



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **AVII3002B Carry out food preparation and service on an aircraft**

**Revision Number: 1**

## **AVII3002B Carry out food preparation and service on an aircraft**

### **Modification History**

Not applicable.

### **Unit Descriptor**

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This unit involves the skills and knowledge required to carry out food preparation and galley service on a commercial aircraft in accordance with relevant regulatory requirements, including preparing the galley for service; receiving, checking and storing required goods; checking and maintaining the galley; responding to breakdown in galley or cabin equipment; organising galley equipment ready for use; preparing and presenting food; and carrying out the required galley service. It also covers the skills and knowledge needed for cleaning the galley and equipment after food service, preparing the galley for landing and completing all required galley documentation. 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 some supervision usually within a team environment.

Work involves the application of customer service principles and procedures and relevant regulations when carrying out food preparation and galley 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

- |  |  |
|--|--|
| <b>1 Prepare galley for service</b>                        | <ul style="list-style-type: none"><li>1.1 Galley equipment, bar carts and other applicable food service items are checked to ensure levels of stock and equipment are appropriate to the level of service and sector requirements</li><li>1.2 Menus are checked against catering supplied and prepared for distribution where applicable</li><li>1.3 Dry stores are checked for availability</li><li>1.4 Tea and coffee making equipment and materials are prepared for service in accordance with regulatory requirements and workplace procedures and standards</li></ul>  |
| <b>2 Receive, check and store goods</b>                    | <ul style="list-style-type: none"><li>2.1 Food and equipment are checked against passenger load figures and checklists</li><li>2.2 Defects and shortages are identified and reported to the appropriate person/department in accordance with workplace procedures</li><li>2.3 Non-exchange equipment is inspected for defects and appropriate action is taken if required</li><li>2.4 Dry stores are received and stowed in accordance with regulatory requirements and workplace procedures</li><li>2.5 Appropriate action is initiated/taken to minimise effect on service when problems with stock or equipment are identified</li></ul>  |
| <b>3 Check and maintain galley</b>                         | <ul style="list-style-type: none"><li>3.1 Galley is inspected and maintained to ensure that it is clean, well lit and at the correct temperature</li><li>3.2 Defects and problems with galley equipment are identified and reported in accordance with workplace procedures</li><li>3.3 Catering checklist is used with required levels of speed and accuracy</li><li>3.4 Foods and goods are correctly issued according to passengers' requests</li><li>3.5 Security in the galley area is maintained in accordance with regulatory requirements and workplace procedures</li><li>3.6 Familiarity with store area is maintained and used to enable smooth workflow</li><li>3.7 Identified galley equipment irregularities and defects are followed up with relevant personnel in accordance with workplace procedures</li></ul> |
| <b>4 Respond to breakdown in galley or cabin equipment</b> | <ul style="list-style-type: none"><li>4.1 Breakdown in galley or cabin equipment is identified, recorded in the log of equipment failure and notified to a senior crew member in accordance with workplace procedures</li><li>4.2 Appropriate strategy for dealing with the breakdown is formulated in conjunction with the pilot-in-command (PIC)</li></ul>   |

ELEMENT	PERFORMANCE CRITERIA
	and/or other flight or cabin crew in accordance with workplace procedures
	4.3 Where applicable, passengers are kept informed of the nature of the problem and the action being taken to deal with it in accordance with workplace procedures
	4.4 Alternative action is taken as appropriate to maintain cabin service in accordance with the agreed strategy
<b>5 Prepare equipment for use</b>	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 the relevant menus
<b>6 Prepare and present food for service</b>	6.1 Food items are prepared in accordance with workplace procedures and recipes and regulatory requirements for food hygiene
	6.2 Food for menu items is correctly identified
	6.3 Oven temperatures are at appropriate levels and food is transferred at appropriate times in accordance with workplace procedures and recipes and regulatory requirements for food hygiene
	6.4 Food is monitored to ensure the quality of food is in accordance with workplace procedures
	6.5 Sufficient supplies of clean, undamaged crockery are 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
<b>7 Carry out galley service</b>	7.1 Crew are advised when meal service is due to commence
	7.2 Meal service operations are monitored and additional food is prepared as required
	7.3 Work is completed effectively in conjunction with other crew members to ensure timely, quality service of food
	7.4 Quality of food items is regularly monitored in accordance with workplace procedures and appropriate action is taken if required
	7.5 Towels are prepared hygienically at the appropriate time 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

**ELEMENT****PERFORMANCE CRITERIA****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, manufacturers 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 if required to meet passenger load requirements for the next sector
- 9.3 Appropriate action is taken to ensure that 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 any 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

## 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 regulatory requirements
- Relevant OH&S, hygiene, quarantine and environmental procedures and regulations
- Principles of food preparation and galley service
- Airline standards for the food preparation and galley service
- Galley service procedures
- Relevant airline administrative procedures and related documentation
- Features of galley and equipment for various types of aircraft
- Menus and food presentation requirements for various classes of air travel service offered by airlines
- Procedures for cleaning galley and equipment and disposing of waste
- Risks that exist when carrying out food preparation and galley service and related risk control procedures and precautions
- Problems that may occur when carrying out food preparation and galley service and appropriate action that should be taken in each case

#### Required skills:

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

**REQUIRED KNOWLEDGE AND SKILLS**

- Monitor and anticipate operational problems and hazards and take appropriate action
- 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 food preparation and 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.

Food preparation and galley service may be provided:

- on any 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 and food hygiene regulations

Performance may be demonstrated:

- on an approved galley/cabin service simulator
- in a suitably simulated work environment
- on a passenger-carrying aircraft with galley/food preparation facilities

Persons consulted during galley operations may include:

- passengers
- pilot-in-command (PIC)
- other crew members
- ground staff
- catering staff
- technical staff

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

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

Information/documents may include:

- sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to galley service and safety operations
- regulations relevant to OH&S and food hygiene and preparation
- airline procedures and instructions and job specification
- food preparation procedures
- pre-landing checklists and procedures
- galley service checklists and procedures
- galley equipment operational manuals
- flight passenger schedules
- passenger load figures and checklists
- stock inventory and ordering documentation
- galley cleaning checklists and procedures

## RANGE STATEMENT

Applicable regulations and legislation may include:

- checklist and procedures for pre-landing galley operations
- manufacturers instructions for the use of cleaning equipment and materials
- galley administrative and feedback documentation
- meal menus
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to food service on aircraft
- relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to food service on aircraft
- Civil Aviation Act
- regulations relevant to food hygiene and preparation
- regulations relevant to handling of dangerous goods and cleaning materials
- 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