



Australian Government

Department of Education, Employment and Workplace Relations

SITXCCS004A Provide club reception services

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide reception services within a licensed club environment. It requires the ability to deliver quality customer service while assisting customers to comply with club and legislative requirements.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all types of licensed club venues, such as sporting clubs, entertainment clubs, social clubs, workers' clubs and Returned and Services League (RSL) clubs.

Frontline customer service personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for providing club reception services. They would require considerable product knowledge of all aspects of the club venue and could apply discretion and judgement within predefined organisational reception service procedures. Common job roles would include club receptionist, front desk receptionist and doorman.

Club membership conditions, club rules, and dress and age regulations will vary according to the particular club and state or territory legislative requirements. It is critical that assessment is contextualised to meet the requirements of the specific state or territory legislation and the particular needs of the organisation and job role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
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ELEMENT	PERFORMANCE CRITERIA
1 Provide information on club services and process memberships.	<ul style="list-style-type: none">1.1 Provide advice and information on <i>club services and facilities</i> to customers and club members as required.1.2 Explain club membership and club rules clearly, correctly and politely to the public and to members.1.3 Clearly explain membership application forms to applicants and assist them to complete forms if required.1.4 Issue correct membership badges or cards.1.5 Check membership records to verify membership.1.6 Use <i>club reception technology</i> to assist with the provision of services to members.
2 Monitor entry to club.	<ul style="list-style-type: none">2.1 Check membership badges or cards upon entry to the club.2.2 Assist guests to sign in according to government and organisation requirements.2.3 Check that members and guests comply with dress and age regulations, according to organisation policy.2.4 In a polite manner, inform members and guests who do not comply with dress regulations that entry is not permitted.2.5 Refer disputes over club entry to security, supervisor or other relevant person according to organisation policy.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- high-level communication and customer service skills for dealing tactfully and politely with customers
- literacy skills to read documents such as club membership cards, membership database records, ID cards, proof of age cards and driver's licences
- writing skills to assist customers to complete membership application forms, temporary and guest membership forms and to issue membership badges
- numeracy skills to calculate and explain membership costs.

The following knowledge must be assessed as part of this unit:

- broad and working knowledge of club and licensing laws that relate to entry requirements for customers and dress regulations
- in-depth knowledge of particular club membership rules, conditions, benefits, entitlements and costs
- in-depth knowledge of the particular club services and facilities.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to offer courteous and friendly service to members and guests within the confines of the club rules and legislative requirements
- ability to accurately monitor the entry of club members and guests and issue necessary documentation within typical workplace time constraints and to allow for the efficient flow of people through reception to the club

EVIDENCE GUIDE

facilities

- knowledge of club rules and legislative requirements for entry into the club
- ability to process a range of different customer enquiries, membership applications and temporary membership forms, to meet different customer needs and on multiple occasions.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic club reception environment using appropriate telephones, computers, printers and public address systems
- access to current club regulatory documents distributed by state or territory licensing agencies such as plain English legislative publications that outline club entry requirements
- use of current club documents outlining policies, procedures, club facilities, membership benefits, costs and dress regulations
- interaction with others to demonstrate the interpersonal communication requirements of the unit.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to provide club reception services. The following examples are appropriate for this unit:

- direct observation of the candidate interacting with customers and providing accurate membership and regulatory information and using club reception technology to assist
- role-play to assess ability to provide appropriate customer service
- activities to allow the processing of different types of membership applications and club entry documents
- oral and written questions on club facilities, membership benefits and costs, rules and legislative requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXCOM001A Work with colleagues and customers
- SITXCCS001A Provide visitor information.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work

RANGE STATEMENT

environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Club services and facilities will vary according to the particular club, and may include:

- restaurants and cafes
- gaming facilities
- shows and attractions
- prize nights and special events
- games and sporting facilities
- gymnasiums and health facilities
- member clubs and associations
- computer rooms and internet facilities
- community courses and training programs
- member benefits.

Club reception technology may include:

- telephones
- internal public address system
- membership database
- membership badge production equipment
- scanning equipment for temporary membership documents.

Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field

Client and Customer Service