



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SITHACS008B Provide valet service**

**Revision Number: 1**

## **SITHACS008B Provide valet service**

### **Modification History**

Not applicable.

### **Unit Descriptor**

**Unit descriptor**

This unit describes the performance outcomes, skills and knowledge required to provide specialist valet or butler services.

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 applies to all establishments where specialist valet or butler services are conducted.

This role would generally be undertaken by experienced staff members or other people with sound organisational and interpersonal skills.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

**Prerequisite units**

This unit must be assessed after the following prerequisite unit:  
SITXOHS002A Follow workplace hygiene procedures.

## 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 Display professional valet standards.	<p>1.1 Build rapport with guests or clients through principles of good communication.</p> <p>1.2 Access and use knowledge of individual guests or clients to provide a personalised, quality service.</p> <p>1.3 Follow grooming and communication standards, according to <b><i>establishment</i></b> standards.</p>
2 Care for guest or client property.	<p>2.1 Unpack, store and pack luggage neatly according to instructions.</p> <p>2.2 Prepare and present clothes appropriately, ready for use.</p> <p>2.3 Clean shoes correctly.</p> <p>2.4 Make repairs or organise repairs according to establishment procedures.</p> <p>2.5 Maintain confidentiality regarding guest or client property</p>

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> and activities.
3 Arrange services for guests or clients.	<p>3.1 Proactively offer information and advice about special services and benefits to guests or clients to ensure maximum take-up of services and profitability of guest's stay.</p> <p>3.2 Offer assistance in organising <i>services</i> to guests or clients.</p> <p>3.3 Organise services to take account of the individual needs and requests of guests or clients.</p> <p>3.4 Confirm details of all services with guests or clients.</p> <p>3.5 Monitor services where appropriate to ensure guest or client needs are being met.</p> <p>3.6 Make adjustments to service as required.</p> <p>3.7 Maintain accurate <i>records</i> of services provided to guests or clients according to establishment procedures.</p>
4 Minimise waste of printed materials.	<p>4.1 Minimise use of printed materials and maximise electronic transmission and filing of all documents to reduce waste and negative environmental impacts.</p>

## 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:

- oral and written communication skills to build rapport
- problem-solving skills to arrange for repairs to clothing and equipment
- literacy skills to research local and other facilities and services available
- writing skills to provide written instructions to guests or clients about location of services and facilities
- numeracy skills to calculate charges and prepare costings for guests or clients.

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

- valet or butler service and its current role in the Australian hospitality industry
- protocols for ensuring optimum privacy and confidentiality for all guests
- special protocols for dealing with VIP guests
- key products and services offered within accommodation facilities and within the particular facility.

## 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.

#### **Critical aspects for assessment and evidence required to demonstrate competency**

Evidence of the following is essential:

- ability to care for guest or client property
- ability to organise a range of special services for guests or clients
- exemplary personal presentation and communication standards
- ability to explain the current role of valet or butler service within the Australian hospitality industry
- activities that allow the candidate to provide a range of valet or butler services in response to differing

## EVIDENCE GUIDE

customer needs.

### Context of and specific resources for assessment

Assessment must ensure:

- interaction with others to demonstrate appropriate interpersonal skills and ability to organise services
- access to appropriate equipment for care of personal clothing and possessions.

### Methods of assessment

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

- direct observation of the candidate completing valet or butler-related tasks
- inspection of items prepared or organised by the candidate, such as clothing, or unpacked or packed luggage
- review of documentation prepared by the candidate in relation to the organisation of particular services
- role-plays to demonstrate appropriate interpersonal skills
- oral and written questions to assess knowledge of typical valet or butler services, procedures for organising different types of services and protocol requirements
- 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.

## EVIDENCE GUIDE

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

***Establishments*** where valet or butler services are offered may include:

- hotels
- resorts
- government department accommodation
- defence force accommodation
- private homes.

***Services*** may include:

- organisation of special functions
- organisation of excursions
- restaurant and theatre bookings
- organisation of room service
- providing advice about options and locations for personal services, such as hairdressing, medical, legal and shopping
- making or confirming travel arrangements.

**RANGE STATEMENT**

*Records* of services provided include:

- paper-based or electronically filed materials
- contact lists and details
- customer preference profiles.

**Unit Sector(s)**

**Sector** Hospitality

**Competency field**

**Competency field** Accommodation Services