



Australian Government

SITHFAB006 Provide room service

Release: 1

SITHFAB006 Provide room service

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide room service in accommodation establishments. It requires the ability to take orders, set up room service trolleys, deliver meals, process accounts and clear used meal service items.

The unit applies to all hospitality organisations where room service is provided, including hotels, motels and bed and breakfasts.

It applies to kitchen staff and operational food and beverage attendants who work with very little independence and under the guidance of others. It can also apply to front office personnel.

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

Pre-requisite Unit

SITXFSA001 Use hygienic practices for food safety

Competency Field

Food and Beverage

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Take and process room service orders.

PERFORMANCE CRITERIA

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

- 1.1. Answer telephone promptly and courteously according to organisational customer service standards.
- 1.2. Check guest name and use throughout the interaction.
- 1.3. Provide information, record room service order and room number and check with guests for accuracy.
- 1.4. Use suggestive selling techniques to maximise sale.

- 1.5. Advise guests of approximate time for delivery.
- 1.6. Interpret room service orders received from doorknob dockets.
- 1.7. Transfer orders promptly to the appropriate location for preparation.
2. Set up trays and trolleys.
 - 2.1. Select and prepare room service equipment and check for cleanliness and damage.
 - 2.2. Set up trays and trolleys according to organisational standards and the type of meal, and check for balance and safety.
 - 2.3. Collect all prepared meals and beverages promptly and in correct service order.
 - 2.4. Check prepared meals against the order and meal items for correct temperature.
3. Present room service meals and beverages to guests.
 - 3.1. Request entry to guest room according to organisational procedures.
 - 3.2. Consult guests about their preferences for placement of meals.
 - 3.3. Explain the meal and place according to organisational procedures and guest preferences.
4. Present room service accounts.
 - 4.1. Check guest accounts for accuracy and present according to organisational procedures.
 - 4.2. Obtain signature and charge meals to room account or accept cash payment.
 - 4.3. Promptly present cash payments to the cashier for processing.
5. Clear room service area.
 - 5.1. Check and clear floors promptly for used room service trolleys and trays.
 - 5.2. Return trays and trolleys to room service area and dismantle and clean according to organisational procedures.
 - 5.3. Restock station with equipment, food and beverage 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
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- Reading skills to:
- read room service menus and price lists.
- Writing skills to:
- write legible room service orders and billing information.
- Oral communication skills to:
- use active listening and open and closed probe questioning to determine guest preferences and offer suitable products
 - provide clear and accurate information tailored to the guest in a professional manner
 - confirm details of room service order.
- Numeracy skills to:
- calculate the cost of room service orders
 - calculate number of room service orders for a meal service period and determine the number of serving trays or trolleys for initial set-up.
- Initiative and enterprise skills to:
- upsell room service items.
- Teamwork skills to:
- work with kitchen and accounting staff to organise delivery and billing of room service items in a timely manner.
- Technology skills to:
- use the in-house telephone systems, kitchen ordering and billing system.

Unit Mapping Information

SITHFAB205 Provide room service

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 SITHFAB006 Provide room service

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:

- process each of the following types of room service orders to meet guest requests on at least three different occasions:
 - breakfast order
 - lunch order from an à la carte menu
 - dinner order from an à la carte menu
- provide room service for above room service orders within commercial timeframes and according to guest requirements
- demonstrate the following procedures to organisational standards when providing room service on each of the above occasions:
 - knocking and announcing department
 - greeting guests when opening
 - asking for permission to enter
- demonstrate ability to provide the following types of service at least twice each when providing room service to guests:
 - tray service
 - trolley service
- explain process for handling the following room service situations:
 - dealing with non-responsive rooms
 - dealing with guests where it is unsafe or inappropriate to enter a room.

Knowledge Evidence

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

- food safety practices for providing room service
- organisational customer service standards for room service
- types of basic information required by guests:
 - menu choices and options
 - description of meal or food and beverage items
 - cost of items
- ordering and service procedures for processing and delivering room service items
- organisational processes for taking non-standard orders:

- orders that add or omit ingredients
- orders that respond to specific dietary requirements
- room locations within the establishment
- product knowledge of the room service menu and beverage list.

Assessment Conditions

Skills must be demonstrated in a hospitality accommodation business for which room service is provided. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- small equipment:
 - bill presenter or bill tray
 - coffee plunger
 - cutlery, crockery and glassware
 - linen
 - promotional material
 - serving trays and lids
 - tea and coffee pots
 - toasters
 - trolleys
 - warming equipment
 - serving utensils
 - ice buckets
- customers to whom room service is delivered; these can be:
 - customers in an industry workplace 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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