



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

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.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVII2003 Carry out beverage service on an aircraft

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures related to beverage service
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly, in accordance with workplace procedures
- responding appropriately to cultural differences in the workplace
- selecting and using required personal protective equipment conforming to industry and WHS/OHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- airline procedures and standards for serving non-alcoholic beverages on aircraft
- features and characteristics of various types of non-alcoholic beverages
- hygiene and safety issues of specific relevance to beverage service
- principles of passenger service
- problems that may occur when serving non-alcoholic beverages, and appropriate action that should be taken in each case
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant WHS/OHS, hygiene and environmental procedures, standards and regulations
- risks that exist when serving non-alcoholic beverages, and related risk control procedures and precautions
- typical service flows within an aircraft beverage service environment.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

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Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

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