



Australian Government

Assessment Requirements for SITHFAB006 Provide room service

Release: 1

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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:

- process each of the following types of room service orders to meet guest requests on at least three different occasions:
 - breakfast order
 - lunch order from an à la carte menu
 - dinner order from an à la carte menu
- provide room service for above room service orders within commercial timeframes and according to guest requirements
- demonstrate the following procedures to organisational standards when providing room service on each of the above occasions:
 - knocking and announcing department
 - greeting guests when opening
 - asking for permission to enter
- demonstrate ability to provide the following types of service at least twice each when providing room service to guests:
 - tray service
 - trolley service
- explain process for handling the following room service situations:
 - dealing with non-responsive rooms
 - dealing with guests where it is unsafe or inappropriate to enter a room.

Knowledge Evidence

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

- food safety practices for providing room service
- organisational customer service standards for room service
- types of basic information required by guests:
 - menu choices and options
 - description of meal or food and beverage items
 - cost of items
- ordering and service procedures for processing and delivering room service items

- organisational processes for taking non-standard orders:
 - orders that add or omit ingredients
 - orders that respond to specific dietary requirements
- room locations within the establishment
- product knowledge of the room service menu and beverage list.

Assessment Conditions

Skills must be demonstrated in a hospitality accommodation business for which room service is provided. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- small equipment:
 - bill presenter or bill tray
 - coffee plunger
 - cutlery, crockery and glassware
 - linen
 - promotional material
 - serving trays and lids
 - tea and coffee pots
 - toasters
 - trolleys
 - warming equipment
 - serving utensils
 - ice buckets
- customers to whom room service is delivered; these can be:
 - customers in an industry workplace 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>