



Australian Government

Assessment Requirements for SITHACS014

Provide valet services

Release: 1

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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:

- respond to at least six different client requests including at least one of each of the following:
 - organisation of bookings or arrangements for services
 - provision of recommendations for accessing a service from the list in the knowledge evidence
 - parking or retrieval of a vehicle
 - care and maintenance of client property
- provide the following professional valet services when responding to the above requests:
 - effective communication to determine guest needs
 - adherence to organisational personal hygiene, presentation and grooming standards.

Knowledge Evidence

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

- communication techniques for building rapport and establishing client needs and preferences
- current expectations of valet or butler service in the Australian hospitality industry:
 - scope of valet or butler services
 - organisations that offer valet or butler services
- services provided by valets or butlers:
 - restaurant or theatre bookings
 - room service
 - special function arrangements
 - travel or tour arrangements
 - provision of recommendations for accessing services
 - parking or retrieval of a vehicle
 - care and maintenance of client property
- etiquette, protocols and organisational standards for professional valets:
 - confidentiality and privacy
 - grooming and personal hygiene

- dealing with VIP guests
- packing and unpacking techniques for clothing and other personal items
- sewing techniques for minor clothing repairs
- shoe cleaning methods and cleaning agents for different shoe materials.

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:

- clothing and other personal items
- sewing equipment
- shoes requiring cleaning
- clothing requiring cleaning or minor repairs
- 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.

Links

Companion Volume implementation guides are found in VETNet -

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