



**Australian Government**

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

# **SITHGAM016A Spruik at a games location**

**Revision Number: 1**

## **SITHGAM016A Spruik at a games location**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to use showmanship to introduce and promote games in a range of tourism and hospitality venues. It requires the ability to obtain information, and prepare and deliver informative and entertaining spruiking activities to meet the promotional requirements of specific games.

### **Application of the Unit**

#### **Application of the unit**

This unit describes a promotional function for those people working in a variety of games locations in the tourism and hospitality industry, including casinos, attractions and themes parks.

It applies to frontline operational personnel usually working under limited supervision.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

## Employability Skills Information

<b>Employability skills</b>	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 of competency is packaged, will assist in identifying Employability Skill requirements.
<b>Pre-requisite units</b>	Nil

## 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 <b><i>bold italicised</i></b> 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.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Make games announcements.	1.1 Obtain, interpret and present information on <b><i>games</i></b> in a lively and entertaining manner. 1.2 Make clear and concise announcements. 1.3 Give information about games accurately, preparing customers for the games experience. 1.4 Use <b><i>communication systems and equipment</i></b> .
2 Promote games.	2.1 Encourage customers to participate in games by including key sales points and promotional offers. 2.2 Use <b><i>spruiking techniques</i></b> to encourage player and crowd participation and to enhance customer enjoyment of the game.

**ELEMENT****PERFORMANCE CRITERIA**

- 2.3 Employ humour and language appropriate to the customer group.
- 2.4 Ensure that personal presentation, appearance and grooming are appropriate to the games environment and will enhance the customer experience.
- 2.5 Welcome customers with positive and appropriate body language.
- 2.6 Show cultural and social sensitivity in presentations.

## **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:

- microphone techniques to facilitate spruiking
- communication skills to deliver entertaining and informative information verbally to customers.

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

- in-depth knowledge of the game being promoted in order to provide information
- presentation and performance techniques, including the role and use of:
  - humour
  - body language
  - role-play
  - voice techniques
  - story telling
  - visual aids and props
  - positioning in relation to audience and equipment.

## **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 in this unit**

Evidence of the following is essential:

- ability to select information and prepare and deliver informative and entertaining spruiking activities to meet the promotional requirements of specific games
- preparation and presentation of multiple promotional spruiking activities covering various games to ensure consistency of performance.

### **Context of and specific resources for assessment**

Assessment must ensure:

- demonstration of spruiking skills within an operational games location
- commercially realistic ratios of customers to candidates to reflect typical workplace conditions
- use of equipment such as microphones, props and promotional materials.

### **Methods of assessment**

A range of assessment methods should be used to assess the practical skills and knowledge required to spruik at a games location. The following examples are appropriate for this unit:

- direct observation of the candidate spruiking at a games location and using equipment effectively
- written and oral questioning or interview to test knowledge of the features of the games
- 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:

- SITHGAM007A Operate table games
- STTXCOM001A Work with colleagues and customers.

## 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.

***Games*** may be:

- computerised
- manual
- coin-operated
- group
- individual
- casino table games
- games at attractions and theme parks.

***Communication systems and equipment*** may include:

- static microphone
- roaming microphone
- public address system.

**RANGE STATEMENT**

*Spruiking techniques* may involve:

- humour
- crowd participation
- rhyming and poetry
- song
- acting and miming.

**Unit Sector(s)**

**Sector** Hospitality

**Competency field**

**Competency field** Gaming