist them in selection of beverages at the appropriate time 5.2 The level of intoxication of passengers is accurately assessed using a number of standard methods in accordance with workplace procedures and regulatory requirements 5.3 Legislative requirements concerning the serving of alcoholic beverages are followed when providing advice to passengers on beverages
6 Plate and serve a range of foods from mobile	6.1 Appropriate portions of foods are correctly positioned on plates in accordance with workplace procedures and standards prior to

ELEMENT	PERFORMANCE CRITERIA
service unit	<p>leaving the galley</p> <p>6.2 Appropriate accompaniments are selected to suit the passenger's choice of meal/beverage</p> <p>6.3 The choice of meal/beverage is presented to the passenger in accordance with regulatory requirements and workplace procedures and standards</p> <p>6.4 Mobile service unit is placed at an appropriate distance from the passenger</p>
7 Work in cooperation with galley operator	<p>7.1 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 when necessary</p> <p>7.2 An appropriate relationship is established between the galley operator and cabin operators to ensure service is maintained correctly in accordance with regulatory requirements and workplace procedures and standards</p>
8 Rectify spillages, clear and re-lay	<p>8.1 Spillages are promptly identified and dealt with in accordance with workplace procedures and standards</p> <p>8.2 Spilt food/beverage is replaced when appropriate with minimum disruption to passengers and crew</p> <p>8.3 Debris is removed and linen changed safely and promptly after spillage</p> <p>8.4 Passengers' needs are attended to in a polite and friendly manner in accordance with workplace procedures and standards</p> <p>8.5 Tables are cleaned and re-laid where required promptly after the completion of meals ensuring minimum disruption to the passenger</p>
9 Re-set mobile service unit	<p>9.1 Mobile service unit is cleaned at the appropriate time in accordance with workplace procedures and standards</p> <p>9.2 Mobile service unit is re-set correctly with appropriate equipment</p> <p>9.3 Mobile service unit is re-stocked correctly with clean implements, utensils and linen in accordance with regulatory requirements and workplace procedures and standards</p>
10 Handle passenger complaints	<p>10.1 Compliments on service or meals are received promptly and in a courteous manner from passengers</p> <p>10.2 Passenger complaints are handled in a timely and courteous manner in accordance with workplace procedures and standards</p> <p>10.3 Passengers are promptly advised on the course of action that will be taken in response to their complaints</p> <p>10.4 Appropriate follow-up action is taken and passenger satisfaction is checked in accordance with workplace procedures</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S, hygiene and environmental procedures and regulations
- Principles of customer service
- Airline procedures and standards for providing a meal and beverage service on an aircraft
- Typical service flows within an aircraft food and beverage service environment
- Features and characteristics of various types and styles of food and beverages served in business/first class on commercial aircraft
- Hygiene and safety issues relevant to food and beverage service
- Legislation and regulations concerning the serving of alcoholic beverages on aircraft
- Risks that exist when providing a meal and beverage service on an aircraft and related risk control procedures and precautions
- Problems that may occur when providing a meal and beverage service on an aircraft and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when carrying out aircraft business/first class meal and beverage service
- Read and interpret instructions, regulations, procedures and other information relevant to aircraft business/first class meal and beverage service
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to aircraft business/first class meal and beverage service
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out aircraft business/first class meal and beverage service
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when carrying out aircraft business/first class meal and beverage service in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when carrying out aircraft business/first class meal and beverage service
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during aircraft business/first class meal and beverage service
- Monitor and anticipate operational problems and hazards and take appropriate action

REQUIRED KNOWLEDGE AND SKILLS

- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to carry out aircraft business/first class meal and beverage service

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

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| Food and beverage service may be provided: | <ul style="list-style-type: none"> • on relevant passenger-carrying aircraft types in commercial service • during short and/or long haul services • in business class and/or first class • in any allowable operating and weather conditions • in accordance with regulatory and operational requirements, including OH&S regulations |
| Performance may be demonstrated: | <ul style="list-style-type: none"> • in an approved cabin service simulator • in a suitably simulated work environment • on a passenger-carrying aircraft |
| Advice in the selection of beverages may include but is not restricted to: | <ul style="list-style-type: none"> • types of beverages available • service of beverages • restrictions on use of alcoholic beverages |
| Items for salad preparation and garnishing may include: | <ul style="list-style-type: none"> • condiments • oils • vinegars • sauces • fruit • herbs |
| Legal requirement relating to liquor service may include but is not restricted to: | <ul style="list-style-type: none"> • prohibited sale of alcohol to minors • identification of, and refusal to serve, intoxicated persons and other excluded categories • advice to passengers on strengths of alcoholic beverages |
| Methods of assessing the level of intoxication of passengers may include: | <ul style="list-style-type: none"> • observations in changes of behaviour • monitoring noise levels • monitoring drink orders |
| Persons consulted may include: | <ul style="list-style-type: none"> • passengers • galley staff • other cabin crew and flight crew members • catering staff • ground support staff |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures |

RANGE STATEMENT

Information/documents may include:

- standard operating procedures
- relevant regulatory requirements pertaining to the serving of food and alcoholic/non-alcoholic beverages on aircraft
- airline procedures and instructions and job specification
- airline food and beverage service procedures checklists and procedures
- food and beverage service checklist
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant regulatory requirements pertaining to the serving of food and alcoholic/non-alcoholic beverages on aircraft
- relevant OH&S legislation
- environmental protection legislation
- relevant food handling and hygiene legislation
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Applicable regulations and legislation may include:

Unit Sector(s)

Not applicable.

Competency field

Competency Field

I - Customer Service