SITHACS303 Provide accommodation reception services

Release 1

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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
1.0	E Replaces and is equivalent to SITHACS001B Provide accommodation reception services. Prerequisite units removed. Minor adjustments to expression of content to streamline and improve unit.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to check guests in and out of commercial accommodation establishments. It requires the ability to check daily arrivals, allocate rooms and complete relevant documentation.

Application of the Unit

This unit applies to all types of commercial accommodation, and to people who staff the reception area. They work within established procedures and systems under some supervision, but the customer service nature of the role means they apply some discretion and judgment in their interaction with guests.

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

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.

1. Prepare for guest arrival.	1.1 Prepare and check reception area and equipment.
	1.2 Check and review daily arrival details prior to guest arrival.
	1.3 Allocate rooms according to guest requirements and organisational policy.
	1.4 Follow up uncertain arrivals or reservations.
	1.5 Compile and distribute accurate arrivals information to relevant colleagues, including special situations or requests.
2. Welcome and register guests.	2.1 Welcome guests courteously, confirm *reservation details* and seek opportunities to upsell when appropriate.
	2.2 Complete registration procedures according to organisational security requirements.
	2.3 Follow *accounting procedures*.
	2.4 Provide *arrival information* to guests.
	2.5 Follow organisational procedures where rooms are not immediately available or overbooking has occurred in order to minimise guest inconvenience.
	2.6 Monitor activity against expected arrivals and report deviations.
3. Organise guest departure.	3.1 Review and check accuracy of departure lists.
	3.2 Seek information on departing guests from other departments in a timely manner to facilitate preparation of account.
	3.3 Generate guest accounts and check for accuracy.
	3.4 Explain account clearly and courteously and process payments.
	3.5 Recover and process keys or electronic cards.
	3.6 Action or refer guest requests for *departure assistance*.
	3.7 Process express checkouts according to organisational procedures as required.
	3.8 Follow procedures for group checkout.
4. Prepare front office records and reports.	4.1 Prepare and update *front office records* within designated timelines.
	4.2 Follow organisational policy in regard to room changes, no shows, extensions and early departures.
	4.3 Distribute reports and records to the appropriate departments

within designated timelines.

4.4 Reduce waste by minimising use of printed materials.

Required Skills and Knowledge

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

Required skills

- communication skills to interact positively with guests
- literacy skills to:
    - read and interpret reservation information
    - enter guest and accounting information in front office systems
- numeracy skills to:
    - explain guest accounts and service charges
- problem-solving skills to respond to check-in, check-out discrepancies
- technology skills to use computerised front office systems.

Required knowledge

- reservations terminology
- relationships between front desk and other operational areas, including:
    - housekeeping
    - food and beverage service
    - maintenance
- range of needs and expectations of different types of guests
- types of reports handled or generated at front office, including:
    - accounting reports
    - arrival and departure data
    - occupancy rates
    - guest feedback summaries
- for the industry sector or organisation:
    - different sources of accommodation reservations:
        - direct
        - travel agents
        - booking centres
        - inbound tour operators
        - online
    - systems and procedures:
        - check-in and check-out
        - guest accounts
        - product codes
        - security, including issuing of keys or electronic cards and safety deposit arrangements.

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:
	
	• check-in and check-out guests with varying reservation requirements, including:
	    • registration
	    • room allocation
	    • invoicing of guest charges
	• complete accurate front office reports and records.

Context of and specific resources for assessment	Assessment must ensure use of:
	
	• an operational front office environment with the fixtures, large and small equipment and workplace documentation defined in the
	• Assessment Guidelines; this can be a:
	    • real industry workplace
	    • simulated industry environment
	• industry-current front office reservations, accounting and reporting system
	• reservations, accounting and reporting data
	• other people with whom the individual can interact.

Method of assessment	A range of assessment methods should be used to assess the practical skills and knowledge required to provide front office reception services. The following examples are appropriate for this unit: • direct observation of the individual providing arrival and departure services • review of front office records, reports and computer data completed by the individual • use of role-plays to assess ability to deal with differing guest queries and requests • use of case studies to assess ability to apply arrival or departure processes to different guest scenarios • written or oral questioning to assess knowledge of the accommodation product and the relationships between different sectors of the • tourism industry • 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:

- BSBFIA301A Maintain financial records
- SITTTSL305 Process reservations
- SITTTSL308 Use a computerised reservations or operations system.

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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.

Reservation details may include:	• arrival and departure times
	• length of stay
	• payment details
	• personal details
	• rates and discounts
	• special requests
	• type of accommodation and bed configuration.
Accounting procedures may relate to:	• credit card payments
	• deposits
	• group rates
	• issuing receipts
	• prepayments
	• vouchers and discount rates
	• credit
Arrival information may relate to:	• keys
	• messages
	• products and services:
	• dining times
	• opening hours
	• safety deposit facility arrangements
	• security arrangements.
Departure assistance may include:	• luggage assistance
	• making forward bookings
	• organising transport.
Front office records may include:	• arrival and departure lists
	• lost and found information
	• occupancy reports.

Unit Sector(s)

Not applicable.

Competency Field

Accommodation Services