



Australian Government

AVII3010 Carry out aircraft business and first class meal and non-alcoholic beverage service

Release: 1

AVII3010 Carry out aircraft business and first class meal and non-alcoholic beverage service

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 aircraft business and first class meal and non-alcoholic beverage service, in compliance with relevant regulatory requirements of national operating standards.

It includes preparing for meal service; preparing, laying and setting tables; and cleaning, preparing and displaying mobile service unit. It also includes describing food and dishes to passengers, advising passengers about non-alcoholic beverage selection, and plating and serving a range of foods from a mobile service unit. It also includes working in cooperation with galley operator, rectifying spillages, clearing and re-laying tables, resetting mobile service units, and handling passenger complaints.

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 Prepare for meal service	1.1 Food is prepared hygienically in accordance with workplace procedures and regulatory requirements 1.2 Equipment used in food preparation is maintained in a safe and hygienic condition at all times in accordance with workplace procedures and regulatory requirements 1.3 Equipment, implements and utensils are used in a safe manner throughout the preparation and serving of food or dishes 1.4 Work practices and methods of service adopted during meal service operations is in accordance with workplace procedures and standards, ensuring the safety of staff and passengers 1.5 Menus and wine lists are sourced and consulted on to ensure product knowledge
2 Prepare, lay and set tables	2.1 Tables are laid and set with appropriate cloths in accordance with workplace procedures and standards 2.2 Tables are prepared to workplace standards, with the appropriate equipment and utensils for a given menu
3 Clean, prepare and display mobile service unit	3.1 Mobile service unit is checked to ensure it is cleaned to workplace standards in preparation for service 3.2 Mobile service unit equipment is checked to ensure it is clean and serviceable 3.3 Items for salad preparation and garnishing are prepared and displayed on mobile service unit in accordance with workplace procedures and customer service standards 3.4 Mobile service unit is set up in accordance with regulatory requirements, and workplace procedures and standards

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| 4 Advise passengers about food and non-alcoholic beverage selection | 4.1 | Dish names and specialities are explained to passengers |
| | 4.2 | Ingredients of dishes and preparation methods are explained and shown to passengers to assist them in selecting dishes appropriately relative to their dietary requirements, as required |
| | 4.3 | Appropriate advice is politely given to passengers to assist them in selecting non-alcoholic beverages at the appropriate time |
| 5 Plate and serve a range of foods from mobile service unit | 5.1 | Appropriate portions of foods are correctly positioned on plates in accordance with workplace procedures and standards prior to leaving the galley |
| | 5.2 | Appropriate accompaniments are selected to suit passenger meal choice |
| | 5.3 | Meal choice is presented to passenger in accordance with regulatory requirements, and workplace procedures and standards |
| 6 Work in cooperation with galley operator | 6.1 | Liaison with galley staff is established and maintained to ensure correct preparation, presentation and timing of meals and meal service to passengers is appropriately adjusted as required |
| | 6.2 | Appropriate relationship is established and maintained with galley operator and cabin operators to ensure service is maintained correctly |
| 7 Rectify spillages, clear and re-lay table | 7.1 | Spillages are promptly identified and dealt with in accordance with workplace procedures and standards |
| | 7.2 | Spilt food/beverage is replaced as required with minimum disruption to passengers and crew |
| | 7.3 | Debris is removed and linen is changed safely and promptly after spillage |
| | 7.4 | Passenger needs are attended to in a polite and friendly manner in accordance with workplace procedures and standards |
| | 7.5 | Tables are cleaned, set and re-laid as required after completion of meals ensuring minimum disruption to passenger |
| 8 Reset mobile service | 8.1 | Mobile service unit is cleaned at appropriate time in |

unit		accordance with workplace procedures and standards
	8.2	Mobile service unit is reset correctly with appropriate equipment
	8.3	Mobile service unit is restocked correctly with clean equipment, utensils and linen in accordance with regulatory requirements, and workplace procedures and standards
9 Handle passenger complaints	9.1	Compliments on service or meals are received promptly and in a courteous manner from passengers
	9.2	Passenger complaints are handled in a timely and courteous manner in accordance with workplace procedures and standards
	9.3	Passengers are advised about action that will be taken in response to their complaints
	9.4	Appropriate follow-up action is taken and passenger satisfaction is checked 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 AVII3010B Carry out aircraft business/first class meal beverage service.

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 AVII3010 Carry out aircraft business and first class meal and non-alcoholic beverage service

Modification History

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package.

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 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 procedures and standards for providing a business and first class meal and non-alcoholic beverage service on an aircraft
- features and characteristics of various types and styles of food and non-alcoholic beverages served in business and first class on aircraft
- hygiene and safety issues relevant to food and beverage service
- principles of customer service
- problems that may occur when providing a meal and beverage service on an aircraft and appropriate action that should be taken in each case
- relevant information/documents:
 - airline food and non-alcoholic beverage service procedures and checklists
 - airline procedures, instructions and job specifications
 - food and beverage service checklists
 - relevant regulatory requirements for serving food and non-alcoholic beverages on aircraft
- relevant WHS/OHS, hygiene and environmental procedures and regulations
- risks that exist when providing a meal and beverage service on an aircraft and related risk control procedures and precautions
- typical service flows within an aircraft food and 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.

Links

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