SITHACS008 Provide accommodation reception services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to check guests in and out of commercial accommodation establishments. It requires the ability to check daily arrivals, allocate rooms and complete relevant documentation.

The unit applies to all types of commercial accommodation, and to individuals who staff the reception area. They use established procedures and systems under some supervision, but the customer service nature of the role means they apply some discretion and judgment in their interaction with guests.

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

Pre-requisite Unit

Nil

Competency Field

Accommodation Services

Unit Sector

Hospitality

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. Prepare for guest arrival.	1.1. Prepare and check reception area and equipment. 1.2. Check and review daily arrival details. 1.3. Allocate rooms according to guest requirements and organisational policy. 1.4. Follow-up and confirm uncertain arrivals or reservations. 1.5. Compile and distribute accurate arrivals information to relevant colleagues, including special situations or requests.

2. Welcome and register guests.	2.1. Welcome guests courteously, confirm *reservation details* and seek opportunities to upsell when appropriate.
	2.2. Complete registration procedures according to organisational security requirements.
	2.3. Follow *accounting procedures.*
	2.4. Provide arrival information as required to guests.
	2.5. Follow organisational procedures where rooms are not immediately available or overbooking has occurred, in order to minimise guest inconvenience.
	2.6. Monitor activity against expected arrivals and report deviations.
3. Organise guest departure.	3.1. Review and check accuracy of departure lists.
	3.2. Seek information on departing guests from other departments in a timely manner to facilitate preparation of account.
	3.3. Generate guest accounts and check for accuracy.
	3.4. Explain account clearly and courteously and process payments.
	3.5. Recover and process keys or electronic cards.
	3.6. Action or refer guest requests for departure assistance.
	3.7. Process express checkouts according to organisational procedures as required.
	3.8. Follow procedures for group checkout.
4. Prepare front office records and reports.	4.1. Prepare and update *front office records* within designated timelines.
	4.2. Follow organisational policy in regard to room changes, no-shows, extensions and early departures.
	4.3. Distribute reports and records to the appropriate departments within designated timelines.
	4.4. Reduce waste by minimising use of printed materials.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Writing skills to	• record guest and accounting information in front office systems.
Oral communication skills to:	• interact positively with guests.
Numeracy skills to:	• respond to queries regarding guest accounts and service charges.

| Technology skills to: | • enter and retrieve information using computerised front office systems and software. |

Range of Conditions

Specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Reservation details must include:	• arrival and departure times • length of stay • payment details • personal details • rates and discounts • special requests • type of accommodation and bed configuration.
Accounting procedures must include procedures for:	• credit card payments • deposits • group rates • issuing receipts • pre-payments • vouchers and discount rates • credit card payments.
Front office records must include:	• arrival and departure lists • lost and found information • occupancy reports.

Unit Mapping Information

SITHACS303 Provide accommodation reception services

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694