

Domain	FRONT OFFICE OPERATIONS	Unit ID: 280
Title:	Supervise porter services in a hospitality establishment	
Level: 4		Credits: 4

Purpose

People credited with this unit standard are able to supervise porter services in a hospitality establishment.

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
- involved in situations using realistic customer/staff ratios.

There must be documented evidence of multiple occasions where the candidate has performed supervision services.

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 Domain or Subfield.

4. Verbal communication with customers and/or colleagues and/or service providers must be clear, audible, interactive, appropriate to the audience and situation, and supported by appropriate actions where barriers to communication exist.

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

6. Glossary

- *Porter* refers to a person employed at an accommodation establishment to carry luggage and/or act as a gatekeeper or doorkeeper. In small

accommodation establishments, reception or other personnel may carry out the functions described in this unit standard.

- *Porter services* include but are not limited to welcoming guests, handling guest arrivals and departures, handling of guest luggage, promoting products and services available in or through the establishment and porter services.
 - 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.
 - *Barriers to communication* may include but are not limited to cultural and/or language differences, word choice, voice modulation, not listening actively, deafness and/or not being able to speak, noise levels.
 - *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.
7. 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
 - Financial Intelligence Act No 3 of 2007
 - 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

Elements and Performance Criteria

Element 1: Supervise porter services in a hospitality establishment

Range

Scheduling porter tasks may include but is not limited to timelines, vehicles and equipment.

Alternative arrangements may include porter services being provided by front office reception staff, contracting external porter services, redeploying other staff to provide porter services.

Performance Criteria

- 1.1 Porter services are identified and scheduled in line with establishment procedures.
- 1.2 Work instructions, schedules, performance and safety standards are communicated to porters, front office team and other relevant staff in a clear and concise manner in line with establishment procedures.
- 1.3 Changes to work instructions and/or schedules are made and communicated to porters in line with establishment procedures.
- 1.4 Support to complete work tasks to required standard is provided as necessary in line with establishment procedures.
- 1.5 Provision of porter services is monitored and reported on, and schedule is adjusted as appropriate, in line with establishment procedures.
- 1.6 Strategies for prevention or correction of problems are implemented and recommendations are made to achieve and maintain performance and safety standards.
- 1.7 Reports on porter services are prepared in line with establishment procedures.
- 1.8 Alternative arrangements are implemented for dealing with situations where required porter services are not available, in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
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