

Domain Title:	HOSPITALITY OPERATIONS Implement work operations in a hospitality establishment	Unit ID: 512
Level: 4		Credits: 8

Purpose

This unit standard specifies the competency required to implement work operations in a hospitality establishment. It includes implementing systems and procedures in a hospitality establishment, monitoring and improving work operations, planning and organising workflow, maintaining workplace records and solving problems and making decisions related to hospitality operations. This unit standard is intended for those who work in Hospitality Operations.

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 real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 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. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
 5. '*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, 15 of 2004
 - Social Security Act, Act no. 34 of 1994
 - Namibia Tourism Board Act, 21 of 2000
 - Local Authorities Amendment Act, 14 of 2004
 - Roads Authority Amendment Act, 20 of 2004
 - Occupational Health and Safety Regulations No.18, 1997
 - Tobacco Act (Draft 2008)
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Namibia Food Safety Act

- Occupational Health and Safety Regulations No.18, 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: Implement systems and procedures in a hospitality establishment

Range

Systems and procedures may include but are not limited to guest service procedures; bar or restaurant procedures; kitchen systems and procedures including food safety; housekeeping systems; office administration systems; reservations procedures; cleaning and maintenance procedures; quality assurance procedures; security procedures; stock control systems and procedures; occupational health and safety procedures.

Planning and development of systems and procedures include but are not limited to identifying the need for establishment systems and procedures; clarifying establishment requirements by monitoring the workplace and ongoing consultation with colleagues and guests; identifying problem areas and taking prompt action; developing or revising systems and procedures in consultation with colleagues; considering immediate operational needs and establishment goals and human and financial resource issues, when developing or revising systems and procedures.

Other stakeholders may include but are not limited to suppliers and service providers.

Performance Criteria

- 1.1 The need for systems and procedures that ensure the efficient, safe and effective operation of the establishment is identified in line with establishment procedures.
- 1.2 Information on the systems and procedures required by the establishment is gathered through monitoring the workplace, observing industry trends, noting legislative requirements and consulting with colleagues and customers on an ongoing basis in line with establishment procedures.
- 1.3 Problems with existing operational systems and procedures are identified and responded to in line with establishment procedures.

- 1.4 Immediate operational needs, establishment goals and human and financial resource issues are considered when planning and developing new or existing systems and procedures.
- 1.5 New or revised systems and procedures are introduced in a manner that causes minimum disruption to customers, colleagues and other stakeholders.

Element 2: Monitor and improve work operations

Range

Day-to-day work operations may relate to customer service; bar and restaurant operations; kitchens; office administration; reservation procedures; housekeeping systems; stock control; security; safe work practices; record keeping; financial procedures.

Quality assurance initiatives may be formal or informal.

Performance Criteria

- 2.1 Measures are implemented to ensure that day-to-day work operations support overall establishment goals and quality assurance initiatives.
- 2.2 Training and support on new or revised systems and operations are provided to colleagues in line with establishment procedures.
- 2.3 The efficiency and effectiveness of new or revised systems and procedures are monitored in line with establishment procedures.
- 2.4 Suggestions for improvements to systems and procedures are sought from colleagues, customers and other stakeholders in line with establishment procedures.
- 2.5 Adjustments are made to systems and procedures where necessary in line with establishment requirements.
- 2.7 Quality problems and issues are identified promptly and appropriate adjustments are made in line with establishment procedures.

Element 3: Plan and organise workflow

Performance Criteria

- 3.1 Current workload of colleagues is assessed accurately in line with position description and establishment procedures.
- 3.2 Work is scheduled in a manner that enhances efficiency and customer service quality.
- 3.3 Work is delegated to appropriate people in accordance with principles of delegation.

- 3.4 Workflow and progress are assessed against agreed objectives and timelines.
- 3.5 Colleagues are assisted in time management and prioritisation of workload, through supportive feedback and coaching.
- 3.6 Timely input is provided to appropriate management regarding staffing and resource needs in line with establishment procedures.

Element 4: Maintain workplace records

Range

Workplace records may include but are not limited to inventories, maintenance and breakages; customer and guest feedback, injury and accident reports of the workplace.

Performance Criteria

- 4.1 Workplace records are completed accurately and submitted within required timeframes in line with establishment procedures.
- 4.2 Completion of records is delegated to staff as appropriate in line with establishment procedures.
- 4.3 Workplace records completed under delegation are monitored for accuracy and timeliness of submission in line with establishment procedures.

Element 5: Solve problems and make decisions related to hospitality operations

Range

Problems may include but are not limited to difficult customer service situations; equipment breakdown; technical failure; failure to deliver promised service to customers; procedural inadequacies or failures; unrealistic or impractical product development or marketing resulting in operational difficulties; inadequate staffing; procedural problems; poor rostering; inadequate financial resources; delays and time difficulties.

Performance Criteria

- 5.1 Workplace problems are identified promptly and analysed from an operational and customer service perspective.
- 5.2 Short-term action is initiated to resolve the immediate problem where appropriate in line with establishment procedures.
- 5.3 Communication channels of the establishment are followed to report problems.
- 5.4 Problems are analysed for any long-term impact, and potential solutions are assessed and actioned in consultation with relevant colleagues.

- 5.5 Team members are encouraged to identify problems and participate in identifying appropriate solutions.
- 5.6 Follow-up action is taken to monitor the effectiveness of problem solving and decision making in the workplace.

Registration Data

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