



Australian Government

**AVII2004 Provide advice about cuisine on
an aircraft**

Release: 1

AVII2004 Provide advice about cuisine on an aircraft

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 provide advice about cuisine on an aircraft, in compliance with relevant regulatory requirements of national operating standards.

It includes discussing menu items and selections, advising passengers about food and special menu items, obtaining feedback from passengers and others, and contributing to menu development.

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.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, Instructions, Publications and Regulations.

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. |
|---|---|
| 1 Discuss menu items and selections | <p>1.1 Culinary styles and cooking methods of menu items are discussed with passengers using appropriate language, terminology and correct pronunciation in accordance with passenger needs</p> <p>1.2 Passengers are advised about the selection of menu items available, and provided with options and possible variations in accordance with passenger and operational needs</p> |
| 2 Advise passengers about food | <p>2.1 Information is accessed from appropriate sources to advise passengers about menu items in accordance with workplace procedures</p> <p>2.2 Passengers are advised about a range of foods in terms of varieties, quality factors, ingredients and cooking methods as required, using standard airline descriptions and in accordance with workplace procedures</p> <p>2.3 Foods are described using standard industry descriptions in terms of preparation methods and styles of service</p> |
| 3 Advise passengers about special menu items | <p>3.1 Passengers are advised about special menu items using standard airline descriptions and appropriate terminology in accordance with workplace procedures</p> <p>3.2 Appropriate responses are made to passenger requests for information on dietary features of special menu items in accordance with workplace procedures</p> |
| 4 Contribute to menu development | <p>4.1 Trends in passenger needs are identified and interpreted based on direct contact and workplace experience</p> <p>4.2 Advice on hygiene approaches is provided on request</p> <p>4.3 Suggestions and feedback about possible changes to menu development is provided to relevant personnel in accordance with workplace procedures</p> |

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.

Advice about special menu items must include:

- ingredients
- methods of preparation
- origins
- presentation styles

Unit Mapping Information

This unit replaces and is equivalent to AVII2004B Provide advice on cuisine on an aircraft.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>