



Australian Government

SITHIND004 Work effectively in hospitality service

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work effectively in a hospitality environment and provide service to customers during service periods.

It requires the ability to integrate a range of individual technical skills while dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers. It incorporates preparation, service and end of service tasks.

The unit applies individuals working in a range of different departments such as accommodation services, food and beverage, gaming operations and housekeeping, in various hospitality industry settings, including bars, hotels, cafes, restaurants, clubs, pubs and motels.

It applies to those frontline service personnel who deal directly with customers on a daily basis and who operate with some level of independence and under limited supervision.

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

Pre-requisite Unit

Nil

Competency Field

Working in Industry

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.

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| 1. Prepare for service. | <ul style="list-style-type: none"> 1.1. Plan and organise tasks from organisational information. 1.2. Develop and review work schedules and liaise with team members to confirm and inform others of service requirements. 1.3. Prepare work area, equipment and supplies according to procedures to meet service requirements. |
| 2. Provide service. | <ul style="list-style-type: none"> 2.1. Provide quality customer service, using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery. 2.2. Offer relevant customer information on products and services. 2.3. Assist customer with choices that meet individual needs, special requests and cultural requirements. 2.4. Proactively promote, upsell and cross-sell products and services according to organisational procedures. 2.5. Resolve complaints within scope of own responsibility and use appropriate communication techniques to deal with conflict. |
| 3. Complete operational tasks. | <ul style="list-style-type: none"> 3.1. Follow work schedules and work cooperatively as part of a team to maximise efficiency. 3.2. Follow workplace safety and hygiene procedures. 3.3. Maintain cleanliness and tidiness of work areas. 3.4. Use organisational procedures and technology for operational tasks. 3.5. Identify and anticipate operational problems and take action to minimise the effect on customer satisfaction. |
| 4. Complete end of shift duties. | <ul style="list-style-type: none"> 4.1. Follow end of shift procedures. 4.2. Complete administration and reporting requirements. 4.3. Participate in debriefing and handover sessions with colleagues and suggest service improvements. |

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:
- interpret and follow a range of organisational procedures and work schedules.
- Oral communication skills to:
- liaise with other team members about service requirements
 - listen and respond to diverse range of customer requests and complaints, asking questions to clarify and confirm.
- Learning skills to:
- locate key information on organisational products and services.
- Teamwork skills to:
- work cooperatively as part of a team and provide advice and support as required.
- Self-management skills to:
- integrate all technical skills within the whole service period, throughout preparation, service, and end of shift duties.
- Technology skills to:
- use a variety of equipment for day-to-day work activities.

Unit Mapping Information

SITHIND301 Work effectively in hospitality service

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899df092694>