



Australian Government

AVII2003 Carry out beverage service on an aircraft

Release: 1

AVII2003 Carry out beverage service 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 carry out beverage service on an aircraft, in compliance with relevant regulatory requirements of national operating standards.

It includes handling stock and materials, advising passengers, taking drink orders, and preparing and serving beverages. It also includes using trays, clearing and cleaning carts/tables and equipment, and preparing and using tea and coffee making equipment.

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 Handle stock and materials

- 1.1 Beverage storage area is checked and replenished at scheduled times using correct documentation in accordance with workplace procedures and customs regulations
- 1.2 Items are stored in appropriate places at the recommended storage temperature
- 1.3 Products are checked to ensure quality meets the required standard in accordance with workplace procedures
- 1.4 Beverage service area is kept clean, attractive and complete in accordance with workplace procedures and standards
- 1.5 Glassware is kept hygienically clean, free from chips and cracks and is stored correctly in accordance with workplace procedures
- 1.6 Familiarity with products to be offered is undertaken prior to service provision
- 1.7 Hazards are identified, risks are assessed and hazard management is implemented
- 1.8 Customs documentation is completed as required in accordance with regulatory requirements and workplace procedures

2 Advise passengers

- 2.1 Advice is offered to passengers to assist them in an appropriate selection of products
- 2.2 Passenger complaints are resolved to their satisfaction within limits of own authority in accordance with workplace procedures and regulatory requirements
- 2.3 Passenger complaints that require further action are referred to supervisor in accordance with workplace procedures and regulatory requirements

3 Take beverage orders

- 3.1 Orders are taken accurately and are either written or memorised
- 3.2 Clear and helpful advice is given to passengers on selection of beverages

4 Prepare and serve

- 4.1 Beverages are prepared to legal and airline standards, using the correct ingredients and measures, and are made to

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| beverages | passenger requests |
| | 4.2 Beverages are served promptly and courteously |
| 5 Use trays | 5.1 Drink trays are loaded skilfully and safely, ensuring correct balance |
| | 5.2 Drink trays are carried and unloaded in accordance with regulatory requirements |
| | 5.3 Beverages are poured and served in accordance with workplace procedures and regulatory requirements |
| 6 Clear and clean carts/tables and equipment | 6.1 Passenger tables are cleared at an appropriate time in a polite manner |
| | 6.2 Beverage and food service tables and carts are cleaned hygienically and are prepared for further service in accordance with workplace procedures and standards |
| | 6.3 Utensils and glassware are stowed ready for cleaning as required |
| 7 Prepare and use tea and coffee making equipment | 7.1 Tea and coffee making equipment is prepared ready for use in accordance with workplace procedures and regulatory requirements |
| | 7.2 Passengers are offered a range of beverage service options and served in accordance with passenger requests |

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 provided to passengers on beverages must include:

- assistance to passengers to drink within appropriate limits by providing them with a range of options including:
 - cold beverages
 - hot beverages
 - low alcohol and non-alcoholic beverages

Unit Mapping Information

This unit replaces and is equivalent to AVII2003C Carry out beverage service 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>