



Australian Government

SITHACS013 Provide porter services

Release: 1

SITHACS013 Provide porter services

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide porter services in commercial accommodation establishments. It requires the ability to check and plan for daily arrivals, assist guests with luggage and provide ancillary services for guests.

The unit applies to frontline service personnel in commercial accommodation venues. Porter services are usually associated with dedicated bell desk or concierge roles in larger venues. In smaller venues, reception or other staff provide these services. People working under supervision undertake this function, though the unit may also be relevant to owner-operators of small businesses.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

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

Elements describe the essential outcomes

1. Handle guest arrivals and departures.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Review and plan for expected daily arrivals, special requests or major guest movements.
- 1.2. Welcome guests and direct to check-in area.
- 1.3. Escort guests to rooms and explain and promote

- organisation and room features.
2. Handle guest luggage.
 - 2.1. Assist guests with luggage and luggage storage according to organisational policies and procedures and security requirements.
 - 2.2. Safely transport and deliver guest luggage to correct locations within appropriate timeframes using safe manual handling techniques and moving equipment as required.
 - 2.3. Track lost luggage within the venue and take steps to locate and deliver to guest or correct location.
 3. Respond to requests for ancillary services.
 - 3.1. Provide ancillary services according to organisational procedures.
 - 3.2. Liaise with colleagues in other departments where appropriate to ensure effective response to service requests.

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.

DESCRIPTION

SKILLS

- | | |
|------------------------------------|---|
| Reading skills to: | <ul style="list-style-type: none"> • interpret: <ul style="list-style-type: none"> • luggage identification labels • storage and security procedures • reservation data and rooming lists. |
| Oral communication skills to: | <ul style="list-style-type: none"> • explain organisation and room features to guests • interact with guests from socially and culturally diverse environments. |
| Numeracy skills to: | <ul style="list-style-type: none"> • count multiple luggage items and reconcile against operational documentation. |
| Planning and organising skills to: | <ul style="list-style-type: none"> • move and store luggage in a logical and efficient way. |

Unit Mapping Information

Supersedes and is equivalent to SITHACS005 Provide porter services.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>