

Training Package	Entertainment (CUE03)	HSC Requirements and Advice
Unit code	Unit title	HSC Indicative Hours
CUEFOH09B	Provide venue information and assistance	10

Unit descriptor	<p>This unit describes the skills and knowledge required to provide patrons with information on available venue facilities at the time of a performance, event or cinema session and to assist patrons to access all services. While this unit mainly applies to frontline customer service staff such as ushers, food and beverage outlet and box office personnel, it can apply to any staff working in theatres, event venues and cinemas who come into contact with the customer.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
Employability skills	This unit contains employability skills.
Prerequisite units	<p>This unit has strong linkages to the following units, and combined training and/or assessment is recommended:</p> <ul style="list-style-type: none"> • CUEFOH04C Usher patrons • CUEFOH10B Monitor entry to a venue.

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Method of assessment
<p>The following evidence is <u>critical</u> to the judgement of competence in this unit:</p> <ul style="list-style-type: none"> • ability to access appropriate information on venue facilities, and all operational aspects of the performance/session/event, eg start/finish times • ability to provide accurate information and advice on facilities which matches customer needs and requests • provision of special assistance to those people who have special needs. 	<p>The assessment context <u>must</u> provide for:</p> <ul style="list-style-type: none"> • practical demonstration of skills within an operational venue environment, eg a cinema, live theatre, conference centre • interaction with and involvement of a customer group to whom information and assistance can be provided • demonstration of information provision for wide variety of venue facilities and services to meet varying customer needs. 	<p>Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include:</p> <ul style="list-style-type: none"> • direct observation of the candidate providing information and assistance to customers within a venue • direct observation of the candidate providing services to those with special needs • case studies to assess ability to match information to customer needs/requests • review of information manuals or notes kept by the candidate • written or oral questions and tests to assess knowledge of information sources and actual knowledge of venue facilities and services • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

		Method of assessment cont/d
		<p>Assessment methods should closely reflect workplace demands and the needs of particular groups (eg people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).</p> <p>Assessment of this unit <u>requires</u> access to:</p> <ul style="list-style-type: none"> • a venue where performances/cinema sessions/events take place • typical industry information storage systems for venue and performance/session/event information.

Required Skills and Knowledge	
This section describes the skills and knowledge <u>required</u> for this unit.	
<p>Required skills</p> <ul style="list-style-type: none"> • literacy skills sufficient to interpret venue information. 	<p>Required knowledge</p> <ul style="list-style-type: none"> • sources of information on venues and facilities • information systems used by venues • layout of the venue and location of all facilities • product knowledge of venue performances/sessions/event times • understanding of the type and style of performances/sessions/events in current progress • broad knowledge of future events at the venue where appropriate • special facilities and services available to people with special needs • procedures for dealing with people with special needs • customer service standards for greeting patrons • venue safety and security issues, procedures and regulations as they affect the provision of venue information.

Element	Performance Criteria	Range Statement
1 Access and update venue information.	1.1 Access and keep up-to-date with <i>information</i> on facilities available at the venue in accordance with organisational systems.	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording, if used in the performance criteria, is detailed below.</p> <p>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.</p> <p><i>Information</i> could be accessed and kept up-to-date in a number of ways, including:</p> <ul style="list-style-type: none"> • discussions with colleagues • internal newsletters • leaflets and brochures • staff noticeboards • team meetings.
	1.2 Incorporate information into day-to-day contact with the customer to support quality of service standards within the venue.	
	1.3 Share information with colleagues to support efficiency of service.	
2 Greet patrons.	2.1 Greet patrons courteously and according to organisational procedures.	
	2.2 Provide special recognition to any regular patrons.	
3 Provide information and assistance to patrons.	3.1 Proactively identify information and assistance needs of different patrons, including those with <i>special needs</i> .	<p>Customers with <i>special needs</i> may include:</p> <ul style="list-style-type: none"> • aged people • first-time patrons • groups • infants • parents with young children • pregnant women • school groups • those with a disability • those with special or cultural needs • unaccompanied children • VIPs.

Element	Performance Criteria	Range Statement
		Customers with <i>special needs</i> may require: <ul style="list-style-type: none"> • hearing assistance • immobility access • special car parking • special seating • translation assistance • wheelchair access.
	3.2 Respond to <i>requests for information</i> and assistance politely and provide accurate, clear and concise information.	<i>Requests for information</i> may cover: <ul style="list-style-type: none"> • availability and cost of programmes • changes to schedules/venues/programs • cloakroom arrangements • correct entrance to auditorium • details of current and future performances/sessions/events • details of future performances/sessions/events • directions both within and outside the venue • exit point for the venue • facilities for those with special needs • general facilities at the venue • intermission time • location and access to car parking facilities • location food and beverage outlets • location of bathrooms • location of merchandising stand/store • lost property arrangements • opening hours • performance/session/event start/finish times • pricing of tickets, programs and promotional merchandise • seating arrangements • special-access requirements, eg wheelchair access.
	3.3 Provide special assistance to patrons with special needs with care and consideration and in accordance with enterprise procedures.	
	3.4 Relay requests for further information or assistance to other <i>appropriate personnel</i> , as required.	<i>Appropriate personnel</i> may include: <ul style="list-style-type: none"> • box office • food/beverage counter staff • front-of-house manager • management

Element	Performance Criteria	Range Statement
		<ul style="list-style-type: none"> • police • reception • security personnel • supervisor • ushers.
	<p>3.5 Clearly and politely communicate any changes to the scheduled performance/session/event and address patrons' concerns, as required.</p>	
	<p>3.6 Promote products and services available within the venue to patrons using appropriate customer service skills.</p>	