



Australian Government

Department of Education, Employment and Workplace Relations

THHGCS05B Organise in-house functions

Release: 1

THHGCS05B Organise in-house functions

Modification History

Not applicable.

Unit Descriptor

This unit deals with the skills and knowledge required to organise functions from the perspective of a functions co-ordinator operating within a venue. The skills required by independent event organisers are covered in other units.

This unit deals with the skills and knowledge required to organise functions from the perspective of a functions co-ordinator operating within a venue. The skills required by independent event organisers are covered in other units

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Co-ordinate function bookings	<p>1.1 Answer enquiries for function bookings courteously and correctly.</p> <p>1.2 Accurately identify customer needs and preferences.</p> <p>1.3 Consider the size and style of facilities and explain these to the customers in order to meet their requirements.</p> <p>1.4 Show facilities to customers, if required</p>
2 Establish customer requirements	<p>2.1 Discuss the customer's specific requirements including: ; menus; style and format of occasion; layout of room; technical requirements.; timing details including access and breakdown.</p> <p>2.2 Offer informed and courteous advice to customers to assist them in planning the function.</p> <p>2.3 Consult with colleagues and suppliers to discuss customer requirements and to determine how these can be met.</p> <p>2.4 Agree on function details with the customer and confirm these in writing including deposit, final payment requirements and other booking conditions.</p> <p>2.5 Prepare and issue documents and other materials to the customer in accordance with requirements of the specific function.</p> <p>2.6 Keep accurate records of customer requirements, final agreed booked details and amend as necessary.</p> <p>2.7 Update the financial status of the customer's records accurately and in accordance with enterprise procedures.</p>

- 3 Arrange function details
 - 3.1 Supply all details of the function to all appropriate colleagues and external suppliers to ensure effective planning of function elements.
 - 3.2 Identify and organise appropriate staffing requirements.
 - 3.3 Identify and consider possible effects of special functions and take appropriate action to minimise disruption to other customers.
 - 3.4 Identify the need for the services of external suppliers and make bookings in writing.
 - 3.5 Organise special stock requirements in a timely fashion.
 - 3.6 Prepare function sheets and use the sheet to reconfirm all details of the function with the customer.
 - 3.7 Distribute the function sheets to all internal staff involved in the operation of the function, in accordance enterprise procedures.
 - 3.8 Prepare and deliver any required pre-function briefings to ensure that all function staff have full and current details of their requirements and to ensure the smooth running of the function.
 - 3.9 Issue confirmations in accordance with agreed procedures and within designated timelines.
- 4 Monitor and evaluate functions
 - 4.1 Monitor the set up, and when required, the operation of the function to ensure all agreed customer requirements are met.
 - 4.2 Obtain feedback from customers and operational staff and use this information for future function organisation.
 - 4.3 Finalise any post function administrative requirements accurately and promptly.

Required Skills and Knowledge

Not applicable.

Evidence Guide

Essential Knowledge and Skills to be Assessed

The following knowledge and skills must be assessed as part of this unit:

organisational skills in terms of event planning
knowledge of typical function requirements including:
food and beverage
technical
function layouts
security
entertainment
decorations

function co ordination procedures and systems
use of various order forms, reports, function sheets and briefing papers
general knowledge of customer requirements for different types of functions.

Linkages to Other Units

This unit has linkages to the following units and combined training and assessment is recommended:

THTSOP04B Sell tourism products and services
THTSOP05B Prepare quotations
THTSOP07B Book and co ordinate supplier services

Critical Aspects of Assessment

Evidence of the following is critical:

ability to conduct the entire function organisation process and ensure function services meet the agreed requirements of customers
accuracy in the presentation of function information and the ability to tailor the services of the establishment to meet customer needs
knowledge of the types and range of function services that may be required.

Context of Assessment and Resource Implications

Assessment must ensure:

project or work activities conducted over a period of time so that the candidate is able co-ordinate the complete function organisational process within a venue
demonstration of skills on more than one occasion and to address differing function circumstances and needs to ensure range and consistency
access to an office environment which includes computers, printers and database programs currently used to organise functions
use of industry-current function documentation and sales kits
access to and demonstration of skills within a suitable venue for the operation of a function
presence of typical workplace time constraints for the completion of tasks.

Assessment Methods

Methods must be chosen to ensure that the skills required to sell, co ordinate and finalise all details for functions can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

review of actual function documentation and reports prepared by the candidate
evaluation of a function organised by the candidate, including documentation and operational efficiency and cohesiveness

evaluation of reports prepared by the candidate detailing the way in which a particular function was organised and highlighting key issues and challenges in the function organisation process
written and oral questioning or interview to test knowledge of function co ordination procedures and materials
review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Key Competencies in this Unit

Key competencies are built into all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform Level 2 = Administer and Manage Level 3 = Design and Evaluate

Key Competencies

Collecting, Organising and Analysing Information

For example:

Identifying the customer's specific needs, sourcing supplier information and evaluating the most appropriate fit for the customer (3)

Communicating Ideas and Information

For example:

Providing information to customers on the conditions specifically applicable to the function sold to them (3)

Planning and Organising Activities

For example:

Determining and working towards the customer's quotation deadline

Prioritising the order of costings to be provided to various customers (3)

Working with Others and in Teams

For example:

Requesting information from internal and external suppliers

Sharing newly released information with colleagues involved in organising functions (3)

Using Mathematical Ideas and Techniques

For example:

Calculating the costs of all components of the function (2)

Solving Problems

For example:

Finding alternative suppliers to meet the customer's needs when first offered cost is not suitable (3)

Using Technology

For example:

Using a calculator

Using a computerised system to produce customer documentation (1)

Essential Knowledge and Skills to be Assessed

The following knowledge and skills must be assessed as part of this unit:

organisational skills in terms of event planning

knowledge of typical function requirements including:

food and beverage

technical

function layouts

security

entertainment
decorations

function co ordination procedures and systems
use of various order forms, reports, function sheets and briefing papers
general knowledge of customer requirements for different types of functions.

Linkages to Other Units

This unit has linkages to the following units and combined training and assessment is recommended:

THTSOP04B Sell tourism products and services

THTSOP05B Prepare quotations

THTSOP07B Book and co ordinate supplier services

Critical Aspects of Assessment

Evidence of the following is critical:

ability to conduct the entire function organisation process and ensure function services meet the agreed requirements of customers

accuracy in the presentation of function information and the ability to tailor the services of the establishment to meet customer needs

knowledge of the types and range of function services that may be required.

Context of Assessment and Resource Implications

Assessment must ensure:

project or work activities conducted over a period of time so that the candidate is able co-ordinate the complete function organisational process within a venue

demonstration of skills on more than one occasion and to address differing function circumstances and needs to ensure range and consistency

access to an office environment which includes computers, printers and database programs currently used to organise functions

use of industry-current function documentation and sales kits

access to and demonstration of skills within a suitable venue for the operation of a function

presence of typical workplace time constraints for the completion of tasks.

Assessment Methods

Methods must be chosen to ensure that the skills required to sell, co ordinate and finalise all details for functions can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

review of actual function documentation and reports prepared by the candidate

evaluation of a function organised by the candidate, including documentation and operational efficiency and cohesiveness

evaluation of reports prepared by the candidate detailing the way in which a particular function was organised and highlighting key issues and challenges in the function organisation process

written and oral questioning or interview to test knowledge of function co ordination procedures and materials

review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Key Competencies in this Unit

Key competencies are built into all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform Level 2 = Administer and Manage Level 3 = Design and Evaluate

Key Competencies

Collecting, Organising and Analysing Information

For example:

Identifying the customer's specific needs, sourcing supplier information and evaluating the most appropriate fit for the customer (3)

Communicating Ideas and Information

For example:

Providing information to customers on the conditions specifically applicable to the function sold to them (3)

Planning and Organising Activities

For example:

Determining and working towards the customer's quotation deadline

Prioritising the order of costings to be provided to various customers (3)

Working with Others and in Teams

For example:

Requesting information from internal and external suppliers

Sharing newly released information with colleagues involved in organising functions (3)

Using Mathematical Ideas and Techniques

For example:

Calculating the costs of all components of the function (2)

Solving Problems

For example:

Finding alternative suppliers to meet the customer's needs when first offered cost is not suitable (3)

Using Technology

For example:

Using a calculator

Using a computerised system to produce customer documentation (1)

Range Statement

This unit applies to all tourism and hospitality industry sectors and enterprises where functions are organised. It has particular application to attractions, theme parks, hotels and clubs. The following explanations identify how this unit may be applied in different workplaces, tourism sectors and circumstances.

Functions may include:

breakfasts
lunches
dinners
seminars/conferences
cocktail parties
weddings
product launches
meetings
seminars
workshops
special touring events.

Documents issued to customers may include:

invoices
credit notes
receipts
service vouchers
information packs.

Updating the financial status of the customer's records may include:

receiving, processing and recording payments
generating and issuing invoices and credit notes for changed arrangements
checking that the customer has fully paid.

Customer records may be:

a computer file
a manual file.

Suppliers may include:

internal departments
external organisations.

Supplies may be for:

entertainment
audio visual equipment
special equipment
floral arrangements
food and beverage
photography services.

Pre function briefings may be delivered:

verbally
in writing.

This unit applies to all tourism and hospitality industry sectors and enterprises where functions are organised. It has particular application to attractions, theme parks, hotels and clubs. The following explanations identify how this unit may be applied in different workplaces, tourism sectors and circumstances.

Functions may include:

breakfasts
lunches
dinners
seminars/conferences
cocktail parties
weddings
product launches
meetings
seminars
workshops
special touring events.

Documents issued to customers may include:

invoices
credit notes
receipts
service vouchers
information packs.

Updating the financial status of the customer's records may include:

receiving, processing and recording payments
generating and issuing invoices and credit notes for changed arrangements
checking that the customer has fully paid.

Customer records may be:

a computer file
a manual file.

Suppliers may include:

internal departments
external organisations.

Supplies may be for:

entertainment
audio visual equipment
special equipment
floral arrangements
food and beverage
photography services.

Pre function briefings may be delivered:

verbally
in writing.

Unit Sector(s)

Not applicable.