CUAFOH501 Manage front of house services

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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.

Application

This unit describes the performance outcomes, skills and knowledge required to manage front of house services at venues during performances or events.

Individuals who apply these skills are expected to display a high level of initiative, judgement and responsibility as they coordinate the set-up of venues prior to performances and manage on-site customer service.

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

Unit Sector

Media and entertainment production – front of house

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. Supervise the set-up of venues	1.1 Liaise with relevant personnel and check that required front of house services have been arranged
	1.2 Check that all aspects of venue set-up, facilities and equipment minimise risk of injury to patrons and allow easy access for people with disabilities
	1.3 Take prompt action to rectify situations that could potentially disrupt services during operating hours

	1.4 Provide briefings, as required, to personnel prior to opening venues 1.5 Open venues at scheduled opening times
2. Monitor front of house services	2.1 Monitor the provision of services and take prompt action to resolve problems as they arise 2.2 Take responsibility for the resolution of escalated problems or complaints 2.3 Greet VIP patrons and provide special assistance as required 2.4 Make clear and accurate public announcements as required 2.5 Liaise with back of house to maximise quality of service to patrons 2.6 Assist with the workflow of service personnel as required 2.7 Ensure that all work is undertaken according to safety and security procedures 2.8 Close and secure venue according to organisational procedures
3. Evaluate front of house services	3.1 Complete and distribute documentation relating to service operation, including management reports 3.2 Involve team members in evaluations of front of house services and modify procedures as required 3.3 Contribute to evaluations of venue services and implement recommendations aimed at improving overall effectiveness of front of house services

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Writing	3.1	• Prepares workplace documentation and reports
Oral communication	1.1, 1.4, 2.2, 2.3 2.4, 2.5, 3.2, 3.3	• Seeks the views and opinions of others • Obtains information by listening and questioning • Discusses ideas and solutions • Uses clear language to contribute information and express requirements

Navigate the world of work	1.5, 2.7, 2.8	- Works independently and collectively with a strong sense of responsibility for goals, plans, decisions and outcomes - Identifies changes that would improve collective outcomes - Takes responsibility for ensuring that workplace procedures are followed
Interact with others	1.1, 1.4, 2.2, 2.3 2.4, 2.5, 2.6, 3.1, 3.2, 3.3	- Adapts tone and language as required to resolve misunderstandings - Uses language, tone and non-verbal behaviour appropriate for interacting with people from a range of social and cultural backgrounds - Builds rapport in order to establish effective work relationships
Get the work done	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.8, 3.1, 3.2, 3.3	- Systematically monitors the functioning of all aspects of front of house services - Responds to problems requiring immediate attention, drawing on past experience to devise solutions - Recognises the potential of new approaches to enhance work practices - Implements improvements based on outcome of evaluations of front of house services - Uses standard word processing and spreadsheet applications to prepare workplace documentation

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
CUAFOH501 Manage front of house services (Release 2)	CUAFOH501 Manage front of house services (Release 1)	Updated assessment conditions section. Updated modification history section to reflect changed name of training package.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1db201d9-4006-4430-839f-382ef6b803d5