



Australian Government

Assessment Requirements for SITHACS016 Provide accommodation reception 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:

- check-in and check-out at least six different guests, providing each of the following services:
 - registration:
 - confirmation of personal and reservation details
 - allocation of room and key or electronic card
 - arrival information required by guest:
 - products and services
 - safety deposit facility arrangements
 - security arrangements
 - accounting procedures:
 - invoicing guest charges
 - departure assistance:
 - luggage assistance
 - making forward bookings
 - organising transport
- complete accurate front office reports and records for each of the above reception services.

Knowledge Evidence

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

- accommodation reservations terminology
- standard details collected for reservations:
 - arrival and departure times
 - length of stay
 - payment details
 - personal details
 - rates and discounts
 - special requests

- type of accommodation and bed configuration
- relationship between front desk and other operational areas:
 - housekeeping
 - food and beverage service
 - maintenance
- processes for accounting procedures carried out by front desk staff:
 - processing credit card payments
 - processing deposits
 - allocating group rates
 - issuing receipts
 - processing pre-payments
 - issuing and redeeming vouchers and discount rates
- organisational policies and procedures for handling or generating the following front office reports:
 - accounting reports
 - arrival and departure data
 - occupancy rates
 - guest feedback summaries
 - lost and found information
- sources of accommodation reservations:
 - direct
 - travel agents
 - booking centres
 - inbound tour operators
 - online
- systems and procedures:
 - check-in and check-out
 - guest accounts
 - product codes
- security:
 - issuing of keys or electronic cards
 - safety deposit arrangements.

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:

- fixtures and electronic equipment

- cashiering facilities
- reception desk or sales counter
- organisational reports:
 - arrival and departure lists
 - reservations, accounting and reporting data
- industry-current front office reservations, accounting and reporting system
- guests requiring accommodation reception services 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>