

	<b>Unit ID: 267</b>
<b>Domain</b>	<b>HOSPITALITY – CORE SKILLS</b>
<b>Title:</b>	<b>Assist colleagues and provide service to guests in a hospitality establishment</b>
<b>Level: 3</b>	<b>Credits: 4</b>

### Purpose

This unit standard specifies the competency required to assist colleagues and provide service to guests in a hospitality establishment. People credited with this unit standard are able to: assist colleagues in a hospitality establishment; provide service to guests; respond to urgent guest requests for service; resolve guest complaints; and respond to incidents and emergencies.

### Special Notes

1. Entry information

Prerequisite:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must:

- be placed under realistic time pressures
- use commercial equipment for both training and assessment
- encounter realistic customer/staff ratios.

While the end user in the assessment activity may be the assessor, there must be documented evidence of multiple occasions where the candidate has provided services for 'guests' who have the expectations of a paying guest.

3. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Subfield.

4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

5. Glossary

- The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.

- *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
  - *Specifications* refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
6. Regulations and legislation relevant to this unit standard include the following:
- Labour Act No 11 2007 as amended
  - Tobacco Products Control Act No 1 of 2010
  - The Social Security Act 1994
  - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

### **Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website [www.nta.com.na](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Assist colleagues in a hospitality establishment**

#### **Range**

*Colleagues* may include management and/or team members, members of other teams in the establishment, workplace committees, other tourism and hospitality industry sectors.

*Assistance to colleagues* includes but is not limited to providing guest services, relaying messages, assistance with completion of work tasks, provision of information.

#### **Performance Criteria**

- 1.1 Assistance to colleagues is offered or provided as required in line with scope of responsibilities and establishment procedures.
- 1.2 Assistance to colleagues is provided in a prompt, polite, professional and friendly manner in line with establishment procedures.

## **Element 2: Provide service to guests**

### **Range**

*Guests* may include able persons, differently abled persons, adults, children, elderly people and people with different cultural heritage. Guests may include new or regular customers and be from Namibia and/or other countries.

*Guests with special needs* may include those with a disability, special dietary needs, those with special cultural or language needs, unaccompanied children, parents with young children, pregnant women and elderly people.

### **Performance Criteria**

- 2.1 Guest needs and expectations are identified, including those with special needs, and appropriate products, services or information are provided in line with establishment procedures.
- 2.2 All reasonable needs and requests of guests are met in line with establishment time frames.
- 2.3 All opportunities to enhance the quality of service are identified and used in line with establishment procedures.
- 2.4 Guest dissatisfaction is promptly recognised and action taken to resolve the situation according to individual level of responsibility and establishment procedures.

## **Element 3: Respond to urgent guest requests for service**

### **Range**

*Appropriate person* may include but is not limited to colleague, supervisor, service provider.

### **Performance Criteria**

- 3.1 Urgent guest needs are acknowledged to guest in line with establishment procedures.
- 3.2 Urgent needs for service are prioritised and dealt with promptly in line with establishment procedures or referred to appropriate person in line with establishment procedures.
- 3.3 Work schedule is adjusted to respond to urgent request from guest in line with establishment procedures.
- 3.4 Guest satisfaction with service is sought in line with establishment procedures.
- 3.5 Normal duties or services are continued as appropriate in line with establishment procedures.

## **Element 4: Resolve guest complaints**

### **Performance Criteria**

- 4.1 Guest complaints are handled positively, sensitively, politely and discreetly in consultation with the complainant.
- 4.2 Responsibility is taken for resolving the complaint in line within scope of responsibility and in accordance with establishment procedures.
- 4.3 The nature and details of the complaint are established and agreed with the complainant.
- 4.4 Appropriate action is taken to resolve the complaint to the satisfaction of the guest wherever possible.
- 4.5 Techniques are used where possible, to turn complaints into opportunities to demonstrate high quality guest service.
- 4.6 Complaints which go beyond the scope of personal responsibility or are unable to be resolved are reported to supervisor in line with establishment procedures.
- 4.7 Any necessary documentation is completed accurately and legibly within establishment time frames.

## **Element 5: Respond to incidents and emergencies**

### **Range**

*Incidents* may include refusal of entry, drug or alcohol affected persons, people with weapons, robbery, violent and threatening behavior, removal of patrons, conflict.

*Emergencies* may include environmental emergencies, medical emergencies.

### **Performance Criteria**

- 5.1 Potential incidents are identified and appropriate and swift action is taken in line with establishment procedures.
- 5.2 Emergency situations are identified and appropriate and swift action is taken in line with establishment procedures.
- 5.3 Incidents and emergencies which escalate beyond the scope of personal responsibility are reported promptly to supervisor in line with establishment procedures.
- 5.4 All actions related to incidents and emergencies are recorded in line with establishment procedures.

## **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	29 March 2007
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<b>Body responsible for review:</b>	Namibia Training Authority