



Australian Government

SITHIND007 Use hospitality skills effectively

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide effective hospitality 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. A service period incorporates preparation, service and end of service tasks.

The unit applies to 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 frontline operational service personnel who deal directly with customers on a daily basis. They work with very little independence and under close supervision, applying little discretion and judgement as they follow predefined organisational procedures and report discrepancies to a higher level staff member for action.

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

Working in Industry

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

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

1. Prepare for service.
 - 1.1. Plan and organise work tasks from organisational information.
 - 1.2. Discuss and confirm service requirements with supervisor as required.
 - 1.3. Prepare work area, equipment and supplies according to procedures to meet service requirements.
2. Provide service.
 - 2.1. Greet customers courteously and determine their requirements for products and services.
 - 2.2. Offer relevant customer information and promote products and services according to organisational procedures.
 - 2.3. Interact with customers using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery.
 - 2.4. Resolve routine customer problems within scope of own responsibility and according to organisational policy.
3. Complete operational tasks.
 - 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 to complete operational tasks.
 - 3.5. Identify problems and report operational issues as they arise.
4. Complete end of shift duties.
 - 4.1 Follow end of shift procedures.
 - 4.2. Complete administration and reporting requirements.
 - 4.3. Provide customer feedback to relevant supervisors or managers.

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:

- read organisational policies, procedures and work schedules.

Oral communication skills to:

- listen to and interpret customer requests and describe products and services.

Numeracy skills to:

- basic mathematics to calculate costs
- record or process financial transactions.

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| Teamwork skills to: | • work cooperatively to achieve outcomes. |
| Learning skills to: | • locate key information on organisational products and services. |
| 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

Supersedes and is equivalent to SITHIND003 Use hospitality skills effectively.

Links

Companion Volume implementation guides are found in VETNet -

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