



Australian Government

SITXCCS013 Provide club reception services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide reception services in a licensed club environment. It requires the ability to deliver quality customer service while assisting customers to comply with club and legislative licensing requirements.

The unit applies to all types of licensed clubs, including sporting, entertainment, social, workers' and Returned and Services League (RSL) clubs.

It applies to frontline customer service personnel who operate with some level of independence and under limited supervision. This includes club receptionists, front desk receptionists and doorpersons.

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

Client and Customer Service

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Provide information on club services and process memberships.

PERFORMANCE CRITERIA

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

- 1.1. Provide advice and information on club services and facilities to members, guests and visitors.
- 1.2. Explain membership requirements and rules to members, guests and visitors in a professional manner.

- 1.3. Explain membership application forms to applicants and assist with form completion.
 - 1.4. Calculate and process membership payments.
 - 1.5. Issue correct proof of membership documentation.
 - 1.6. Use club reception technology to assist with providing services to members and guests.
2. Monitor entry to club.
 - 2.1. Check proof of membership upon entry to the club.
 - 2.2. Assist guests and visitors to sign in according to government and organisational requirements.
 - 2.3. Check member, guest and visitor compliance with dress and age regulations.
 - 2.4. Refuse entry to non-compliant members, guests and visitors.
 - 2.5. Escalate disputes over club entry to security, supervisor or other relevant person according to organisational policy.

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"> • recognise club membership, identification (ID) and proof of age documents • interpret and follow in-house policies and procedures • locate information in membership database records.
Writing skills to:	<ul style="list-style-type: none"> • enter information legibly into membership application forms.
Oral communication skills to:	<ul style="list-style-type: none"> • discuss club entry matters with members and guests in a professional manner.
Numeracy skills to	<ul style="list-style-type: none"> • calculate and check membership payments.
Technology skills to:	<ul style="list-style-type: none"> • access and interpret membership database information • use public address systems.

Unit Mapping Information

Supersedes and is equivalent to SITXCCS005 Provide club reception services.

Links

Companion Volume implementation guides are found in VETNet -

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