



Australian Government

SITHACS013 Provide porter services

Release: 1

SITHACS013 Provide porter services

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide porter services in commercial accommodation establishments. It requires the ability to check and plan for daily arrivals, assist guests with luggage and provide ancillary services for guests.

The unit applies to frontline service personnel in commercial accommodation venues. Porter services are usually associated with dedicated bell desk or concierge roles in larger venues. In smaller venues, reception or other staff provide these services. People working under supervision undertake this function, though the unit may also be relevant to owner-operators of small businesses.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Accommodation Services

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Handle guest arrivals and departures.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Review and plan for expected daily arrivals, special requests or major guest movements.
- 1.2. Welcome guests and direct to check-in area.
- 1.3. Escort guests to rooms and explain and promote

organisation and room features.

2. Handle guest luggage.
 - 2.1. Assist guests with luggage and luggage storage according to organisational policies and procedures and security requirements.
 - 2.2. Safely transport and deliver guest luggage to correct locations within appropriate timeframes using safe manual handling techniques and moving equipment as required.
 - 2.3. Track lost luggage within the venue and take steps to locate and deliver to guest or correct location.
3. Respond to requests for ancillary services.
 - 3.1. Provide ancillary services according to organisational procedures.
 - 3.2. Liaise with colleagues in other departments where appropriate to ensure effective response to service requests.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

DESCRIPTION

SKILLS

- | | |
|------------------------------------|---|
| Reading skills to: | <ul style="list-style-type: none"> • interpret: <ul style="list-style-type: none"> • luggage identification labels • storage and security procedures • reservation data and rooming lists. |
| Oral communication skills to: | <ul style="list-style-type: none"> • explain organisation and room features to guests • interact with guests from socially and culturally diverse environments. |
| Numeracy skills to: | <ul style="list-style-type: none"> • count multiple luggage items and reconcile against operational documentation. |
| Planning and organising skills to: | <ul style="list-style-type: none"> • move and store luggage in a logical and efficient way. |

Unit Mapping Information

Supersedes and is equivalent to SITHACS005 Provide porter services.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITHACS013 Provide porter services

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- safely move and store the following on three occasions each:
 - individual luggage
 - group luggage
- safely move guest luggage in each of the following operational situations on at least one occasion:
 - take luggage to check-in area on guest arrival
 - take guest luggage to room on registration
 - collect guest luggage from room on departure
- complete luggage tags for above guest luggage according to organisational procedures
- interpret requirements for above services from systems or documentation and plan accordingly
- provide above services within typical workplace time constraints
- interact positively with at least six guests during above services, providing clear and accurate information on:
 - luggage services
 - ancillary services.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- procedures and systems for moving and storing luggage in commercial accommodation establishments:
 - luggage marking system
 - placement in rooms and in storage facilities
 - group luggage
 - on guest arrival and guest departure
 - order in which luggage should be moved
 - routes for moving luggage through public areas
 - security considerations
 - amount of luggage to be placed on trolleys or taken into lifts

- restrictions on areas into which luggage can be taken
- safe manual handling techniques when moving luggage:
 - carrying
 - lifting
 - moving
 - pulling
 - pushing
- hygiene responsibilities of porters and practices that minimise hygiene risks
- relationships between porter services and other areas of work in commercial accommodation establishments and their impact on porter activities
- range of information typically provided by porters regarding:
 - venue facilities
 - room facilities
 - ancillary services.

Assessment Conditions

Skills must be demonstrated in a commercial accommodation environment. This can be:

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- luggage and luggage moving equipment
- systems or documentation for managing the movement and storage of luggage in an accommodation venue
- guests with whom the individual can interact. These can be:
 - guests in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors and have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

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