



Australian Government

SITHACS301 Provide valet service

Release 2

SITHACS301 Provide valet service

Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.2	Correction to mapping to show non equivalence.
1.0	N Replaces and is not equivalent to SITHACS008B Provide valet service. Minor adjustments to expression of content to streamline and improve unit. Communication and personalised quality service aspects strengthened in Element 1. Hygiene requirements made more explicit. Prerequisite unit removed.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide specialist valet or butler services. It requires the use of well-developed interpersonal communication skills plus the ability to care for client property and arrange personalised services.

Application of the Unit

This unit applies to individuals who provide personalised client services, usually in commercial accommodation establishments. They work independently with limited guidance from others.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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

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|--|---|
| 1. Display professional valet standards. | 1.1 Build rapport with clients through effective interpersonal communication.
1.2 Provide personalised, quality service through familiarity with individual needs and preferences.
1.3 Anticipate potential client needs where possible and pro-actively identify and resolve problems.
1.4 Agree scope of <i>services</i> required with client.
1.5 Follow grooming and communication protocols, according to <i>organisation</i> standards.
1.6 Maintain confidentiality about client property and activities. |
| 2. Care for client property. | 2.1 Unpack, store and pack luggage according to instructions.
2.2 Prepare and present clothes appropriately, ready for use.
2.3 Clean shoes using suitable cleaning agents.
2.4 Use <i>hygienic work practices</i> .
2.5 Make or organise repairs to personal items as required.
2.6 Organise other property as agreed with the client. |
| 3. Arrange services for clients. | 3.1 Proactively offer information and advice about special services and benefits to ensure maximum take-up and profitability of stay.
3.2 Offer and provide assistance in organising services to meet individual needs and requests.
3.3 Confirm details of services with clients.
3.4 Monitor and adjust services to ensure client needs are met.
3.5 Maintain accurate records of services according to organisational procedures. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to build rapport with clients
- critical thinking skills to anticipate and respond to potential client needs
- literacy skills to read and interpret product and service information
- planning and organising skills to maintain and care for client property
- problem-solving skills to pro-actively identify and resolve client and service problems
- numeracy skills to calculate service costs.

Required knowledge

- communication techniques for building rapport
- valet or butler service and its current role in the Australian hospitality industry:
 - scope of services
 - different workplaces where valet services occur
- protocols and standards for professional valets:
 - confidentiality and privacy
 - grooming
 - dealing with VIP guests
- packing and unpacking techniques for clothing and other personal items
- sewing techniques for minor clothing repairs
- shoe cleaning methods and cleaning agents for different shoe.

Evidence Guide

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

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- build rapport and respond to diverse individual client needs through effective communication
- maintain high standards of personal presentation
- care for different types of client property, including luggage and clothing
- organise special services to meet varying client needs
- demonstrate knowledge of professional valet services and standards.

Context of and specific resources for assessment

Assessment must ensure use of:

- other people with whom the individual can interact
- luggage, clothing, footwear and other personal effects
- equipment for care of personal clothing and other effects.

Method 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 individual completing valet or butler-related tasks, including interaction
- with clients
- inspection of items prepared or organised by the individual, such as clothing, or unpacked or
- packed luggage
- review of guest evaluations
- review of documentation prepared by the individual in relation to the organisation of particular
- services
- use of role-plays to assess interpersonal skills
- oral or written questioning 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 individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITXCCS401 Enhance the customer service experience.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Services may include:

- liaison with client networks:
 - business
 - private
- maintenance of client:
 - living environment
 - property
- organisation of:
 - excursions
 - restaurant bookings
 - room service
 - special functions
 - theatre bookings
 - travel arrangements
- provision of personalised advice:
 - hairdressing
 - medical
 - legal
 - shopping
- vehicle services:
 - parking
 - retrieval of vehicle.

Organisations that offer valet or butler services may include:

- accommodation properties:
 - hotels
 - government departments
 - resorts
- business corporations
- personal service agencies.

Hygienic work practices may include:

- following personal hygiene standards
- preventing contamination of food contact surfaces
- responding

Unit Sector(s)

Hospitality

Competency Field

Accommodation Services