



Australian Government

Assessment Requirements for CUAFOH511 Manage front of house services

Release: 1

Assessment Requirements for CUAFOH511 Manage front of house services

Modification History

Release	Comments
Release 1	This version released with CUA Creative Arts and Culture Training Package version 4.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements and performance criteria of this unit; including 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
 - interacting with patrons
 - monitoring front of house services during opening
 - closing a venue
- resolve problems that typically arise in the context of managing front of house services
- review performance of venue and front of house service and implement any improvements identified
- 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

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes:

- key issues and challenges that typically arise in the context of managing front of house services
- operational procedures for the following front of house services:
 - box office
 - cloakroom
 - food and beverage outlets
 - merchandising store or stand

- workplace policies and procedures in relation to:
 - emergency evacuation
 - incident reporting
 - refunds and exchanges
 - staff reporting mechanisms
 - venue opening and closing
- appropriate communication techniques and language, including interaction with cross-cultural groups and people with disabilities.
-

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 Volumes are available from VETNet -

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