



Australian Government

CUAFOH211 Undertake routine front of house duties

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with CUA Creative Arts and Culture Training Package Version 5.0.

Application

This unit describes the performance outcomes, skills and knowledge required to undertake routine front of house duties for shows and performances in the screen, media, entertainment and events industries. It involves identifying and preparing for front of house work activities, completing these tasks according to organisational policies and procedures and reviewing one's own work performance.

The unit applies to those who work under broad supervision and are expected to act autonomously within established parameters as they organise and complete front of house work activities.

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

Unit Sector

Media and Entertainment Production – Front of House

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for work activities	1.1 Identify routine front of house tasks required for completion prior to shows or performances in consultation with required personnel 1.2 Identify additional tasks to be completed and add to work schedule as required 1.3 Plan and prioritise workload within allocated timeframes 1.4 Attend pre-show briefing and liaise with required personnel to confirm show ready status
2. Complete work tasks	2.1 Turn front of house visual display and audio systems on and off as required

ELEMENT	PERFORMANCE CRITERIA
	2.2 Finalise retail and catering tasks according to instructions and organisational policies and procedures 2.3 Check venue facilities and amenities according to organisational policies and procedures, and advise required personnel if matters are beyond scope of own job role 2.4 Advise required personnel of security, health and safety or emergency issues that need attention 2.5 Seek assistance from required personnel when difficulties arise in achieving allocated tasks 2.6 Identify factors affecting work requirements and take required action within scope of own job role
3. Review work performance	3.1 Seek feedback on work performance from supervisors and colleagues 3.2 Monitor and adjust work according to feedback obtained through supervision and comparison with established team and organisational standards 3.3 Identify and plan opportunities for improvement through discussions with colleagues

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Learning	Improves work performance using views and opinions of others, including based on advice and feedback from supervisor and colleagues
Oral communication	Obtains information by using listening and questioning techniques
Numeracy	Uses numerically-based controls on equipment
Self-management	- Follows health and safety procedures in relation to assigned duties - Understands and completes main tasks and responsibilities within the boundaries of own role - Locates key information on organisational products and services - Interpret and follow different organisational procedures and work schedules
Teamwork	Works collaboratively with team when completing front of house tasks

SKILL	DESCRIPTION
	• Interacts with colleagues and the general public using appropriate language, tone and non-verbal behaviour • Liaise with other team members about service requirements • Listen and respond to diverse range of customer requests and complaints, asking questions to clarify and confirm
Planning and organising	• Prepares for and completes front of house tasks in a logical sequence and completes tasks according to schedules • Prioritises work tasks in consultation with supervisor
Initiative and enterprise	• Seeks expert assistance when problems arise
Technology	• Uses different equipment for day-to-day work activities, including venue specific technology
Problem-solving	• Identifies and solves routine problems in relation to own duties

Unit Mapping Information

Supersedes and is equivalent to CUAFOH201 Undertake routine front of house duties.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1db201d9-4006-4430-839f-382ef6b803d5>

Assessment Requirements for CUAFOH211 Undertake routine front of house duties

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- organise and complete routine front of house duties on at least two occasions.

In the course of the above, the person must:

- identify, plan and prioritise tasks according to timeframes
- seek and act on feedback from supervisor about own job performance
- follow health, safety and security protocols relating to assigned tasks
- communicate with required personnel and the public according to organisational policies and procedures
- work collaboratively as a team in completing tasks.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational procedures in relation to own front of house duties that include interacting with the general public
- industry-standard technology used in different front of house duties that include:
 - ticketing software
 - digital scanning
 - venue accessibility equipment
- safety and security procedures in relation to front of house operations.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- live theatre performance venues
- performances or events that require different front of house services.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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