Assessment Requirements for SITHIND003 Use hospitality skills effectively

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:

- integrate technical skills and provide hospitality service to customers for a minimum of 12 complete service periods (shifts) that individually or in combination involve:
  - interacting with and positively responding to diverse demands and requests of multiple customers throughout the service periods
  - working with speed and efficiency to deal with numerous service and operational tasks simultaneously
  - identifying issues and problems, referring to supervisor when appropriate, and participating in their resolution
  - working cooperatively as part of a service team, and taking limited responsibility for the service process, workflow and own work outcomes.

Knowledge Evidence

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

- basic organisational information:
  - availability of products, services and specials
  - menus and beverage lists
  - current promotions, events and entertainment
  - details of expected business, customer requirements and scheduling
  - event or function running sheets
  - job role and tasks to be performed
  - local area and venue facilities
  - policies and procedures
  - staff rosters
  - verbal or written advice affecting job performance and service requirements
- information relevant to customers:
  - current promotions, events and entertainment
  - customer loyalty programs
  - food menu options and specials

- gaming facilities
- hotel facilities:
  - gymnasiums and health facilities
  - in-room services
  - laundry services
  - room service
- local area and venue facilities
- lost and found services
- membership benefits
- prices of products and services
- prize nights and special events
- product knowledge of food, alcoholic and non-alcoholic beverages
- raffles
- wine and cocktail drink list choices and specials
- common operational tasks:
  - communicating orders to the kitchen
  - ordering stock
  - preparing rooms for guests
  - processing financial transactions
  - providing porting services
  - selling and preparing drinks
  - selling gaming tickets
  - serving food and beverage
  - taking orders
- end of shift procedures:
  - cleaning work areas and equipment
  - debriefing session and quality service reviews
  - preparing for the next service period
  - restocking
  - safely storing products, equipment and materials
- roles and responsibilities of service team members
- organisational policies and procedures for:
  - administration and reporting relating to:
    - completing financial transactions
    - completing work plans and schedules
    - handover
  - hygiene, health, safety and security:
    - completing incident, work health and safety (WHS) and maintenance reports
  - customer service
  - complaint handling.

Assessment Conditions

Skills must be demonstrated in an operational hospitality environment. This can be:

- an industry workplace
- a simulated industry environment, such as training in a:
  - restaurant/cafe environment
  - accommodation services environment
  - housekeeping environment
  - gaming operations environment.

Assessment must ensure access to:

- industry realistic ratios of service staff to customers
- products and services to be delivered to customers.

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