



Australian Government

SITHACS014 Provide valet services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide specialist valet or butler services. It requires the use of well-developed interpersonal communication skills plus the ability to care for client property and arrange personalised services.

The unit applies to individuals who provide personalised valet or butler services to clients, usually in commercial accommodation establishments. They work independently with limited guidance from others.

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. Display professional valet standards.

PERFORMANCE CRITERIA

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

- 1.1. Build rapport with clients through effective interpersonal communication.
- 1.2. Identify individual client needs and preferences and provide personalised service in line with professional valet standards.
- 1.3. Anticipate potential client needs where possible and pro-actively identify and resolve problems.

- 1.4. Agree on scope of required services with client.
 - 1.5. Follow grooming and communication protocols, according to organisational standards.
 - 1.6. Maintain confidentiality about client property and activities.
2. Care for client property.
 - 2.1. Unpack, store and pack luggage according to instructions.
 - 2.2. Prepare and present clothes appropriately, ready for use.
 - 2.3. Clean shoes using suitable cleaning agents.
 - 2.4. Make or organise repairs to personal items as required.
 - 2.5. Organise other property as agreed with client.
3. Arrange services for clients.
 - 3.1. Proactively offer information and advice about special services and benefits to ensure maximum take-up and profitability of stay.
 - 3.2. Offer and provide assistance in organising services to meet individual needs and requests.
 - 3.3. Confirm details of services with clients.
 - 3.4. Monitor and adjust services to ensure client needs are met.
 - 3.5. Maintain accurate records of services according to organisational procedures.

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.

SKILLS	DESCRIPTION
Reading skills to:	interpret product and service information.
Learning skills to:	access relevant resources to locate and plan goods and services that meet client needs.
Initiative and enterprise skills to:	- ensure continuity of service - respond flexibly to unplanned or changed client requirements.
Planning and organising skills to:	- maintain and care for client property - ensure necessary tasks are organised thoroughly.
Technology skills to:	source a range of information online within required timeframes.

Unit Mapping Information

Supersedes and is equivalent to SITHACS006 Provide valet 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 SITHACS014 Provide valet 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:

- 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.

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