

	Unit ID: 508
Domain	HOUSEKEEPING OPERATIONS
Title:	Organise floral and other types of displays as part of hospitality operations
Level: 3	Credits: 4

Purpose

This unit standard specifies the competency required to plan and implement a floral or other form of display for a hospitality establishment. People credited with this unit standard are able to: identify requirements of display; develop and implement display ideas; and maintain displays.

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

4. Glossary

- A *display* is a visual representation that is intended to communicate a particular impression or message to guests. It may include but is not limited to the use of: decorations and flowers (fresh cut flowers, dried arrangements, silk flowers, potted plants, arrangement of organic and non-organic materials); images, text or other visual media.

- *Establishment requirements* or procedures means any policy, procedure, or agreed requirements, either written or oral, that specifies the tasks to be performed by a worker during the normal course of his or her employment in a hospitality establishment.
 - *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 - *Specification* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
5. 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
 - Namibia Tourism Board Act 21 of 2000
 - Regulations relating to the Health and Safety of employees at work, 1997
 - Nature Conservation Act No 5 of 1996
- 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

Element 1: Identify requirements of display

Range

Purpose of the display may include but is not limited to ambience, promotion, sale, function or event, new products or service.

Audience for the display may include but is not limited to guests, visitors, conference participants, tourism promoters.

Organisational requirements may include but are not limited to organisational standards, aesthetics (for functions, public areas, guest rooms, conferences and meetings), budget, workforce, allocated space.

Performance Criteria

- 1.1 Purpose and audience for the display are identified in line with establishment procedures.

- 1.2 Any products that will be displayed are identified in line with establishment procedures, if required.
- 1.3 Organisational requirements are identified and relevant information researched where required in line with establishment procedures.
- 1.4 Resources required to create the display are identified in line with establishment procedures.
- 1.5 Constraints or factors that may impact on the creation of the display are considered in line with establishment procedures.

Element 2: Develop and implement display ideas

Range

Relevant personnel may include but are not limited to manager, colleagues, team members, marketing personnel and external personnel with display creation expertise.

Creative thinking techniques may include but are not limited to visualization, lateral thinking and product association.

Display options may include but are not limited to indoor, outdoor, stationary, moving, sound, lighting.

Performance Criteria

- 2.1 Ideas for the display are generated using creative thinking techniques.
- 2.2 Ideas are tested against display requirements and organisational requirements.
- 2.3 Display options are discussed with relevant personnel.
- 2.4 Display ideas are modified and refined according to feedback.
- 2.5 Ideas are developed into a detailed display plan in line with establishment procedures.
- 2.6 Resources, materials and products are sourced to meet plan requirements.
- 2.7 Display is created in accordance with the display plan.
- 2.8 Assistance is sought from relevant personnel where required.
- 2.9 Display is reviewed and refinements made as required in line with establishment procedures.

Element 3: Maintain displays

Range

Maintenance of flowers includes but is not limited to: ordering new flowers (phoning, arranging pick-up or delivery, completing documentation); arranging flowers: maintaining flower arrangements and removing dead or wilted flowers and leaves.

Performance Criteria

- 3.1 Display is kept clean and tidy and maintained according to display plan.
- 3.2 Products are replaced as necessary in line with establishment procedures.
- 3.3 Changes or alterations to the display are made as appropriate in line with establishment procedures.
- 3.4 Flowers and other display materials are checked and maintained in line with establishment procedures.
- 3.5 Display materials are cleaned, maintained and stored in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	13 November 2008
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Body responsible for review:	Namibia Training Authority