



Australian Government

SITHFAB026 Provide room service

Release: 1

SITHFAB026 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.

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

SITXFSA005 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 docket.
- 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 payment.
 - 4.3. Promptly present payments to the cashier for processing.
- 5. Clear room service area.
 - 5.1. Check for used room service trolleys and trays and clear floors promptly.
 - 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 beverages 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: | <ul style="list-style-type: none">• read room service menus and price lists. |
| Writing skills to: | <ul style="list-style-type: none">• write legible room service orders and billing information. |
| Oral communication skills to: | <ul style="list-style-type: none">• 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: | <ul style="list-style-type: none">• use basic mathematical processes to calculate the cost of room service orders• use basic mathematical processes to 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: | <ul style="list-style-type: none">• upsell room service items. |
| Teamwork skills to: | <ul style="list-style-type: none">• work with kitchen and accounting staff to organise delivery and billing of room service items in a timely manner. |
| Technology skills to: | <ul style="list-style-type: none">• use the in-house telephone systems, and kitchen ordering and billing systems. |

Unit Mapping Information

Supersedes and is equivalent to SITHFAB006 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 SITHFAB026 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
- follow 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
- provide the following types of service at least once each when providing above room service to guests:
 - tray service
 - trolley service
- handle the following room service situations on at least one occasion when providing above room service to guests:
 - 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 an accommodation business where room service is provided. This can be:

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- small equipment:
 - bill presenter or bill tray
 - cutlery, crockery, service-ware and glassware
 - linen
 - serving trays and lids
 - trolley
 - warming equipment
- 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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