

	Unit ID: 301
Domain	FOOD AND BEVERAGE SERVICE
Title:	Provide room service in a hospitality establishment
Level: 3	Credits: 6

Purpose

This unit standard specifies the competency required to provide room service in a hospitality establishment. People credited with this unit standard are able to: take and process room service orders; set up trays and trolleys; provide room service meals and beverages to guests; present room service accounts; and clear room service area and clean equipment.

Special Notes

1. Entry information

Prerequisites:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
- Unit 292 *Practice food safety methods 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. Where training and assessment is being carried out in a real workplace, persons undertaking this unit standard must comply with the minimum age requirements for the service of alcohol as specified in the Liquor Act 6 of 1998. Service of alcoholic beverages is restricted to licensed premises in line with the Liquor Act 6 of 1998.

4. 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.

5. The establishment's policies and procedures relating to lost and found property must be adhered to.
6. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
7. 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, legislative requirements and professional requirements.

Specifications refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.

8. 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
 - The Employee Compensation Amendment Act 5 of 1995
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - 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: Take and process room service orders

Range

Guest service standards may include name of service person and department, menu choices and options, specials, approximate time of delivery, description of meal/food and beverage items.

Performance Criteria

- 1.1 Telephone is answered promptly and courteously in line with establishment procedures and guest service standards.
- 1.2 Guests' names are checked and used throughout the interaction in line with establishment procedures.
- 1.3 Details of orders are clarified, repeated and checked with guests for accuracy in line with establishment procedures.
- 1.4 Add-on products are suggested where appropriate in line with establishment procedures.
- 1.5 Guests are advised of approximate time for delivery in line with establishment procedures.
- 1.6 Room service orders are recorded accurately and the information checked in line with establishment procedures.
- 1.7 Room service orders received from room service cards are correctly interpreted in line with establishment procedures.
- 1.8 Orders are transferred promptly to appropriate location for preparation, where required, in line with establishment procedures.

Element 2: Set up trays and trolleys

Range

Room service equipment may include trays and trolleys, toasters, coffee machines, cutlery, crockery, warming equipment/lids, linen, glassware, printed materials.

Checking of orders includes quantity, appearance and temperature of food, drinks and accompaniments.

Performance Criteria

- 2.1 Food and beverage items are correctly prepared for service periods in line with establishment procedures.
- 2.2 General room service equipment is prepared for use in line with establishment procedures.
- 2.3 Trays and trolleys are set up in line with establishment standards for a range of meals including breakfast, lunch, dinner, complimentary, special requests and VIPs.
- 2.4 Sufficient service equipment is selected and checked for cleanliness and damage in line with establishment procedures.

- 2.5 Trays and trolleys are set up so that they are balanced, safe and attractively presented in line with establishment procedures.
- 2.6 Food items and beverages are collected promptly and in the right order in line with establishment procedures.
- 2.7 Orders and trays are checked before leaving the kitchen and prior to entering the guest room in line with establishment procedures.

Element 3: Provide room service meals and beverages to guests

Performance Criteria

- 3.1 Entry is requested to guests' rooms by knocking firmly on the door, and announcing the department in line with establishment service procedures.
- 3.2 Guests' rooms are entered upon appropriate response from guests and guests are greeted politely in line with establishment service procedures.
- 3.3 Guests are consulted about their preferences for where trays or trolleys should be placed in the room and advised of any potential hazards in line with establishment service procedures.
- 3.4 Trays and trolleys are placed safely and conveniently in line with establishment procedures.
- 3.5 Furniture is correctly positioned where required in line with establishment procedures.
- 3.6 An explanation of the meal is offered to guests where appropriate in line with establishment procedures.
- 3.7 Meals and beverages are served and placed correctly and in line with establishment procedures.

Element 4: Present room service accounts

Performance Criteria

- 4.1 Guest accounts are checked for accuracy and presented in line with establishment procedures.
- 4.2 Cash payments are presented to the cashier for processing and payment in line with establishment procedures.
- 4.3 Correct change is handed to guests where appropriate in line with establishment procedures.
- 4.4 Room service charge accounts are presented to guests for signing and charged to their room account, where guests are not paying cash in line with establishment procedures.

Element 5: Clear room service area and clean equipment

Performance Criteria

- 5.1 Floors are checked and cleared promptly for used room service trolleys and trays in line with establishment procedures.
- 5.2 Trays and trolleys are returned to room service area and dismantled and cleaned in line with establishment procedures.
- 5.3 Equipment and food and beverages are re-stocked in line with establishment procedures.
- 5.4 Room service equipment is kept hygienically clean, free from damage and operational in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
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