



Australian Government

Department of Education, Employment and Workplace Relations

SITHFAB008A Provide room service

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 room service in commercial accommodation establishments.

Some States and Territories may have legislative requirements in relation to service of alcohol.

Application of the Unit

Application of the unit

This unit applies to all establishments where room service is provided, such as hotels, motels and bed and breakfasts. It generally reflects the role undertaken by food and beverage attendants in large establishments, but could also involve front office personnel and kitchen staff. Persons undertaking this function usually work as part of a team with some autonomy and responsibility for own work outputs.

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 Take and process room service orders.	1.1 Answer telephone promptly and courteously according to enterprise procedures and customer service standards. 1.2 Check guests' names and use them throughout the interaction. 1.3 Clarify details of orders, repeat them and check with guests for accuracy. 1.4 Use suggestive selling techniques where appropriate.

ELEMENT	PERFORMANCE CRITERIA
	1.5 Advise guests of approximate time for delivery.
	1.6 Record room service orders and check the <i>information</i> .
	1.7 Interpret room service orders received from doorknob docketts.
	1.8 Transfer orders promptly to the appropriate location for preparation, where required.
2 Set up trays and trolleys.	2.1 Prepare food and beverage items for service periods.
	2.2 Prepare general room service <i>equipment</i> for use.
	2.3 <i>Set up</i> trays and trolleys appropriately according to enterprise standards for a <i>range of meals</i> .
	2.4 Select sufficient service equipment and check for cleanliness and damage.
	2.5 Set up trays and trolleys so that they are balanced, safe and attractively presented.
	2.6 Collect all food items and beverages promptly and in the right order.
	2.7 Check trays before leaving the kitchen and prior to entering the room, ensuring orders are complete and all items are served at the correct temperature.
3 Present room service meals and beverages to guests.	3.1 Request entry to guests' rooms by knocking firmly on the door and announcing the department according to enterprise service standards.
	3.2 Enter guests' rooms upon appropriate response from guests and greet them politely and according to enterprise service standards.
	3.3 Consult guests about their preferences for where trays or trolleys should be placed in the room and advise them of any potential hazards.
	3.4 Place trays or trolleys safely and conveniently.
	3.5 Position furniture where required.
	3.6 Offer an explanation of the meal to guests where appropriate.
	3.7 Serve and place meals and beverages according to

ELEMENT	PERFORMANCE CRITERIA
	enterprise procedures.
4 Present room service accounts.	4.1 Check guests' accounts for accuracy and present them according to enterprise procedures. 4.2 Present charge accounts to guests for signing and charge to their room account or accept cash payment where tendered. 4.3 Provide correct change to guests where appropriate. 4.4 Promptly present cash payments to the cashier for processing and payment.
5 Clear room service area.	5.1 Check and clear floors promptly for used room service trolleys and trays. 5.2 Return trays and trolleys to the room service area and dismantle and clean according to enterprise procedures. 5.3 Restock station with equipment, food and beverage according to enterprise procedures.

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:

- ordering and service procedures for processing and delivering room service items
- customer service skills for up-selling and interacting tactfully and appropriately with guests
- safe work practices and hygiene issues in relation to delivery of items for room service
- problem-solving skills to deal with a guest complaint
- numeracy skills to check guest account and calculate change.

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

- room locations within the establishment
- product knowledge of the menu and wine list
- structures and procedures for work flow within a food and beverage or room service location
- relevant legislation relating to OHS and food hygiene
- requirements of the relevant state or territory Liquor Act in relation to service of alcohol (please note that this should be covered by completion of SITHFAB009A Provide responsible service of alcohol).

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 set up and serve a variety of room service orders according to enterprise needs and within typical timeframes for the preparation and service of meals
- ability to follow established legislative and enterprise procedures in the handling of food and beverages.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- access to fully equipped food and beverage service area and guest rooms that include industry-current equipment and actual meals and food items
- access to specific equipment for room service, including:
 - trolleys and trays
 - crockery and lids
 - cutlery
 - glassware
- order books and documentation or electronic ordering system
- industry-realistic conditions such as typical ratios of room service staff to guest orders.

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 taking a room service order, preparing a room service tray and providing room service
- written or oral questions to test knowledge of menu items, hotel room location and layout, enterprise tray layout and telephone protocol
- 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:

SITHFAB009A Provide responsible service of alcohol.

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.

Information provided to guests may include:

- name of service person and department
- menu choices and options
- specials
- approximate time of delivery
- description of meal or food and beverage items.

Room service ***equipment*** may include:

- trays and trolleys
- toasters
- coffee machines
- linen
- cutlery, crockery and glassware
- warming equipment and lids
- printed materials.

RANGE STATEMENT

Typical *set-up* for room service trays and trolleys may include:

- butters
- condiments
- cereals
- juices and other beverages.

Range of meals must include:

- breakfast, lunch and dinner
- complimentary
- special requests
- VIPs.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage