

	<b>Unit ID: 516</b>
<b>Domain</b>	<b>HOSPITALITY –CORE SKILLS</b>
<b>Title:</b>	<b>Conduct basic workplace oral communication in an Asian, African or European language other than English in a hospitality establishment</b>
<b>Level: 2</b>	<b>Credits: 4</b>

### Purpose

This unit standard specifies the competency required to understand and use an Asian, African, or European language other than English for very simple, commonly used expressions of a basic and predictable nature in tourism and hospitality workplaces. People credited with this unit standard are able to use basic Asian, African or European language skills to: communicate with guests; and respond to guest requests and perform simple transactions.

### 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. The languages relevant to this unit of competency are: Asian languages (Chinese and Japanese); African languages that are not indigenous languages in Namibia (Afrikaans is, for the purposes of this unit standard, considered to be a Namibian language); and European languages (German, French, Italian, Portuguese, Spanish) other than English that are commonly used by visitors to Namibia. For credit, evidence is required for one language other than English only.

For this unit standard the candidate may make reference to language mats; phrase books; and/or dictionary in the language other than English being used.

3. 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.

While the guest in the assessment activity need not be a paying guest, they must have the expectations of a paying guest.

4. Training and assessment related to this unit standard must be undertaken in the context of Hospitality and Tourism operations and, preferably, in

conjunction with training and assessment relating to other relevant technical unit standards from this Subfield.

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

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. 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: Use basic Asian, African or European language skills to communicate with guests**

##### **Range**

*Commonly used courtesy expressions* refers to formulaic language and may include but are not limited to: *Good Day; How are you?; Goodbye; Can I help you?; This way please; Have you had lunch?; Did you have a good trip?; Can I clean your room now?; Do you need another towel?; Sorry, I don't understand. Do you speak English? Do you have a reservation?*

## **Performance Criteria**

- 1.1 The specific language needed in order to conduct basic communications with guests is identified using appropriate interpersonal communication and establishment procedures.
- 1.2 Social and cultural conventions of the specific language speaker are recognised and observed to support effective communication.
- 1.3 Introductions to guests and colleagues are made in line with establishment procedures.
- 1.4 Basic clarifications are sought from guest about guest identity and spelling of guest's name in line with establishment procedures.
- 1.5 Appropriate, very simple, commonly-used courtesy expressions are used to communicate with guests, in line with establishment procedures.
- 1.6 Efforts are made to communicate through use of gestures or basic vocabulary in the other person's language where language barriers exist.
- 1.7 Assistance from appropriate resources and/or others with suitable language skills is sought to improve communication with guests in line with establishment procedures.

## **Element 2: Use basic Asian, African or European language skills to respond to guest requests and perform simple transactions**

### **Range**

*Simple transactions* may include purchase of souvenir products; payment of a restaurant bill; payment for a tourism service (e.g. day tour, accommodation, ticket); references to timetable, signage and basic rules e.g. No smoking; selection of food and beverage from a menu; advising check in and check out procedures and times; advising opening and closing times.

*Facilities and locations* may include in-house facilities; local attractions; places of interest; shopping centres; tour desk; pick up and drop off point for tours; transport terminals, taxi and other transport services.

*Simple information related to the workplace* may include location of specific place or facilities; direction; opening hours; procedures (e.g. check-in, tour pick-up); currency (money); prices; room and floor numbers; safety rules.

*Visual techniques* may include marking on a map; drawing attention to pamphlets and timetables; locating specific costs and items on menus; signs, gesturing and appropriate body language.

*Basic resources to assist communication* may include language mats; phrase books; dictionary; pamphlets written in the specific language; menus written in the specific

language; signs written in the specific language; international signage e.g. *No Smoking*.

### **Performance Criteria**

- 2.1 Key words and short phrases in the relevant language as well as gestures and other forms of non verbal communication are used to respond to guest requests, perform simple transactions and provide information on products and services in line with establishment procedures.
- 2.2 Visual aids and resources are used to enhance oral communication with guests in line with establishment procedures.

### **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	13 November 2007
<b>Date this version registered:</b>	15 November 2012
<b>Anticipated review:</b>	2017
<b>Body responsible for review:</b>	Namibia Training Authority