



Australian Government

SITHIND202 Use hospitality skills effectively

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITHIND002A Apply hospitality skills in the workplace. Title updated to better reflect the intent and content of the unit. Unit broadened and can apply to all types of hospitality service including accommodation services, food and beverage, gaming operations and housekeeping.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide effective hospitality service to customers during live 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. It incorporates preparation, service and end of service tasks.

Application of the Unit

This unit applies to a range of 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. They may work within any industry area including accommodation services, food and beverage, gaming operations and housekeeping.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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

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|----------------------------------|---|
| 1. Prepare for service. | 1.1 Plan and organise tasks from <i>organisational information</i> .
1.2 Discuss and confirm service requirements with supervisors.
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 <i>products and services</i> .
2.2 Offer customer <i>information</i> 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 according to individual empowerment and organisational policy. |
| 3. Complete operational tasks. | 3.1 Follow work schedules and work cooperatively as part of the team to maximise efficiency.
3.2 Follow workplace safety and hygiene procedures.
3.3 Maintain the cleanliness and tidiness of work areas.
3.4 Use organisational procedures and technology to complete <i>operational tasks</i> .
3.5 Identify problems and report operational issues as they arise. |
| 4. Complete end of shift duties. | 4.1 Follow <i>end of shift procedures</i> .
4.2 Complete <i>administration and reporting requirements</i> .
4.3 Provide customer feedback to relevant supervisors or managers. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - discuss and confirm service requirements with supervisors
 - provide customer information and listen to and interpret customer requests
- literacy skills to read and comprehend procedures and work schedules
- numeracy skills to:
 - calculate time to complete operational tasks
 - service customers within expected timelines
- planning and organising skills to follow work schedules to maximise efficiency and work within timelines
- problem-solving skills to identify workplace problems and to refer to supervisors
- self-management skills to integrate all technical skills within the whole service period including preparation, service, and end of shift duties
- teamwork skills to work cooperatively as part of a team
- technology skills to use a variety of equipment for day-to-day work activities.

Required knowledge

- roles and responsibilities of different service team members
- organisational policies and procedures for:
 - administrative reporting
 - hygiene, health, safety and security
 - customer service
 - complaint handling
- full details of organisational products, services, facilities, current promotions, events and entertainment.

Evidence Guide

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

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- integrate technical skills and provide effective hospitality service to customers for a minimum of 12 complete service periods (shifts)
- interact with and positively respond to the diverse demands and requests of multiple customers throughout the service period
- work with speed and efficiency to deal with numerous service and operational tasks simultaneously
- identify issues and problems such as workplace time constraints, late arrivals, no-shows, walk-ins, refer to supervisors and participate in their resolution
- work cooperatively as part of the service team and take limited responsibility for the service process, workflow and own work outcomes
- integrate knowledge of relevant organisational policies and procedures.

Context of and specific resources for assessment

Assessment must ensure use of:

- a fully-operational hospitality environment with the fixtures, large and small equipment and workplace documentation defined in the Assessment Guidelines; this can be a:
 - real hospitality workplace
 - hospitality industry environment operated within a training organisation that services customers e.g. a training restaurant for the food and beverage context
- industry-realistic ratios of service staff to customers
- products and services to be delivered to customers.

Method of assessment

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

- direct observation of the individual providing integrated service according to established systems and procedures within an operational hospitality setting
- evaluation of customer feedback about service including speed and timing

- written or oral questions to assess knowledge of organisational products and services and procedures
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

Since evidence must be completed across a minimum of 12 complete service periods (shifts), an integrated approach to assessing these units with other technical units required for a qualification is possible and expected.

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHACS201 Provide housekeeping services to guests
- SITHACS202 Prepare rooms for guests
- SITHACS204 Provide porter services
- SITHFAB202 Operate a bar
- SITHFAB206 Serve food and beverage
- SITHGAM202 Attend gaming machines
- SITHGAM203 Operate a TAB outlet
- SITXCCS202 Interact with customers.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Organisational information may include:

- availability of products, services and specials
- beverage lists
- current promotions, events and entertainment
- details of expected business, including customer requirements and scheduling
- event or function running sheets
- job role and tasks to be performed
- local area and venue facilities
- menus
- policies
- procedures
- staff rosters
- verbal or written advice affecting job performance and service requirements.

Products and services may include:

- accommodation
- food
- beverage
- gaming
- housekeeping
- reception
- information
- portering.

Information to customers may involve:

- current gaming promotions
- customer loyalty programs
- food menu options, choices and specials
- gaming facilities
- gymnasiums and health facilities
- hotel facilities
- in room services
- laundry services
- local area and venue facilities
- lost and found services
- membership benefits
- prices of products and services
- prize nights and special events
- product knowledge of food, alcoholic and

- Operational tasks** may include:
- non-alcoholic beverages
 - raffles
 - room service
 - wine and cocktail drink list choices and specials.
 - communicating orders to the kitchen
 - ordering stock
 - preparing rooms for guests
 - processing financial transactions
 - providing portering services
 - selling and preparing drinks
 - selling gaming tickets
 - serving food and beverage
 - taking orders.
- End of shift procedures** may include:
- cleaning procedures related to work areas and equipment
 - debriefing sessions, including quality service reviews
 - preparation for the next service period
 - restocking
 - safe storage of products, equipment and materials.
- Administration and reporting requirements** may include:
- completing financial transactions such as reconciling takings and or floats
 - completing incident, Work Health and Safety (WHS) or maintenance reports
 - completing work plans and schedules
 - handover.

Unit Sector(s)

Hospitality

Competency Field

Working in Industry