



Australian Government

Department of Education, Employment and Workplace Relations

SITHIND003A Provide and coordinate hospitality service

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide and coordinate hospitality service to customers. The unit integrates a range of well-developed key operational and organisational skills required by service staff in hospitality organisations providing a range of organisation products and services to multiple and diverse customers.

The unit brings together the skills and knowledge covered in individual units and focuses on the way these must be applied in a hospitality setting to ensure a smooth work flow and quality customer service. It incorporates preparation, service and close-down of the work area, using a range of techniques, equipment and materials.

It involves taking responsibility for own outputs, working as part of a team and taking limited responsibility for the work of others.

State and territory licensing requirements may apply.

Application of the Unit

Application of the unit

This unit applies to a range of accommodation, catering and food and beverage services in various hospitality venues and settings such as hotels, restaurants, clubs, pubs, motels, gaming operations and catering outlets.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

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|-------------------------------------|---|
| 1 Organise and prepare for service. | 1.1 Access appropriate <i>workplace information</i> in order to plan and organise tasks to be completed. |
| | 1.2 Liaise with team members and other relevant people to confirm and inform others of service requirements. |
| | 1.3 Develop and follow a work plan or schedule to maximise |

ELEMENT**PERFORMANCE CRITERIA**

efficiency, taking into consideration roles and responsibilities of other team members.

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|------|---|--|-----|---|-----|---|-----|--|-----|--|-----|--|-----|--|-----|--|-----|--|-----|--|------|---|
| | 1.4 | Prepare work area, equipment and supplies to meet service requirements according to established systems and procedures. | | | | | | | | | | | | | | | | | | | | |
| 2 | Provide service. | <table border="0"><tr><td>2.1</td><td>Greet customers courteously and appropriately and determine their requirements for products and services.</td></tr><tr><td>2.2</td><td>Offer information to customers on available products and services and assist them to make choices that meet individual needs, special requests or dietary or cultural requirements.</td></tr><tr><td>2.3</td><td>Proactively promote, up-sell and cross-sell products and services where appropriate according to organisation policy and procedures.</td></tr><tr><td>2.4</td><td>Use the organisation system and technology for reservations, ordering or stock control as appropriate.</td></tr><tr><td>2.5</td><td>Provide service, using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery.</td></tr><tr><td>2.6</td><td>Communicate effectively and work cooperatively as part of the team and according to established work plan.</td></tr><tr><td>2.7</td><td>Follow workplace safety and hygiene procedures according to organisation and legislative requirements.</td></tr><tr><td>2.8</td><td>Provide quality customer service, deal appropriately with complaints and use appropriate communication techniques to deal with conflict.</td></tr><tr><td>2.9</td><td>Identify problems, determine possible solutions and take appropriate action to resolve the situation according to organisation procedures.</td></tr><tr><td>2.10</td><td>Complete <i>end of service procedures</i> and farewell customers according to job role and organisation procedures in a manner that will encourage them to return.</td></tr></table> | 2.1 | Greet customers courteously and appropriately and determine their requirements for products and services. | 2.2 | Offer information to customers on available products and services and assist them to make choices that meet individual needs, special requests or dietary or cultural requirements. | 2.3 | Proactively promote, up-sell and cross-sell products and services where appropriate according to organisation policy and procedures. | 2.4 | Use the organisation system and technology for reservations, ordering or stock control as appropriate. | 2.5 | Provide service, using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery. | 2.6 | Communicate effectively and work cooperatively as part of the team and according to established work plan. | 2.7 | Follow workplace safety and hygiene procedures according to organisation and legislative requirements. | 2.8 | Provide quality customer service, deal appropriately with complaints and use appropriate communication techniques to deal with conflict. | 2.9 | Identify problems, determine possible solutions and take appropriate action to resolve the situation according to organisation procedures. | 2.10 | Complete <i>end of service procedures</i> and farewell customers according to job role and organisation procedures in a manner that will encourage them to return. |
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| 3 | Close down after service. | <table border="0"><tr><td>3.1</td><td>Clear, clean or dismantle work area according to organisation procedures, OHS requirements and <i>environmental considerations</i>.</td></tr><tr><td>3.2</td><td>Complete administration and reporting requirements.</td></tr></table> | 3.1 | Clear, clean or dismantle work area according to organisation procedures, OHS requirements and <i>environmental considerations</i> . | 3.2 | Complete administration and reporting requirements. | | | | | | | | | | | | | | | | |
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ELEMENT**PERFORMANCE CRITERIA**

- 3.3 Review and evaluate products and services with colleagues, where appropriate, identifying possible improvements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- planning and organising work, including prioritising, sequencing and monitoring tasks and processes
- integration and application of service skills, including preparation, service procedures, close down and customer relations
- working cooperatively as part of a team and providing advice and support as required
- using safe and hygienic work practices in relation to provision of hospitality products and services according to organisation and legislative requirements
- communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- numeracy skills to calculate and/or estimate bills, stock requirements and required ingredients, materials or equipment.

The following knowledge must be assessed as part of this unit:

- organisation administrative and reporting procedures
- relevant legislative and regulatory requirements related to hygiene, health, safety, security and provision of hospitality products and services.
- current knowledge of all main products and services offered by the organisation.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- collection of direct, indirect and supplementary evidence showing provision of integrated service for a minimum of 36 complete service periods (shifts) to ensure integration of skills and consistency of

EVIDENCE GUIDE

performance in different circumstances

- ability to multi-task and respond to multiple demands and requests of a number of customers with varying requirements
- ability to deal with typical issues such as workplace time constraints, late arrivals, no-shows, walk-ins and other problems or contingencies
- ability to meet, greet and interact positively with multiple and diverse customers throughout the hospitality experience
- ability to maintain the cleanliness and tidiness of work areas, including dealing with disposables and recyclables
- ability to monitor the service process and work flow, take some responsibility for others and provide technical advice and support to a team
- compliance with relevant legislative and regulatory requirements, OHS requirements
- demonstrated health and safety practices.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully-operational hospitality environment, including industry-current equipment and actual products and services
- presence of industry-realistic conditions such as commercial ratios of customers to staff.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- training record book
- direct observation of the candidate providing integrated service according to established systems and procedures within a commercial hospitality setting
- evaluation of customer feedback about service, including speed and timing
- written or oral questions to test knowledge about service techniques, equipment and OHS requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Workplace information includes:

- job role and tasks to be performed
- verbal or written advice affecting job performance and

RANGE STATEMENT

service requirements

- details of expected business, including customer requirements and scheduling
- knowledge and availability of products, services and specials
- local area knowledge and venue facilities.

End of service procedures
include:

- safe storage of products, equipment and supplies
- cleaning procedures related to work areas and equipment
- debriefing sessions, including quality service reviews
- restocking
- preparation for the next service period.

Environmental considerations
include:

- recycling and minimising waste
- responsible disposal of waste
- efficient energy use
- efficient water use.

Unit Sector(s)

Sector

Hospitality

Competency field

Competency field

Working in Industry