



**Australian Government**

# **Assessment Requirements for SITHFAB026 Provide room service**

**Release: 1**

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## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- process each of the following types of room service orders to meet guest requests on at least three different occasions:
  - breakfast order
  - lunch order from an à la carte menu
  - dinner order from an à la carte menu
- provide room service for above room service orders within commercial timeframes and according to guest requirements
- follow procedures to organisational standards when providing room service on each of the above occasions:
  - knocking and announcing department
  - greeting guests when opening
  - asking for permission to enter
- provide the following types of service at least once each when providing above room service to guests:
  - tray service
  - trolley service
- handle the following room service situations on at least one occasion when providing above room service to guests:
  - dealing with non-responsive rooms
  - dealing with guests where it is unsafe or inappropriate to enter a room.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- food safety practices for providing room service
- organisational customer service standards for room service
- types of basic information required by guests:
  - menu choices and options
  - description of meal or food and beverage items
  - cost of items

- ordering and service procedures for processing and delivering room service items
- organisational processes for taking non-standard orders:
  - orders that add or omit ingredients
  - orders that respond to specific dietary requirements
- room locations within the establishment
- product knowledge of the room service menu and beverage list.

## Assessment Conditions

Skills must be demonstrated in an accommodation business where room service is provided. This can be:

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- small equipment:
  - bill presenter or bill tray
  - cutlery, crockery, service-ware and glassware
  - linen
  - serving trays and lids
  - trolley
  - warming equipment
- customers to whom room service is delivered. These can be:
  - customers in an industry workplace during the assessment process; or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors and have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>