



Australian Government

Assessment Requirements for CUAFOH501 Manage front of house services

Release: 2

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Modification History

Release	Comments
Release 2	This version released with CUA Creative Arts and Culture Training Package version 2.0. Updated assessment conditions section. Updated modification history section to reflect changed name of training package.
Release 1	This version first released with CUA Creative Arts and Culture Training Package version 1.0.

Performance Evidence

Evidence of the ability to:

- manage the following front of house services on at least two occasions:
 - all aspects of preparing a venue
 - briefing and supervising staff
 - closing a venue
- resolve problems that typically arise in the context of managing front of house services
- work cooperatively with others.

Note: If a specific volume or frequency is not stated, then evidence must be provided for each of the above points at least once.

Knowledge Evidence

To complete the unit requirements the individual must:

- suggest ways to address issues and challenges that typically arise in the context of managing front of house services
- explain operational procedures for the following front of house services:
 - box office
 - cloakroom
 - food and beverage outlets
 - merchandising store or stand
- explain organisational policies and procedures in relation to:
 - emergency evacuation

- incident reporting
- refunds and exchanges
- staff reporting mechanisms
- venue opening and closing.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in creative arts industry environments. The assessment environment must include access to a venue and a team of operational front of house personnel.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational educational and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1db201d9-4006-4430-839f-382ef6b803d5>