



Australian Government

Department of Education, Employment and Workplace Relations

SITHACS003A Provide porter services

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide porter services within a commercial accommodation establishment. It requires the ability to check and plan for daily arrivals, assist guests with luggage and provide ancillary services for guests.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit This unit has application to all types of hospitality venues where accommodation is provided. It applies to such venues as hotels, pubs, motels, bed and breakfast providers, lodges and farm stays of any style, grade or size and to enterprises operating seasonal temporary accommodation.

Porter and ancillary services are associated with bell desk or concierge in a large commercial accommodation venue. Within small accommodation establishments, reception or other staff would carry out these services.

Frontline customer service personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for providing porter services. They would require considerable product knowledge of all aspects of the accommodation venue and could apply discretion and judgement within predefined organisational service procedures. Common job roles would include porter, bell desk attendant, concierge, front office receptionist, hotel receptionist and owner-operators of small tourism operations, e.g. bed and breakfast accommodation and farm stays.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Handle guest arrivals and departures.	<p>1.1 Review, note and plan for expected daily arrivals, special requests or major guest movements.</p> <p>1.2 Welcome guests promptly on arrival and direct to the appropriate area for registration.</p> <p>1.3 Assist guests with luggage according to enterprise procedures and safety requirements and using the appropriate moving equipment where required.</p> <p>1.4 Escort guests to rooms, and courteously show and explain <i>enterprise and room features</i> to ensure maximum take-up of services and profitability of guest's stay.</p>
2 Handle guest luggage.	<p>2.1 Collect, safely transport and deliver guest luggage to the correct location within appropriate timeframes and using the appropriate moving equipment where required.</p> <p>2.2 Operate luggage storage system according to <i>enterprise</i></p>

ELEMENT**PERFORMANCE CRITERIA***procedures and security requirements.*

- 2.3 Mark and store luggage accurately to allow for easy retrieval.
 - 2.4 Place luggage within the storage system.
 - 2.5 Track any lost luggage within the venue and take all steps to locate and deliver to the guest or correct location.
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- 3 Respond to request for ancillary services.
 - 3.1 Provide *ancillary services* promptly and according to enterprise, security and safety requirements.
 - 3.2 Liaise with colleagues in other departments where appropriate to ensure effective response to service requests.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- safe manual handling techniques for lifting, storing and retrieving luggage
- literacy skills to read documents such as luggage identification labels, storage and security procedures, reservation data and rooming lists
- writing skills to complete documents such as delivery checklists, storage tags, storage forms and guest receipts
- communication skills to communicate with guests from socially and culturally diverse environments
- numeracy skills to count group or multiple luggage items and reconcile against any operational documentation such as reservation data and checklists.

The following knowledge must be assessed as part of this unit:

- range of typical ancillary services offered by the accommodation venue
- OHS procedures for the movement of heavy luggage
- typical procedures and systems for the movement of luggage within commercial accommodation establishments
- features of typical luggage storage systems within commercial accommodation establishments
- relationships between the various departments within larger commercial accommodation establishments
- key products and services offered within accommodation facilities and within the particular facility.
- luggage security procedures.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- knowledge of the range of ancillary services offered by the accommodation venue
- ability to provide courteous and friendly service to guests
- ability to provide portering services to meet multiple and different customer requests and to handle efficiently multiple and simultaneous requests for the movement of luggage
- ability to handle luggage safely and use luggage storage systems on multiple occasions
- delivery, collection, storage and retrieval of luggage within typical workplace time constraints that meet the deadlines determined by the customer and enterprise.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic accommodation environment using current equipment and technology for moving luggage
- use of industry-current documentation for managing the movement and storage of luggage within an accommodation venue
- interaction with others to demonstrate the interpersonal communication requirements of the unit.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to provide porter services. The following examples are appropriate for this unit:

- direct observation of the candidate carrying and loading multiple pieces of luggage safely or answering customer requests
- role-play to assess ability to deal with differing customer queries, requests or complaints
- case studies to complete arrival or departure luggage processes and documentation for different customer scenarios
- oral or written questions to assess knowledge of typical portage procedures and systems
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXCCS001B Provide visitor information
- SITXCOM001A Work with colleagues and customers
- SITXCOM004A Communicate on the telephone.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work

RANGE STATEMENT

environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Enterprise and room features within the establishment may include:

- dining options
- sporting facilities
- floor facilities
- operating procedures for room equipment, such as telephone or television
- general services, such as laundry and valet
- meal arrangements.

Enterprise procedures and security requirements for luggage may involve:

- luggage marking systems
- amount of luggage to be placed on trolleys or taken into lifts
- procedures or designated routes for moving luggage through public areas
- restrictions on areas into which luggage can be taken
- order in which luggage is to be moved
- procedures for dealing with heavy items
- lifting and bending procedures
- procedures for taking luggage from rooms
- placement of luggage within rooms
- group luggage procedures.

Ancillary services may include:

- mail
- wake-up calls
- messages
- organising transport
- luggage pick up
- paging guests
- preparing guest information directories.

Unit Sector(s)

Sector

Hospitality

Competency field

Competency field

Accommodation Services