



Australian Government

SITHIND008 Work effectively in hospitality service

Release: 1

SITHIND008 Work effectively in hospitality service

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work effectively in a hospitality environment and provide 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 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 those frontline service personnel who deal directly with customers on a daily basis and who operate with some level of independence and under limited supervision.

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

1. Prepare for service.

PERFORMANCE CRITERIA

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

1.1. Plan and organise tasks from organisational information.

- 1.2. Develop and review work schedules and liaise with team members to confirm and inform others of service requirements.
 - 1.3. Prepare work area, equipment and supplies according to procedures to meet service requirements.
2. Provide service.
 - 2.1. Provide quality customer service, using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery.
 - 2.2. Offer relevant customer information on products and services.
 - 2.3. Assist customer with choices that meet individual needs, special requests and cultural requirements.
 - 2.4. Proactively promote, upsell and cross-sell products and services according to organisational procedures.
 - 2.5. Resolve complaints within scope of own responsibility and use appropriate communication techniques to deal with conflict.
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 for operational tasks.
 - 3.5. Identify and anticipate operational problems and take action to minimise the effect on customer satisfaction.
4. Complete end of shift duties.
 - 4.1. Follow end of shift procedures.
 - 4.2. Complete administration and reporting requirements.
 - 4.3. Participate in debriefing and handover sessions with colleagues and suggest service improvements.

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:

- interpret and follow a range of organisational procedures and work schedules.

Oral communication skills to:

- liaise with other team members about service requirements
- listen and respond to diverse range of customer requests and complaints, asking questions to clarify and confirm.

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|----------------------------|---|
| 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 SITHIND004 Work effectively in hospitality service.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dffb092694>

Assessment Requirements for SITHIND008 Work effectively in hospitality 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:

- provide hospitality service to customers for a minimum of 36 complete service periods that individually or in combination involve:
 - interacting with and positively responding to diverse demands and requests of different customers
 - working with speed and efficiency to deal with numerous service and operational tasks simultaneously
 - identifying issues and problems, determining solutions and taking appropriate action to resolve
 - working cooperatively as part of a service team, monitoring the service process and workflow, and taking responsibility for own work outcomes
- providing technical advice and support to other team members.

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
 - 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:
 - customer loyalty programs
 - food menu options and specials
 - gaming facilities
 - hotel facilities
 - lost and found services
 - membership benefits

- prices of products and services
- prize nights and special events
- product knowledge of food, alcoholic and non-alcoholic beverages
- processes for undertaking common operational tasks:
 - communicating orders to the kitchen
 - ordering stock
 - preparing rooms for guests
 - processing financial transactions
 - providing porting 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 sessions and quality service reviews
 - preparation for the next service period
 - restocking
 - safe storage of products, equipment and supplies
- 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.

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