



**Australian Government**

# **SITHACS014 Provide valet services**

**Release: 1**

# SITHACS014 Provide valet services

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to provide specialist valet or butler services. It requires the use of well-developed interpersonal communication skills plus the ability to care for client property and arrange personalised services.

The unit applies to individuals who provide personalised valet or butler services to clients, usually in commercial accommodation establishments. They work independently with limited guidance from others.

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. Display professional valet standards.

### PERFORMANCE CRITERIA

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

- 1.1. Build rapport with clients through effective interpersonal communication.
- 1.2. Identify individual client needs and preferences and provide personalised service in line with professional valet standards.
- 1.3. Anticipate potential client needs where possible and pro-actively identify and resolve problems.

- 1.4. Agree on scope of required services with client.
- 1.5. Follow grooming and communication protocols, according to organisational standards.
- 1.6. Maintain confidentiality about client property and activities.
2. Care for client property.
  - 2.1. Unpack, store and pack luggage according to instructions.
  - 2.2. Prepare and present clothes appropriately, ready for use.
  - 2.3. Clean shoes using suitable cleaning agents.
  - 2.4. Make or organise repairs to personal items as required.
  - 2.5. Organise other property as agreed with client.
3. Arrange services for clients.
  - 3.1. Proactively offer information and advice about special services and benefits to ensure maximum take-up and profitability of stay.
  - 3.2. Offer and provide assistance in organising services to meet individual needs and requests.
  - 3.3. Confirm details of services with clients.
  - 3.4. Monitor and adjust services to ensure client needs are met.
  - 3.5. Maintain accurate records of services according to organisational procedures.

## 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                                                                                                                                           |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading skills to:                   | <ul style="list-style-type: none"> <li>interpret product and service information.</li> </ul>                                                          |
| Learning skills to:                  | <ul style="list-style-type: none"> <li>access relevant resources to locate and plan goods and services that meet client needs.</li> </ul>             |
| Initiative and enterprise skills to: | <ul style="list-style-type: none"> <li>ensure continuity of service</li> <li>respond flexibly to unplanned or changed client requirements.</li> </ul> |
| Planning and organising skills to:   | <ul style="list-style-type: none"> <li>maintain and care for client property</li> <li>ensure necessary tasks are organised thoroughly.</li> </ul>     |
| Technology skills to:                | <ul style="list-style-type: none"> <li>source a range of information online within required timeframes.</li> </ul>                                    |

## Unit Mapping Information

Supersedes and is equivalent to SITHACS006 Provide valet services.

## Links

Companion Volume implementation guides are found in VETNet -

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