



Australian Government

Department of Education, Employment and Workplace Relations

A VII2003C Carry out beverage service on an aircraft

Revision Number: 1

AVII2003C Carry out beverage service on an aircraft

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to provide beverage service to passengers on a commercial aircraft, including handling stock and materials, advising passengers on beverages, taking drink orders, preparing and serving drinks, using trays, clearing and cleaning carts/tables and equipment, and preparing and using tea and coffee making equipment. It also covers the skills and knowledge needed to ensure compliance with legal requirements, including monitoring the level of intoxication of passengers and taking appropriate action. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements including OH&S regulations.

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

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

Work involves the application of beverage service principles and procedures and relevant regulations to the provision of beverage service to passengers on commercial aircraft across a variety of operational contexts within the Australian aviation industry.

This unit of competency is nominally packaged at Certificate II.

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 Handle stock and materials	<ul style="list-style-type: none">1.1 Where applicable, bar is checked and restocked at scheduled times using correct documentation in accordance with workplace procedures and customs regulations1.2 Items are stored in the correct place at the correct temperature1.3 A suitable range of paperware and garnishes are prepared and stocked in accordance with workplace procedures1.4 Products are checked to ensure quality is to required standard in accordance with workplace procedures1.5 Bar area is kept clean, attractive and complete in accordance with workplace procedures and standards1.6 Glassware is kept hygienically clean, free from chips and cracks and stored correctly where applicable in accordance with workplace procedures1.7 Familiarity with products to be offered is undertaken prior to service provision1.8 Customs documentation is completed where applicable in accordance with regulatory requirements and workplace procedures
2 Advise passengers	<ul style="list-style-type: none">2.1 Advice is offered to passengers to assist them in an appropriate selection of products2.2 Passengers' complaints are resolved to their satisfaction within the limits of authority in accordance with workplace procedures and regulatory requirements2.3 Passengers' complaints which require further action are referred to the supervisor in accordance with workplace procedures and regulatory requirements
3 Take drink orders	<ul style="list-style-type: none">3.1 Orders are taken accurately and are either written or memorised3.2 Clear and helpful advice is given to passengers on selection of drinks
4 Prepare and serve drinks	<ul style="list-style-type: none">4.1 Drinks are prepared to legal and airline standards, using the correct ingredients and measures, and are made to passenger requests4.2 Drinks are served promptly and courteously
5 Use trays	<ul style="list-style-type: none">5.1 Drink trays are loaded skilfully and safely, ensuring correct balance5.2 Drink trays are carried and unloaded in accordance with regulatory requirements5.3 Drinks are poured and served in accordance with workplace procedures and regulatory requirements

ELEMENT	PERFORMANCE CRITERIA
6 Clear and clean carts/tables and equipment	<p>6.1 Tables are cleared at an appropriate time in a polite manner</p> <p>6.2 Tables and carts are cleaned hygienically and prepared for further service in accordance with workplace procedures and standards</p> <p>6.3 Utensils and glassware are stowed ready for cleaning where applicable</p>
7 Prepare and use tea and coffee making equipment	<p>7.1 Tea and coffee making equipment is prepared ready for use in accordance with workplace procedures and regulatory requirements</p> <p>7.2 Passengers are offered a range of different teas and coffees and these are made to passengers' requests giving consideration to strength, texture and presentation</p>
8 Comply with legal requirements	<p>8.1 Compliance is maintained at all times with the primary provisions and legal requirements relating to liquor service</p>
9 Monitor level of intoxication of passengers and take suitable action	<p>9.1 The level of intoxication of passengers is monitored using appropriate methods in accordance with workplace procedures and regulatory requirements</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 legislation and regulations including those concerning the serving of alcoholic beverages on aircraft
- Relevant OH&S, hygiene and environmental procedures, standards and regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Principles of passenger service
- Airline procedures and standards for serving alcoholic and non-alcoholic beverages on aircraft
- Typical service flows within an aircraft beverage service environment
- Features and characteristics of various types of alcoholic and non-alcoholic beverages served on commercial aircraft
- Hygiene and safety issues of specific relevance to beverage service
- Risks that exist when serving alcoholic and non-alcoholic beverages, and related risk control procedures and precautions
- Problems that may occur when serving alcoholic and non-alcoholic beverages, and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when carrying out beverage service on an aircraft
- Read and interpret instructions, regulations, procedures and other information relevant to beverage service on an aircraft
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to beverage service on an aircraft
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out beverage service on an aircraft
- 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 beverage service on an aircraft in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when carrying out beverage service on an aircraft
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when carrying out beverage service on an aircraft
- 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 when carrying out beverage service on an aircraft

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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| Beverage service may be provided: | <ul style="list-style-type: none"> • on any passenger-carrying aircraft type in commercial service • during short and/or long haul services • in any category of service, including economy, business and 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 provided to passengers on beverages may include: | <ul style="list-style-type: none"> • types of alcoholic beverages • service of alcoholic beverages • restrictions on use of alcoholic beverages at the appropriate time in a polite manner • assistance to passengers to drink within appropriate limits by providing them with a range of options including the following: <ul style="list-style-type: none"> • low alcohol and non-alcoholic drinks • mineral water • pure water • coffee • nibbles/snacks |
| Legal requirements relating to liquor service may include but are not restricted to: | <ul style="list-style-type: none"> • the prohibited sale of alcohol to minors • identification of, and refusal to serve, persons who present indications of being intoxicated • advice to passengers on strengths of alcoholic beverages |
| Methods of monitoring 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 concerning beverage service may include: | <ul style="list-style-type: none"> • passengers • other cabin crew and flight crew members • ground staff • catering staff • aircraft resourcing staff |
| Dependent on the type of | <ul style="list-style-type: none"> • company procedures |

RANGE STATEMENT

organisation concerned and the local terminology used, workplace procedures may be referred to as:

- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant regulatory requirements pertaining to the serving of alcoholic and non-alcoholic beverages on aircraft, including OH&S regulations
- airline procedures and instructions and job specification
- airline beverage service procedures
- beverage service checklist
- relevant customs regulations
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant regulatory requirements pertaining to the serving of alcoholic and 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

Unit Sector(s)

Not applicable.

Competency field

Competency Field

I - Customer Service