



Australian Government

SITHFAB205 Provide room service

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 SITHFAB008A Provide room service. Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide room service in accommodation establishments. It requires the ability to take orders, set up room service trolleys, deliver meals, process accounts and clear used meal service items.

Application of the Unit

This unit applies to all hospitality organisations where room service is provided, including hotels, motels and bed and breakfasts.

It applies to kitchen staff and operational food and beverage attendants who work with very little independence and under the guidance of others. It can also apply to front office personnel.

Licensing/Regulatory Information

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

Pre-Requisites

This unit must be assessed after the following prerequisite unit:	
SITXFSA101	Use hygienic practices for food safety

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. Take and process room service orders.
 - 1.1 Answer telephone promptly and courteously according to organisational customer service standards.
 - 1.2 Check guest names and use them throughout the interaction.
 - 1.3 Provide ***information***, record room service orders and check with guests for accuracy.
 - 1.4 Use suggestive selling techniques to maximise sale.
 - 1.5 Advise guests of approximate time for delivery.
 - 1.6 Interpret room service orders received from doorknob docketts.
 - 1.7 Transfer orders promptly to the appropriate location for preparation.
2. Set up trays and trolleys.
 - 2.1 Prepare general room service ***equipment*** for use.
 - 2.2 Set up trays and trolleys according to organisational standards and the type of meal and check for balance and safety.
 - 2.3 Select service equipment and check for cleanliness and damage.
 - 2.4 Collect all prepared meals and beverages promptly and in correct service order.
 - 2.5 Check trays against the order and meal items for correct temperature.
3. Present room service meals and beverages to guests.
 - 3.1 Request entry to guest room according to service standards.
 - 3.2 Consult guests about their preferences for placement of meals.
 - 3.3 Explain the meal and place meals according to organisational procedures and guest preferences.
4. Present room service accounts.
 - 4.1 Check guest accounts for accuracy and present according to organisational procedures.
 - 4.2 Obtain signature and charge meals to room account or accept cash payment.
 - 4.3 Promptly present cash payments to the cashier for processing.
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 room service area and dismantle and clean according to organisational procedures.
 - 5.3 Restock station with equipment, food and beverage according

to organisational procedures.

Required Skills and Knowledge

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

Required skills

- communication skills including active listening and open and closed probe questioning to:
 - interact with guests in a polite and friendly manner
 - determine guest preferences and offer suitable products
 - provide clear and accurate information tailored to the guest
- initiative and enterprise skills to upsell room service items
- literacy skills to:
 - read and comprehend room service menus and price lists
 - write clear room service orders and billing information
- numeracy skills to:
 - calculate the cost of room service orders
 - calculate the number of room service orders for a meal service period and determine the number of trolleys for set up
- planning and organising skills to sequence the preparation and delivery of room service meals to efficiently serve guests
- problem-solving skills to identify deficiencies in room service items and correct before delivery
- self-management skills to manage own speed, timing and productivity
- teamwork skills to work with kitchen and accounting staff to organise cooking and billing of room service items
- technology skills to use the in-house telephone systems, kitchen ordering and billing system.

Required knowledge

- organisational standards for room service
- ordering and service procedures for processing and delivering room service items
- room locations within the establishment
- product knowledge of the room service menu and beverage list.

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:

- process diverse room service orders to meet the requirements of multiple and diverse guest requests
- provide room service for multiple service periods
- work with speed and efficiency to process and deliver room service orders
- integrate knowledge of:
 - customer service standards for room service
 - ordering and service procedures for room service
 - product knowledge of the menu and beverage list.

Context of and specific resources for assessment

Assessment must ensure use of:

- a hospitality accommodation business for which room service is provided with the specific equipment for providing room service as defined in the Assessment Guidelines; this may be a:
 - real industry workplace
 - simulated industry environment such as a training hotel servicing guests
- industry-realistic ratios of service staff to guests
- meals to be delivered to guest rooms.

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 taking a room service order, preparing a room service tray and providing room service
- written or oral questioning to assess knowledge of menu items, hotel room location and layout, customer service standards and room service procedures
- 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:

- BSBWOR203B Work effectively with others
- SITXCCS202 Interact with customers
- SITXWHS101 Participate in safe work practices.

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.

Information provided to guests may include:

- costs
- description of meal or food and beverage items
- menu choices and options
- name of service person and department.

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

- coffee plunger
- cutlery, crockery and glassware
- linen
- promotional materials
- serving trays and lids
- tea and coffee pots
- toasters
- trolleys
- warming equipment:
 - heated plates
 - hot serving utensils.

Unit Sector(s)

Hospitality

Competency Field

Food and Beverage