

Training Package	Tourism, Hospitality and Events (SIT07)		HSC Requirements and Advice
Unit title	Apply hospitality skills in the workplace		
Unit code	Competency field	Sector	HSC Indicative Hours
SITHIND002A	Working in Industry	Hospitality	30

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to apply hospitality skills in the workplace. The unit integrates a defined range of key technical and organisational skills required by service staff to provide a range of organisation products and services to multiple and diverse customers.</p> <p>The unit brings together the skills and knowledge acquired in individual units and focuses on the way these must then be applied in a hospitality setting. It incorporates preparation, service and close-down, using a range of techniques, equipment and materials. It requires individual responsibility or autonomy in relation to own work roles and responsibilities and collaboration with others as part of a team or group.</p> <p>State and territory licensing requirements may apply.</p>
Prerequisite units	Nil
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.
Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The <i>Employability Skills Summary</i> of the qualification in which this unit of competency is packaged, will assist in identifying employability skill requirements.

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 this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment	Assessing employability skills
<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> collection of direct, indirect and supplementary evidence showing provision of integrated service for a minimum of 12 complete service periods (shifts) to ensure integration of skills and consistency of performance in different circumstances ability to multi-task and respond to multiple demands and requests of a number 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> demonstration of skills within a fully-operational hospitality environment, including industry-current equipment and actual products and services as described in <i>Appendix 1</i> of this Syllabus presence of industry-realistic conditions such as commercial ratios of customers to staff. 	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> training record book used as part of traineeship arrangements direct observation of the candidate providing integrated service according to established systems and procedures within 	<p>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.</p> <p>Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or</p>

Critical aspects for assessment and evidence required to demonstrate competency in this unit cont/d		Methods of assessment cont/d	Assessing employability skills
<p>of customers with varying requirements</p> <ul style="list-style-type: none"> • ability to deal with typical issues such as workplace time constraints, late arrivals, no-shows, walk-ins and other problems • 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 participate in the service process and work flow as part of a team and take responsibility for own work and quality of outcomes • compliance with relevant legislative and regulatory requirements, including OHS requirements • demonstrated health and safety practices. 		<p>a commercial hospitality setting</p> <ul style="list-style-type: none"> • 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. <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>	<p>qualification and in the context of the job role.</p>

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 according to organisation procedures, including collecting information and resources, and working within and setting timelines
- 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:

- 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.

Element	Performance Criteria	Range Statement
1 Organise and prepare for service.	1.1 Access appropriate <i>workplace information</i> in order to plan and organise tasks to be completed.	<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 in the performance criteria is detailed below.</p> <p><i>Workplace information</i> may include:</p> <ul style="list-style-type: none"> • job role and tasks to be performed • verbal or written advice affecting job performance and 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.
	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 efficiency, taking into consideration roles and responsibilities of other team members.	
	1.4 Prepare work area, equipment and supplies to meet service requirements and according to established systems and procedures.	
2 Provide service.	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 promote products and services where appropriate according to organisation policy and procedures.	
	2.3 Provide service using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery.	
	2.4 Communicate effectively and work cooperatively as part of the team and according to established work plan or schedule.	

Element	Performance Criteria	Range Statement
	2.5 Follow workplace safety and hygiene procedures according to organisation and legislative requirements.	
	2.6 Provide quality customer service and deal appropriately with complaints according to organisation procedures.	
	2.7 Identify problems, determine possible solutions and take appropriate action to resolve the situation according to job role and organisation procedures.	
	2.8 Where appropriate, farewell customers according to job role and organisation procedures in a manner that will encourage them to return.	
3 Close down after service.	3.1 Complete <i>end of service procedures</i> according to organisation procedures, OHS requirements and <i>environmental considerations</i> .	<p><i>End of service procedures</i> <u>include</u>:</p> <ul style="list-style-type: none"> • safe storage of products, equipment and materials • cleaning procedures related to work areas and equipment • debriefing sessions, including quality service reviews • restocking • preparation for the next service period. <p><i>Environmental considerations</i> <u>include</u>:</p> <ul style="list-style-type: none"> • recycling and minimising waste • responsible disposal of waste • efficient energy use • efficient water use.
	3.2 Complete <i>administration and reporting requirements</i> .	<p><i>Administrative and reporting requirements</i> may include:</p> <ul style="list-style-type: none"> • handover • completing financial transactions such as reconciling takings and/or floats • completing work plans and schedules • completing incident, OHS or maintenance reports.
	3.3 Participate in debriefing sessions with colleagues where appropriate, identifying possible improvements.	