



Australian Government

AVII0011 Carry out food preparation and service on an aircraft

Release: 1

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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 food preparation and service on an aircraft in compliance with relevant regulatory requirements of national operating standards.

It includes preparing galley for service; receiving, checking and storing goods; checking and maintaining galley; and responding to breakdown in galley or cabin equipment. It also includes preparing equipment for use, preparing and presenting food for service, carrying out galley service, cleaning galley and equipment, and preparing galley for landing.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to customer service duties that complement the non-technical skills 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 galley for service | <p>1.1 Galley equipment, bar carts and other applicable food service items are checked to ensure levels of stock and equipment are appropriate to level of service and sector requirements</p> <p>1.2 Menus are checked against catering supplied and are prepared for distribution as required</p> <p>1.3 Dry stores are checked for availability</p> <p>1.4 Tea and coffee making equipment and materials are prepared for service in accordance with regulatory requirements and workplace procedures and standards</p> |
| 2 Receive, check and store goods | <p>2.1 Food and equipment are checked against passenger load figures and checklists</p> <p>2.2 Defects and shortages are identified and reported to appropriate person/department in accordance with workplace procedures</p> <p>2.3 Non-exchange equipment is inspected for defects and appropriate action is taken as required</p> <p>2.4 Dry stores are received and stowed in accordance with regulatory requirements and workplace procedures</p> <p>2.5 Appropriate action is initiated/taken to minimise effect on service when problems with stock or equipment are identified</p> |
| 3 Check and maintain galley | <p>3.1 Galley is inspected and maintained to ensure it is clean, well-lit and at the correct temperature</p> <p>3.2 Defects and problems with galley equipment are identified and reported in accordance with workplace procedures</p> <p>3.3 Catering checklist is used with required levels of speed and accuracy</p> <p>3.4 Foods and goods are correctly issued in accordance with passenger requests</p> <p>3.5 Security in galley area is maintained in accordance with regulatory requirements and workplace procedures</p> |

- 3.6 Familiarity with store area is maintained and used to enable smooth workflow
 - 3.7 Hazards are identified, risks are assessed and hazard management implemented
 - 3.8 Identified galley equipment irregularities and defects are followed up with relevant personnel in accordance with workplace procedures
- 4 **Respond to breakdown in galley or cabin equipment**
 - 4.1 Breakdown in galley or cabin equipment is identified, recorded in equipment failure log and notified to a senior crew member in accordance with workplace procedures
 - 4.2 Appropriate strategy for dealing with breakdown is formulated in conjunction with the pilot in command (PIC) and/or other flight or cabin crew in accordance with workplace procedures
 - 4.3 Passengers are kept informed of the nature of the problem and action taken as required in accordance with workplace procedures
 - 4.4 Alternative action is taken as appropriate to maintain cabin service in accordance with agreed strategy
- 5 **Prepare equipment for use**
 - 5.1 Equipment needed for service is checked for cleanliness and is prepared for use in accordance with workplace procedures and regulatory requirements for safety and hygiene
 - 5.2 Carts and/or serving equipment are set up in accordance with workplace procedures for relevant menus
- 6 **Prepare and present food for service**
 - 6.1 Food items are prepared in accordance with workplace procedures and recipes, and food hygiene regulatory requirements
 - 6.2 Food for menu items is correctly identified
 - 6.3 Oven temperatures are set at appropriate levels and food is transferred at appropriate times in accordance with workplace procedures and recipes, and food hygiene regulatory requirements
 - 6.4 Food is monitored to ensure food quality is in accordance with workplace procedures

- 6.5 Sufficient supplies of clean, undamaged crockery are made available at temperatures appropriate to food being served
 - 6.6 Food is portioned in accordance with workplace procedures, recipes, product and service standards
 - 6.7 Food items are arranged and presented without drips or spills in accordance with regulatory requirements and workplace procedures
- 7 **Carry out galley service**
 - 7.1 Crew are advised when meal service is due to commence
 - 7.2 Meal service operations are monitored and additional food prepared as required
 - 7.3 Work is completed effectively in conjunction with other crew members to ensure timely, quality food service
 - 7.4 Quality of food items is regularly monitored in accordance with workplace procedures and appropriate action is taken as required
 - 7.5 Towels are prepared hygienically at appropriate times and forwarded as required to cabin staff for service in accordance with regulatory requirements and workplace procedures
 - 7.6 Galley operations are adjusted as required to meet service and operational requirements and contingencies in accordance with workplace procedures
- 8 **Clean galley and equipment**
 - 8.1 Unused food items are returned to correct storage area in accordance with workplace procedures
 - 8.2 Soiled and used linen and towels are collected, sorted and removed in accordance with workplace procedures and regulatory requirements
 - 8.3 Appropriate cleaning materials are identified and selected in accordance with workplace procedures and regulatory requirements
 - 8.4 Equipment is cleaned in accordance with workplace procedures, manufacturer instructions and regulatory requirements
 - 8.5 Cleaning materials and equipment are correctly and

- safely stored in accordance with regulatory requirements and workplace procedures
- 8.6** Waste is identified and sorted in accordance with regulatory requirements and workplace procedures
- 9 Prepare galley for landing**
- 9.1** Galley facilities and equipment are checked and secured for landing in accordance with workplace procedures and regulatory requirements
- 9.2** Stock levels are checked and additional stock ordered as required to meet passenger load requirements for next sector
- 9.3** Appropriate action is taken to ensure compliance with quarantine regulations is maintained
- 9.4** Non-exchange items are sorted and stored in accordance with workplace procedures
- 9.5** Feedback on galley service provided is sought from other crew members and problems that may have been experienced are appropriately documented
- 9.6** Suggestions are made to supervisory personnel in accordance with workplace procedures on options for possible improvements to food service operations
- 9.7** Galley administrative and feedback documentation is completed and stored 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 AVII3002 Carry out food preparation and service on an aircraft.

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>