



Australian Government

AVII3002 Carry out food preparation and service on an aircraft

Release: 1

AVII3002 Carry out food preparation and 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 food preparation and service on an aircraft, in compliance with relevant regulatory requirements of national operating standards.

It includes preparing galley for service; receiving, checking and storing goods; checking and maintaining galley; and responding to breakdown in galley or cabin equipment. It also includes preparing equipment for use, preparing and presenting food for service, carrying out galley service, cleaning galley and equipment, and preparing galley for landing.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to customer service duties that complement the non-technical skills 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

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Prepare galley for service

- 1.1 Galley equipment, bar carts and other applicable food service items are checked to ensure levels of stock and equipment are appropriate to level of service and sector requirements
- 1.2 Menus are checked against catering supplied and are prepared for distribution as required
- 1.3 Dry stores are checked for availability
- 1.4 Tea and coffee making equipment and materials are prepared for service in accordance with regulatory requirements and workplace procedures and standards

2 Receive, check and store goods

- 2.1 Food and equipment are checked against passenger load figures and checklists
- 2.2 Defects and shortages are identified and reported to appropriate person/department in accordance with workplace procedures
- 2.3 Non-exchange equipment is inspected for defects and appropriate action is taken as required
- 2.4 Dry stores are received and stowed in accordance with regulatory requirements and workplace procedures
- 2.5 Appropriate action is initiated/taken to minimise effect on service when problems with stock or equipment are identified

3 Check and maintain galley

- 3.1 Galley is inspected and maintained to ensure it is clean, well lit and at the correct temperature
- 3.2 Defects and problems with galley equipment are identified and reported in accordance with workplace procedures
- 3.3 Catering checklist is used with required levels of speed and accuracy
- 3.4 Foods and goods are correctly issued in accordance with passenger requests
- 3.5 Security in galley area is maintained in accordance with

		regulatory requirements and workplace procedures
	3.6	Familiarity with store area is maintained and used to enable smooth workflow
	3.7	Hazards are identified, risks are assessed and hazard management is implemented
	3.8	Identified galley equipment irregularities and defects are followed up with relevant personnel in accordance with workplace procedures
4	Respond to breakdown in galley or cabin equipment	
	4.1	Breakdown in galley or cabin equipment is identified, recorded in equipment failure log and notified to a senior crew member in accordance with workplace procedures
	4.2	Appropriate strategy for dealing with breakdown is formulated in conjunction with the pilot in command (PIC) and/or other flight or cabin crew in accordance with workplace procedures
	4.3	Passengers are kept informed of the nature of the problem and action taken as required, in accordance with workplace procedures
	4.4	Alternative action is taken as appropriate to maintain cabin service in accordance with agreed strategy
5	Prepare equipment for use	
	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 relevant menus
6	Prepare and present food for service	
	6.1	Food items are prepared in accordance with workplace procedures and recipes, and food hygiene regulatory requirements
	6.2	Food for menu items is correctly identified
	6.3	Oven temperatures are set at appropriate levels and food is transferred at appropriate times in accordance with workplace procedures and recipes, and food hygiene regulatory requirements
	6.4	Food is monitored to ensure food quality is in accordance with workplace procedures
	6.5	Sufficient supplies of clean, undamaged crockery are made

- 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
- 7 Carry out galley service**
- 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 food service
- 7.4 Quality of food items is regularly monitored in accordance with workplace procedures and appropriate action is taken as required
- 7.5 Towels are prepared hygienically at appropriate times 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
- 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, manufacturer 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 is ordered as required to meet passenger load requirements for next sector
 - 9.3 Appropriate action is taken to ensure 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 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

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.

Unit Mapping Information

This unit replaces and is equivalent to AVII3002B Carry out food preparation and 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 AVII3002 Carry out food preparation and 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 and performance criteria 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
- 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
- interpreting and following operational instructions and prioritising work
- 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
- 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 and performance criteria and include knowledge of:

- airline standards for food preparation and galley service
- features of galley and equipment for various types of aircraft
- galley service procedures
- menus and food presentation requirements for various classes of air travel service offered by airlines
- principles of food preparation and galley service
- problems that may occur when carrying out food preparation and galley service and appropriate action that should be taken in each case
- procedures for cleaning galley and equipment and disposing of waste
- relevant airline administrative procedures and related documentation
- relevant information/documents:
 - airline procedures, instructions and job specifications
 - checklist and procedures for pre-landing galley operations
 - food preparation and service standards
 - food preparation procedures
 - galley administrative and feedback documentation
 - galley service and cleaning checklists and procedures
 - galley equipment operational manuals
 - hygiene, quarantine and environmental procedures and regulations
 - manufacturer instructions for cleaning equipment and materials
 - meal menus
 - passenger manifests and checklists
 - pre-landing checklists and procedures
 - stock inventory and ordering documentation
- risks that exist when carrying out food preparation and galley service and related risk control procedures and precautions.

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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