



Australian Government

SITHIND301 Work effectively in hospitality 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 SITHIND003A Provide and coordinate hospitality service. Title updated to better reflect the intent and content of the unit. Unit broadened and can apply to all types of hospitality service including accommodation services, food and beverage, gaming operations and housekeeping.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide effective hospitality service to customers during live service periods.

It requires the ability to integrate a range of individual technical skills while dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers. It incorporates preparation, service and end of service tasks.

Application of the Unit

This unit applies to a range of hospitality industry settings including bars, hotels, cafes, restaurants, clubs, pubs and motels.

It applies to those frontline service personnel who deal directly with customers on a daily basis and who operate with some level of independence and under limited supervision. They may work within any industry area including accommodation services, food and beverage, gaming operations and housekeeping.

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.

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|----------------------------------|--|
| 1. Prepare for service. | 1.1 Plan and organise tasks from <i>organisational information</i> .
1.2 Liaise with team members to confirm and inform others of service requirements.
1.3 Develop work schedules taking into consideration roles and responsibilities of other team members.
1.4 Prepare work area, equipment and supplies according to procedures to meet service requirements. |
| 2. Provide service. | 2.1 Provide quality customer service, using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery.
2.2 Offer <i>information</i> to customers on <i>products and services</i> .
2.3 Assist customer choices that meet individual needs, special requests or cultural requirements.
2.4 Proactively promote, upsell and cross sell products and services according to organisational procedures.
2.5 Resolve complaints according to individual empowerment and use appropriate communication techniques to deal with conflict. |
| 3. Complete operational tasks. | 3.1 Follow work schedules and work cooperatively as part of the team to maximise efficiency.
3.2 Follow workplace safety and hygiene procedures.
3.3 Maintain the cleanliness and tidiness of work areas.
3.4 Use organisational procedures and technology for <i>operational tasks</i> .
3.5 Identify and anticipate operational problems and take action to minimise the effect on customer satisfaction. |
| 4. Complete end of shift duties. | 4.1 Follow <i>end of shift procedures</i> .
4.2 Complete <i>administration and reporting requirements</i> .
4.3 Participate in debriefing and handover sessions with colleagues and suggest service improvements. |

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - liaise with other team members about service requirements
 - respond to customers with diverse needs and expectations
- critical thinking skills to review and evaluate products and services with colleagues
- initiative and enterprise skills to proactively promote, upsell and cross-sell products and services
- literacy skills to:
 - read and interpret procedures and work schedules
 - write simple work schedules for shifts
- numeracy skills to:
 - calculate time to complete operational tasks
 - service customers within expected timelines
- planning and organising skills to prioritise, sequence and monitor tasks and processes
- problem-solving skills to identify workplace and customer problems, determine solutions and take appropriate action to resolve
- self-management skills to integrate all technical skills within the whole service period including preparation, service, and end of shift duties
- teamwork skills to work cooperatively as part of a team and provide advice and support as required
- technology skills to use a variety of equipment for day-to-day work activities.

Required knowledge

- roles and responsibilities of different service team members
- organisational policies and procedures for:
 - administrative reporting
 - hygiene, health, safety and security
 - customer service
 - complaint handling
- full details of organisation products, services, facilities, current promotions, events and entertainment.

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:

- integrate technical skills and provide quality hospitality service to customers for a minimum of 36 complete service periods (shifts)
- interact with and positively respond to the diverse demands and requests of multiple customers throughout the service period
- work with speed and efficiency to deal with numerous service and operational tasks simultaneously
- identify issues and problems such as workplace time constraints, late arrivals, no-shows, walk-ins, determine solutions and take appropriate action to resolve
- work cooperatively as part of the service team, monitor the service process and workflow and take responsibility for own work outcomes
- provide technical advice and support to other team members
- integrate knowledge of relevant organisational policies and procedures.

Context of and specific resources for assessment **event venues and sites operated within a training organisation**

servicing customers within a training organisation

Assessment must ensure use of:

- a fully-operational hospitality environment with the fixtures, large and small equipment and workplace documentation defined in the Assessment Guidelines; this can be a:
 - real hospitality workplace
 - hospitality industry environment operated within a training organisation that services customers e.g. a training restaurant for the food and beverage context
- industry-realistic ratios of service staff to customers
- products and services to be delivered to customers.

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 providing integrated service according to established systems and procedures within an operational hospitality setting

- evaluation of customer feedback about service, including speed and timing
- written or oral questions to assess knowledge of organisational products and services and procedures
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

Since evidence must be completed across a minimum of 36 complete service periods (shifts), an integrated approach to assessing these units with other technical units required for a qualification is possible and expected.

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:

- SITHACS301 Provide valet service
- SITHACS303 Provide accommodation reception services
- SITHFAB303 Prepare and serve cocktails
- SITHFAB307 Provide table service of food and beverage
- SITHGAM302 Operate table games
- SITXCCS302 Provide club reception services
- SITXCCS303 Provide service to customers.

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.

Organisational information includes:

- availability of products, services and specials
- beverage lists
- current promotions, events and entertainment
- details of expected business, including customer requirements and scheduling
- event or function running sheets
- job role and tasks to be performed
- local area and venue facilities
- menus
- policies
- procedures
- staff rosters
- verbal or written advice affecting job performance and service requirements.

Information to customers may involve:

- current gaming promotions
- customer loyalty programs
- food menu options, choices and specials
- gaming facilities
- gymnasiums and health facilities
- hotel facilities
- in room services
- laundry services
- local area and venue facilities
- lost and found services
- membership benefits
- prices of products and services
- prize nights and special events
- product knowledge of food, alcoholic and non-alcoholic beverages
- raffles
- room service
- wine and cocktail drink list choices and specials.

Products and services may include:

- accommodation
- food
- beverage
- gaming

Operational tasks may include:

- housekeeping
- reception
- information
- portage.
- checking guests in and out
- communicating orders to the kitchen
- ordering stock
- paying out gaming winnings
- processing financial transactions
- processing reservations
- providing valet services
- selling
- taking orders.

End of shift procedures include:

- cleaning of work areas and equipment
- debriefing including quality service reviews
- preparation for the next service period
- restocking
- safe storage of products, equipment and supplies.

Administration and reporting requirements may include:

- completing financial transactions such as reconciling takings and or floats
- completing incident, work health and safety or maintenance reports
- completing work plans and schedules
- handover.

Unit Sector(s)

Hospitality

Competency Field

Working in Industry