



**Australian Government**

# **SITXCCS002 Provide visitor information**

**Release: 1**

## SITXCCS002 Provide visitor information

### Modification History

Not applicable.

### Application

This unit describes the performance outcomes, skills and knowledge required to access general information on facilities, products and services available in the local area and to provide this to visitors.

The unit applies to frontline service personnel working in a range of tourism, travel, hospitality, entertainment and cultural contexts. Information is often provided face-to-face, but may be by telephone or other remote mechanisms.

It applies to frontline service personnel who routinely respond to visitor requests for general local area information. They may be working independently or with guidance from others in restaurants, hotels, wineries, attractions, entertainment venues, tour operations, visitor information centres and at tour desks.

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

### Pre-requisite Unit

Nil

### Competency Field

Client and Customer Service

### Unit Sector

Cross-Sector

### Elements and Performance Criteria

Elements describe the essential outcomes.

1. Access and update visitor information.

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

- 1.1. Identify and access sources of visitor information.
- 1.2. Obtain general information on local facilities, products and services to meet different visitor needs.
- 1.3. Share information with colleagues to support the efficiency and quality of service.
- 1.4. Identify and use *opportunities to update and maintain*

***local area knowledge.***

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| 2. Provide information to visitors.        | 2.1. Identify specific information and assistance needs of visitors, including those with special needs.<br>2.2. Provide appropriate scope and depth of information to meet visitor needs.<br>2.3. Identify and use opportunities to promote internal products and services. |
| 3. Seek feedback on information provision. | 3.1. Proactively seek visitor feedback to ensure required information has been provided.<br>3.2. Follow procedures for any formal visitor evaluation.<br>3.3. Provide information on visitor feedback to relevant colleagues.  |

**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.

<b>SKILLS</b>	<b>DESCRIPTION</b>
Reading skills to:	<ul style="list-style-type: none"> <li>• interpret sometimes detailed product and local area information</li> <li>• research, sort and use relevant information.</li> </ul>
Writing skills to:	<ul style="list-style-type: none"> <li>• record simple notes and basic information on local facilities, products and services for visitors.</li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>• listen and respond to range of visitor requests, asking questions to clarify and confirm.</li> </ul>
Learning skills to:	<ul style="list-style-type: none"> <li>• review own knowledge of information required to assist visitors and participate in activities that continuously update it.</li> </ul>

**Range of Conditions**

Specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Range is restricted to essential operating conditions and any other variables essential to the work environment.

- Opportunities to update and maintain local area knowledge*** must include at least four of the following:
- informal discussions with colleagues and visitors
  - internal newsletters and external

- promotional material
- local information centre
- participating in local familiarisation tours
- local media: newspaper, radio and television
- personal observation or exploration
- principal or supplier of the product or service
- staff noticeboards
- team meetings.

## Unit Mapping Information

SITXCCS201 Provide visitor information

## Links

Companion Volume implementation guides are found in VETNet -

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