



Australian Government

SITHACS016 Provide accommodation reception services

Release: 1

SITHACS016 Provide accommodation reception services

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to check guests in and out of commercial accommodation establishments. It requires the ability to check daily arrivals, allocate rooms and complete relevant documentation.

The unit applies to all types of commercial accommodation, and to individuals who staff the reception area. They use established procedures and systems under some supervision, but the customer service nature of the role means they apply some discretion and judgment in their interaction with guests.

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. Prepare for guest arrival.

PERFORMANCE CRITERIA

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

- 1.1. Prepare and check reception area and equipment.
- 1.2. Check and review daily arrival details.
- 1.3. Allocate rooms according to guest requirements and organisational policy.
- 1.4. Follow-up and confirm uncertain arrivals or reservations.
- 1.5. Compile and distribute accurate arrivals information to

- relevant colleagues, including special situations or requests.
2. Welcome and register guests.
 - 2.1. Welcome guests courteously, confirm reservation details and seek opportunities to upsell when appropriate.
 - 2.2. Complete registration procedures according to organisational security requirements.
 - 2.3. Follow accounting procedures for registering guests.
 - 2.4. Provide arrival information as required to guests.
 - 2.5. Follow organisational procedures where rooms are not immediately available or overbooking has occurred in order to minimise guest inconvenience.
 - 2.6. Monitor activity against expected arrivals and report deviations.
 3. Organise guest departure.
 - 3.1. Review and check accuracy of departure lists.
 - 3.2. Seek information on departing guests from other departments in a timely manner to facilitate preparation of account.
 - 3.3. Generate guest accounts and check for accuracy.
 - 3.4. Explain account clearly and courteously and process payments.
 - 3.5. Recover and process keys or electronic cards.
 - 3.6. Action or refer guest requests for departure assistance.
 - 3.7. Process express checkouts according to organisational procedures as required.
 - 3.8. Follow procedures for group checkout if required.
 4. Prepare front office records and reports.
 - 4.1. Prepare and update front office records within designated timelines.
 - 4.2. Follow organisational policy in regard to room changes, no-shows, extensions and early departures.
 - 4.3. Distribute reports and records to the appropriate departments within designated timelines.
 - 4.4. Reduce waste by minimising use of printed materials.

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

Writing skills to:

DESCRIPTION

- record guest and accounting information in front office systems.

- Oral communication skills to:
- interact positively with guests
 - respond to queries regarding guest accounts and service charges.
- Technology skills to:
- enter and retrieve information using computerised front office systems and software.

Unit Mapping Information

Supersedes and is equivalent to SITHACS008 Provide accommodation reception 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 SITHACS016 Provide accommodation reception 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:

- 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.

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