



Australian Government

SITHIND007 Use hospitality skills effectively

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide effective hospitality service to customers during service periods.

It requires the ability to integrate a range of individual technical skills while dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers. A service period incorporates preparation, service and end of service tasks.

The unit applies to individuals working in a range of different departments such as accommodation services, food and beverage, gaming operations and housekeeping, in various hospitality industry settings, including bars, hotels, cafes, restaurants, clubs, pubs and motels.

It applies to frontline operational service personnel who deal directly with customers on a daily basis. They work with very little independence and under close supervision, applying little discretion and judgement as they follow predefined organisational procedures and report discrepancies to a higher level staff member for action.

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

Working in Industry

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

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

1. Prepare for service.
 - 1.1. Plan and organise work tasks from organisational information.
 - 1.2. Discuss and confirm service requirements with supervisor as required.
 - 1.3. Prepare work area, equipment and supplies according to procedures to meet service requirements.
2. Provide service.
 - 2.1. Greet customers courteously and determine their requirements for products and services.
 - 2.2. Offer relevant customer information and promote products and services according to organisational procedures.
 - 2.3. Interact with customers using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery.
 - 2.4. Resolve routine customer problems within scope of own responsibility and according to organisational policy.
3. Complete operational tasks.
 - 3.1. Follow work schedules and work cooperatively as part of a team to maximise efficiency.
 - 3.2. Follow workplace safety and hygiene procedures.
 - 3.3. Maintain cleanliness and tidiness of work areas.
 - 3.4. Use organisational procedures and technology to complete operational tasks.
 - 3.5. Identify problems and report operational issues as they arise.
4. Complete end of shift duties.
 - 4.1 Follow end of shift procedures.
 - 4.2. Complete administration and reporting requirements.
 - 4.3. Provide customer feedback to relevant supervisors or managers.

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:	• read organisational policies, procedures and work schedules.
Oral communication skills to:	• listen to and interpret customer requests and describe products and services.
Numeracy skills to:	• basic mathematics to calculate costs • record or process financial transactions.

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|----------------------------|---|
| Teamwork skills to: | • work cooperatively to achieve outcomes. |
| Learning skills to: | • locate key information on organisational products and services. |
| Self-management skills to: | • integrate all technical skills within the whole service period, throughout preparation, service, and end of shift duties. |
| Technology skills to: | • use a variety of equipment for day-to-day work activities. |

Unit Mapping Information

Supersedes and is equivalent to SITHIND003 Use hospitality skills effectively.

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 SITHIND007 Use hospitality skills effectively

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:

- provide hospitality service to customers for a minimum of 12 complete service periods that individually or in combination involve:
 - interacting with and positively responding to diverse demands and requests of multiple customers throughout the service periods
 - working with speed and efficiency to deal with numerous service and operational tasks simultaneously
 - identifying issues and problems, referring to supervisor when appropriate, and participating in their resolution
 - working cooperatively as part of a service team, and taking limited responsibility for the service process, workflow and own work outcomes.

Knowledge Evidence

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

- basic organisational information:
 - availability of products, services and specials
 - details of expected business, customer requirements and scheduling
 - event or function running sheets
 - job role and tasks to be performed
 - local area and venue facilities
 - policies and procedures
 - staff rosters
 - verbal or written advice affecting job performance and service requirements
- information relevant to customers:
 - current promotions, events and entertainment
 - customer loyalty programs
 - food menu options and specials
 - gaming facilities
 - hotel facilities
 - local area and venue facilities

- lost and found services
- membership benefits
- prices of products and services
- products including food, alcoholic and non-alcoholic beverages
- special events
- wine and cocktail drink list choices and specials
- common operational tasks:
 - communicating orders to the kitchen
 - ordering stock
 - preparing rooms for guests
 - processing financial transactions
 - providing porter services
 - selling and preparing drinks
 - selling gaming tickets
 - serving food and beverage
 - taking orders
- tools and equipment to carry out common operational tasks:
 - ordering equipment and technology
 - communication devices
 - point-of-sale equipment
 - software for booking, ticketing or check-in
 - manual handling equipment
- end of shift procedures:
 - cleaning work areas and equipment
 - debriefing session and quality service reviews
 - preparing for the next service period
 - restocking
 - safely storing products, equipment and materials
- roles and responsibilities of service team members
- organisational policies and procedures for:
 - administration and reporting relating to:
 - completing financial transactions
 - completing work plans and schedules
 - handover
 - hygiene, health, safety and security:
 - completing incident, work health and safety (WHS) and maintenance reports
 - customer service
 - complaint handling.

Assessment Conditions

Skills must be demonstrated in an operational hospitality environment. This can be:

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

Assessment must ensure access to:

- organisational policies and procedures
- products and services to be delivered to customers
- industry realistic ratios of service staff to customers. These can be:
 - customers 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
- colleagues with whom the individual can interact. This can be:
 - colleagues 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

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