



**Australian Government**

# **Assessment Requirements for SITHACS006 Provide valet service**

**Release: 1**

# Assessment Requirements for SIT HACS006 Provide valet service

## 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:

- respond to requests from at least six different clients for each of the following:
  - organisation of bookings or arrangements for services
  - provision of recommendations for accessing services listed in the knowledge evidence
  - parking or retrieval of a vehicle
  - care and maintenance of client property
- demonstrate the following professional valet services and standards:
  - effective communication to determine guest needs
  - organisational personal hygiene, presentation and grooming requirements.

## Knowledge Evidence

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

- communication techniques for building rapport and establishing client needs and preferences
- current expectations of valet or butler service in the Australian hospitality industry:
  - scope of valet or butler services
  - organisations that offer valet or butler services
- services provided by valets or butlers:
  - restaurant or theatre bookings
  - room service
  - special function arrangements
  - travel or tour arrangements
  - provision of recommendations for accessing services:
    - hairdressing
    - medical
    - legal
    - shopping
  - parking or retrieval of a vehicle
  - care and maintenance of client property:
    - living environment

- luggage
- clothing
- etiquette, protocols and standards for professional valets:
  - confidentiality and privacy
  - grooming and personal hygiene
  - dealing with VIP guests
- packing and unpacking techniques for clothing and other personal items
- sewing techniques for minor clothing repairs
- shoe cleaning methods and cleaning agents for different shoe materials.

## Assessment Conditions

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

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- laundering equipment:
  - hangers
  - irons
  - ironing boards
- cleaning agents and chemicals:
  - deodorisers
  - disinfectants
  - shoe cleaning supplies
  - spot cleaning agents
- clothing and other personal items:
  - coats
  - jackets
  - shirts
  - skirts
  - shoes
  - trousers
- personal protective clothing:
  - aprons
  - gloves
- sewing equipment:
  - needle
  - threads of varying colours

- shoes requiring cleaning
- clothing requiring cleaning or minor repairs
- guests with whom the individual can interact; these can be:
  - guests in an industry workplace who are assisted by the individual during the assessment process; or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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>