



**Australian Government**

# **SITHKOP404 Plan catering for events or functions**

**Release 1**

## SITHKOP404 Plan catering for events or functions

### Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	<p>E</p> <p>Replaces and is equivalent to SITHCCC038B Plan catering for an event or function.</p> <p>New title (plural events and functions) for consistency across the Training Package.</p> <p>Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content.</p> <p>Moved to new competency field – Kitchen Operations to better reflect the content of this unit.</p>

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to plan the catering for events or functions. It requires the ability to identify the purpose and scope of the event, to prepare catering proposals to meet customer requirements and finalise operational plans for the delivery of catering. It does not include food preparation which is covered by commercial cookery units.

### Application of the Unit

This unit applies to catering for any type of event within the cultural, community, hospitality, sporting, tourism and event industries.

It applies to catering and event personnel who operate independently or with limited guidance from others. This unit is relevant to a caterer or other cookery specialist involved in event catering, but also to non-catering specialists including event, function and banquet coordinators.

### Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

## **Pre-Requisites**

Not applicable.

## **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

1. Identify purpose and scope of the event.
  - 1.1 Discuss and clarify purpose of the *event or function* with *stakeholders*.
  - 1.2 Accurately identify specific customer needs and preferences, and determine *catering requirements*.
2. Prepare catering proposal for event or function.
  - 2.1 Collect and collate *operational information* for the event and venue.
  - 2.2 Analyse operational factors influencing catering and consult with stakeholders to determine overall approach.
  - 2.3 Contribute ideas to the event concept, theme and format and incorporate *creative elements* into the catering proposal.
  - 2.4 Verify the operational and service practicality of the catering proposal through consultation and analysis.
  - 2.5 Present the proposal including accurate information on the range and style of catering products and services.
  - 2.6 Obtain approval to proceed with catering.
3. Prepare and implement operational plan for the catering of an event or function.
  - 3.1 Prepare an *operational plan* for the provision of catering and *ancillary products and services*, identifying steps, activities and sequence.
  - 3.2 Incorporate *risk management issues* into the plan.
  - 3.3 Review, verify and finalise details with the client.
  - 3.4 Provide accurate information on operational plans to relevant personnel to ensure effective implementation.
  - 3.5 Implement and monitor the catering plan for the event, making adjustments as required.
  - 3.6 Obtain feedback from customer and operational staff after the event to inform future catering activities.

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- communication skills including active listening and open and closed questioning to consult and liaise on catering requirements with customers and other stakeholders
- critical thinking skills to analyse operational factors influencing catering
- initiative and enterprise skills to:
  - develop creative ideas and explore a range of proposed product concepts
  - contribute creative ideas to improve the event theme and format
- literacy skills to:
  - read and interpret written feedback and unfamiliar and detailed venue information
  - write comprehensive catering proposals and complex operational plans
- numeracy skills to:
  - calculate the number of catering products and services required for the event or function
  - calculate timings for the preparations and service of food
- planning and organising skills to access and sort all information required for catering proposals and plans and to write and submit them within designated deadlines
- problem-solving skills to:
  - identify times when assistance is required from colleagues and external specialists
  - identify deficiencies in proposals and plans and make adjustments
  - respond to operational difficulties when implementing the plan and make necessary adjustments
- self-management skills to take responsibility for development of catering proposals and plans
- teamwork skills to invite and coordinate the input of others in the organisation
- technology skills to use computers, word processing, presentation and spread sheet software packages.

### Required knowledge

- major characteristics of different types of events and functions:
  - purpose and format
  - roles and responsibilities of different family members, officials and venue personnel
  - event running order
  - entertainment and speeches
  - service order and timing for food and beverage items to complement event or function activities
  - service expectations
- catering and service styles for different types of events and varying numbers
- operational factors influencing catering for different venues and climatic conditions

- space and equipment requirements for different styles of catering and varying numbers
- roles and responsibilities for different types of catering:
  - food production staff
  - service staff
- a range of formats for and inclusions of:
  - catering proposals
  - operational plans used to manage the delivery of catering for an event or function
- risk management issues for the delivery of catering products and services at an event or function.

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- prepare multiple catering proposals in response to diverse customer requirements for different event or function types
- prepare multiple practical operational plans for different event and function venues
- implement multiple plans through the delivery of catering for different events and functions
- demonstrate knowledge of:
  - major characteristics of different types of events and functions
  - catering and service styles for different types of events
  - roles and responsibilities of kitchen and service staff
- complete proposals and plans and coordinate the delivery of catering for events and functions within commercial time constraints.

#### Context of and specific resources for assessment

Assessment must ensure use of:

- a hospitality or catering business operation or activity for which catering proposals and plans are prepared and implemented
- event and function venues where catering is provided and workplace documentation defined in the Assessment Guidelines; this can be a:
  - real industry workplace
  - simulated industry environment such as a training food and beverage outlet servicing customers
- computers, printers and software programs currently used by the hospitality and catering industry to prepare proposals and plans
- customers with whom the individual can interact.

#### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of documents prepared by the individual:

- catering proposals for different types of events
- operational plans for delivery of catering at different venues
- evaluation of reports prepared by the individual detailing the planning processes undertaken for an event and highlighting particular challenges and issues
- projects that allow assessment of the individual's ability to plan and deliver catering for events, functions or meetings within designated deadlines
- written or oral questioning to assess knowledge of:
  - different types of event, function and catering service styles
  - role and responsibilities of kitchen and service staff
  - a range of formats for and inclusions of catering proposals and plans
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

### **Guidance information for assessment**

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- BSBWRT401A Write complex documents
- SITTTSL304 Prepare quotations
- SITXCCS303 Provide service to customers
- SITXFSA202 Transport and store food.



## 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. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

***Event or function*** may include:

- balls
- banquets
- conferences
- corporate events
- defence operations
- exhibitions
- industry and other awards presentations
- meetings or seminars
- parties:
  - birthdays
  - engagements
- product launches
- religious celebrations:
  - communions
  - barmitzvahs
- social celebrations
- sporting events
- themed events
- trade shows
- training events
- wakes
- weddings.

***Stakeholders*** may include:

- customers
- colleagues
- event organising committees
- facilitators
- local authorities
- local community
- suppliers and contractors.

***Catering requirements*** may include:

- ancillary products and services
- beverage
- food:
  - classic
  - cultural food requirements
  - modern

***Operational information***  
may include:

- special dietary needs
- menu type:
  - à la carte
  - buffet
  - set menu
  - table d'hôte
- link between food service and other aspects of the event, such as speeches
- style of service
- timing of service.
- budget
- capacity of facilities to produce catering
- concept, style and theme
- consideration of negative environmental impacts and minimal impact practices for the venue
- date and time
- duration
- guest numbers
- guest profile
- location of:
  - food production kitchen
  - service venue
  - nature and parameters of the venue:
    - type (internal or external)
    - dimensions of delivery access and storage areas
    - access to cooking facilities
- off and on-site staff requirements
- resources that will be utilised:
  - physical
  - human
  - food and beverage supplies
- suppliers, supply and cost specifications
- special, new or hired equipment required to provide catering
- transportation requirements.
- decorations that complement themed events and functions
- food with interesting links to other event aspects
- innovative options to address particular operational limitations
- innovative presentation of food and beverage
- unusual combinations of food items or service ideas.
- conflicting activities in venue food preparation and storage

***Creative elements*** may  
include:

***Operational plan*** may

include:

- areas
- costing of components and total catering
  - food production timelines and staffing responsibilities:
    - production kitchen
    - venue or service kitchen
  - purchasing of food, beverage, materials and equipment
  - recycling and correct and environmentally sound disposal practices for kitchen waste and hazardous substances
  - risk management issues
  - security arrangements
  - service staff roles and responsibilities
  - service timelines for food and beverage
  - of on-site resources, e.g. venue, commodities, equipment, machinery
  - staffing and contracting
  - storage of food and beverage
  - transport requirements and timelines
  - venue event management
  - venue or service area resources:
    - cooking and rethermalisation equipment
    - size and availability
    - storage facilities.

***Ancillary product and services*** may include:

- buffet showpieces
- floral displays and decorations
- items and merchandise including:
  - chocolates, fruit, nuts, alcohol
  - hampers
  - gift items of any type
  - novelties such as balloons and toys
- on-site management of event
- room decorations
- staffing
- table decorations
- theme and décor.

***Risk management issues*** may relate to:

- availability and reliability of equipment
- beverage dispensing system safety
- cooking and service times
- customer preferences and inherent risks
- food safety issues
- impacts of bad weather conditions on catering delivery
- potential non-delivery of supplies from unknown supplier

- power sources and back-up options
- problems with maintaining food quality and safety during storage, preparation and display at the event
- product price fluctuations
- requirement for public liability and other insurances
- seasonal fluctuations in food prices
- seasonal non-availability of food and beverage ingredients
- size and availability of on-site food preparation and storage areas
- venue access and impacts on food preparation to meet deadlines.

## **Unit Sector(s)**

Hospitality

## **Competency Field**

Kitchen Operations