



Australian Government

SITXCCS013 Provide club reception services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide reception services in a licensed club environment. It requires the ability to deliver quality customer service while assisting customers to comply with club and legislative licensing requirements.

The unit applies to all types of licensed clubs, including sporting, entertainment, social, workers' and Returned and Services League (RSL) clubs.

It applies to frontline customer service personnel who operate with some level of independence and under limited supervision. This includes club receptionists, front desk receptionists and doorpersons.

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

Client and Customer Service

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Provide information on club services and process memberships.

PERFORMANCE CRITERIA

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

- 1.1. Provide advice and information on club services and facilities to members, guests and visitors.
- 1.2. Explain membership requirements and rules to members, guests and visitors in a professional manner.

- 1.3. Explain membership application forms to applicants and assist with form completion.
 - 1.4. Calculate and process membership payments.
 - 1.5. Issue correct proof of membership documentation.
 - 1.6. Use club reception technology to assist with providing services to members and guests.
2. Monitor entry to club.
 - 2.1. Check proof of membership upon entry to the club.
 - 2.2. Assist guests and visitors to sign in according to government and organisational requirements.
 - 2.3. Check member, guest and visitor compliance with dress and age regulations.
 - 2.4. Refuse entry to non-compliant members, guests and visitors.
 - 2.5. Escalate disputes over club entry to security, supervisor or other relevant person according to organisational policy.

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:	• recognise club membership, identification (ID) and proof of age documents • interpret and follow in-house policies and procedures • locate information in membership database records.
Writing skills to:	• enter information legibly into membership application forms.
Oral communication skills to:	• discuss club entry matters with members and guests in a professional manner.
Numeracy skills to	• calculate and check membership payments.
Technology skills to:	• access and interpret membership database information • use public address systems.

Unit Mapping Information

Supersedes and is equivalent to SITXCCS005 Provide club 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 SITXCCS013 Provide club 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:

- respond to at least three different member, guest or visitor enquiries about facilities, services and membership
- process membership applications and issue membership documentation for at least three different new members
- monitor club entry by members, guests and visitors during at least four service periods, ensuring all entry requirements are met and enabling efficient flow through reception to club facilities
- perform above activities in a professional manner and within commercial timeframes.

Knowledge Evidence

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

- key aspects of club licensing laws covering entry requirements for members, guests and visitors
- acceptable forms of club membership documentation
- acceptable forms of identification (ID), proof of age and residence
- purpose and use of typical club reception technology:
 - information systems currently used by clubs to manage membership database
 - membership badge production equipment
 - scanning equipment for membership documents
 - communications equipment:
 - telephones
 - radio
 - internal public address system
- organisational dress regulations for club
- club membership rules, conditions, benefits, entitlements and costs
- contents of membership application forms and importance of ensuring accurate recording of membership details
- full details of club services, facilities, current promotions, events and entertainment.

Assessment Conditions

Skills must be demonstrated in an environment where operational club reception services are offered. This can be:

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

Assessment must ensure access to:

- club reception technology:
 - communications equipment
 - internal public address system
 - computers and information systems currently used by clubs to manage membership
- scanning equipment for membership documents
- current plain English regulatory documents outlining club entry requirements
- club documents outlining current policies, procedures, facilities, membership benefits, costs and dress regulations
- club membership application forms
- club members, guests and visitors with whom the individual can interact. 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.

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