



**Australian Government**

# **SITXCCS302 Provide club reception services**

**Release 1**

## SITXCCS302 Provide club reception services

### 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 SITXCCS004A Provide club reception services.

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide reception services within a licensed club environment. It requires the ability to deliver quality customer service while assisting customers to comply with club and legislative requirements.

### Application of the Unit

This unit applies to all types of licensed clubs, including sporting, entertainment, social, workers' and Returned and Services League (RSL) clubs.

It applies to frontline customer service personnel who operate with some level of independence and under limited supervision. This includes club receptionists, front desk receptionists and doorpersons.

### 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.

- |   |  |
|---|--|
| <p>1. Provide information on club services and process memberships.</p> | <p>1.1 Provide advice and information on <b><i>club services and facilities</i></b> to customers and club members.</p> <p>1.2 Explain club membership and club rules clearly, correctly and politely to members and guests.</p> <p>1.3 Explain membership application forms to applicants and assist them to complete forms.</p> <p>1.4 Issue correct membership badges or cards.</p> <p>1.5 Use <b><i>club reception technology</i></b> to assist with the provision of services to members and guests.</p> |
| <p>2. Monitor entry to club.</p>  | <p>2.1 Check membership badges or cards on entry to the club.</p> <p>2.2 Assist guests to sign-in according to government and organisational requirements.</p> <p>2.3 Check that members and guests comply with dress and age regulations.</p> <p>2.4 In a polite manner, inform non-compliant members and guests that entry is not permitted.</p> <p>2.5 Refer disputes over club entry to security, supervisor or other relevant person according to organisational policy.</p>                            |

## Required Skills and Knowledge

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

### Required skills

- communication skills to deal tactfully and politely with members and guests
- literacy skills to:
  - read and interpret club membership cards, membership database records, ID cards, proof of age cards and driver's licences
  - write membership application forms, temporary and guest membership forms and issue membership badges
- numeracy skills to calculate and explain membership costs
- problem-solving skills to identify non-compliant members and guests and resolve entry refusal issues
- technology skills to access and interpret membership database details and use public address systems.

### Required knowledge

- key aspects of club licensing laws covering entry requirements for members and guests
- dress regulations for the club
- club membership rules, conditions, benefits, entitlements and costs
- full details of club 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:

- offer courteous and friendly service to members and guests
- process multiple and diverse customer enquiries about membership and facilities
- monitor the entry of club members and guests and issue necessary documentation within commercial time constraints and to allow for the efficient flow of people through reception to the club facilities
- integrate knowledge of club rules and legislative requirements for entry into the club.

#### Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated club reception environment where customers are served
- telephones, public address systems, computers and information systems currently used by clubs to manage its membership
- current plain English regulatory documents outlining club entry requirements
- current club documents outlining policies, procedures, club facilities, membership benefits, costs and dress regulations
- customers with whom the individual can interact.

#### 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, using role plays, to assess the individual's ability to:
  - provide service to members and guests
  - provide accurate entry information
  - use club reception technology
- activities to allow the individual to process different types of membership applications and club entry documents
- written or oral questioning to assess knowledge of:
  - club facilities

- membership benefits and costs
- rules and legislative 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:

- SITXCCS201 Provide visitor information
- SITXCCS301 Provide lost and found services
- SITXCCS303 Provide service to customers
- SITXCOM201 Show social and cultural sensitivity.

## **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.

***Club services and facilities*** may include:

- allied member clubs and associations
- community courses and training programs
- computer rooms and Internet facilities
- current food, beverage and gaming promotions
- customer loyalty programs
- games and sporting facilities
- gaming facilities
- gymnasiums and health facilities
- membership benefits
- prize nights and special events
- raffles
- restaurants and cafes
- shows and attractions.

***Club reception technology*** may include:

- internal public address system
- membership badge production equipment
- membership database
- scanning equipment for temporary membership documents
- telephones.

## **Unit Sector(s)**

Cross-Sector

## **Competency Field**

Client and Customer Service