



Australian Government

CUAFOH511 Manage front of house services

Release: 1

CUAFOH511 Manage front of house services

Modification History

Release	Comments
Release 1	This version released with CUA Creative Arts and Culture Training Package version 4.0

Application

This unit describes the skills and knowledge required to manage front of house services at venues during performances or events.

Individuals who apply these skills are expected to display a high level of initiative, judgement and responsibility as they coordinate the set-up of venues prior to performances and manage on-site customer service.

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

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Supervise the set-up of venue	1.1 Check that required front of house services have been arranged 1.2 Assess that venue set-up, facilities and equipment minimise risk of injury to patrons and allow easy access for people with disabilities 1.3 Rectify situations that could potentially disrupt services during operating hours 1.4 Provide briefings to personnel prior to opening venue
2. Monitor front of house services	2.1 Open venue at scheduled opening times 2.2 Monitor the provision of services and take prompt action to resolve problems

	2.3 Take responsibility for the resolution of escalated problems or complaints 2.4 Greet patrons and provide special assistance as required 2.5 Make clear and accurate public announcements 2.6 Liaise with back of house personnel to maximise quality of service to patrons 2.7 Assist with the workflow of service personnel 2.8 Ensure all work is undertaken according to safety and security procedures 2.9 Close and secure venue according to workplace procedures
3. Evaluate front of house services	3.1 Complete and distribute documentation relating to service operation 3.2 Involve team members in evaluations of front of house services and modify procedures accordingly 3.3 Contribute to evaluations of venue services and implement recommendations aimed at improving overall effectiveness of front of house services

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
Writing	Prepares workplace documentation and reports
Oral communication	- Seeks the views and opinions of others - Obtains information by listening and questioning - Discusses ideas and solutions - Uses clear language to contribute information and express requirements
Navigate the world of work	- Works independently and collectively with a strong sense of responsibility for goals, plans, decisions and outcomes - Identifies changes that would improve collective outcomes - Takes responsibility for ensuring that workplace procedures are followed
Interact with others	- Adapts tone and language as required to resolve misunderstandings - Uses language, tone and non-verbal behaviour appropriate for

	interacting with people from a range of social and cultural backgrounds • Builds rapport in order to establish effective work relationships
Get the work done	• Systematically monitors the functioning of all aspects of front of house services • Responds to problems requiring immediate attention, drawing on past experience to devise solutions • Recognises the potential of new approaches to enhance work practices • Implements improvements based on outcome of evaluations of front of house services • Uses standard word processing and spreadsheet applications to prepare workplace documentation

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
CUAFOH511 Manage front of house services (Release 1)	CUAFOH501 Manage front of house services (Release 2)	Incorporated knowledge evidence on communication techniques and language.	Equivalent unit
CUAFOH501 Manage front of house services (Release 2)	CUAFOH501 Manage front of house services (Release 1)	Updated assessment conditions section. Updated modification history section to reflect changed name of training package.	Equivalent unit

Links

Companion Volumes are available from VETNet -

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

Assessment Requirements for CUAFOH511 Manage front of house services

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Performance Evidence

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

- manage the following front of house services on at least two occasions:
 - all aspects of preparing a venue
 - briefing and supervising staff
 - interacting with patrons
 - monitoring front of house services during opening
 - closing a venue
- resolve problems that typically arise in the context of managing front of house services
- review performance of venue and front of house service and implement any improvements identified
- work cooperatively with others.

Note: If a specific volume or frequency is not stated, then evidence must be provided for each of the above points at least once.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes:

- key issues and challenges that typically arise in the context of managing front of house services
- operational procedures for the following front of house services:
 - box office
 - cloakroom
 - food and beverage outlets
 - merchandising store or stand
- workplace policies and procedures in relation to:

- emergency evacuation
- incident reporting
- refunds and exchanges
- staff reporting mechanisms
- venue opening and closing
- appropriate communication techniques and language, including interaction with cross-cultural groups and people with disabilities.
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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in creative arts industry environments. The assessment environment must include access to a venue and a team of operational front of house personnel.

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

Links

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