

<b>Domain</b>	<b>HOSPITALITY OPERATIONS</b>	<b>Unit ID: 544</b>
<b>Title:</b>	<b>Manage physical assets in a hospitality establishment</b>	
<b>Level: 5</b>		<b>Credits: 10</b>

### Purpose

This unit standard specifies the competencies required to manage the physical assets in a hospitality establishment. This includes developing an asset management strategy, monitoring the condition and performance of physical assets, and coordinating the procurement and replacement of physical assets. This unit standard is intended for those who are engaged in senior asset management roles in the hospitality and tourism industry.

### 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. Physical asset management may be performed in whole or in part using in-house staff or external agencies and expertise.
  5. Physical assets include but are not limited to buildings, equipment, fixtures, fittings and furnishings, vehicles, gardens, pools, rides, flora, fauna and games.
  6. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
  7. '*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, 15 of 2004
    - Social Security Act, Act no. 34 of 1994
    - Companies Act of 2004
    - Income Tax Amendment Act, 10 of 2003

- Sales Tax Act, 5 of 1992
- Value-Added Tax Amendment Act, 12 of 2004
- Namibia Tourism Board Act, 21 of 2000
- 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](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Develop an asset management strategy**

#### **Performance Criteria**

- 1.1 An asset management strategy is developed that reflects overall establishment business and marketing objectives.
- 1.2 Current and potential financial objectives and constraints are evaluated in developing the asset management strategy.
- 1.3 Occupational health and safety requirements are integrated into the asset management strategy.
- 1.4 An accurate and current physical assets register is developed and maintained as part of the asset management strategy.
- 1.5 Maintenance and repair regimes which minimise disruption and loss of revenue and which involve appropriate specialists, are incorporated into the asset management strategy.
- 1.6 The need for environmental sustainability is integrated into the asset management strategy.
- 1.7 The asset management strategy is monitored and reviewed at regular intervals in line with establishment policy and procedures.

### **Element 2: Monitor the condition and performance of physical assets**

#### **Range**

Systems to monitor the condition and performance of physical assets may include but are not limited to integration of reporting into day-to-day operating procedures;

regular management reports; inspections and audits (internal or external); regular staff feedback; analysis of maintenance costs over a period of time.

### **Performance Criteria**

- 2.1 Systems are established and implemented to ensure that the condition and performance of physical assets are regularly reported and discussed within the establishment.
- 2.2 Systems to identify timely replacement of physical assets are established and implemented.
- 2.3 Assessments are made of physical asset performance based on safety, operational efficiency and customer service quality criteria.
- 2.4 Problems are identified promptly and appropriate action taken in line with establishment procedures.
- 2.5 The need for specialist assistance related to maintaining the condition and performance of physical assets is assessed and accessed when required, in line with establishment procedures.

### **Element 3: Co-ordinate procurement and replacement of physical assets**

#### **Range**

Current, accurate and relevant data used for estimating costs may include but is not limited to quotations from suppliers; current maintenance contracts; published or advertised prices; previous contracts and costs.

### **Performance Criteria**

- 3.1 Accurate work or equipment specifications are prepared to guide the acquisition process in line with establishment procedures.
- 3.2 Acquisition costs are estimated based on evaluation of current, accurate and relevant data, including supplier quotations and estimates in line with establishment procedures.
- 3.3 Appropriate decisions are made on the acquisition and replacement of physical assets in accordance with establishment policies and procedures.
- 3.4 Methods of financing are selected to meet current financial objectives of establishment based on an analysis of internal and external in line with establishment procedures.
- 3.5 The financing process is implemented in consultation with key stakeholders and appropriate financial specialists in line with establishment procedures.
- 3.6 Accurate records of all financial agreements and related documents are made and kept in line with establishment procedures.

## **Element 4: Develop optimum supply arrangements**

### **Range**

Information to be included in a purchase specification may include but is not limited to product name, general description, detailed description, what product is to be used for, storage procedures, required labeling, special instructions or requirements.

Relevant factors to consider in assessing suppliers against specifications may include but are not limited to ability to meet all aspects of the specification, product availability, delivery service including emergency delivery, minimum or maximum order quantities, competitive pricing, financial terms available, references from other customers, trading hours, after sales service.

Terms of purchase may include but are not limited to competitive or open market buying, contract buying, sealed bid buying, cost plus buying, one stop buying, co-operative buying, negotiated buying, volume buying and warehousing, centralised or decentralised purchasing.

### **Performance Criteria**

- 4.1 Quality of supply is evaluated based on feedback from colleagues and customers in line with establishment procedures.
- 4.2 Potential suppliers are sourced and reviewed against establishment requirements.
- 4.3 Appropriate and accurate purchase specifications are developed in line with establishment procedures.
- 4.4 Suppliers are assessed against specifications considering all relevant factors in line with establishment procedures.
- 4.5 Terms of purchase are assessed and negotiated with suppliers to achieve optimum supply arrangements in line with establishment procedures.
- 4.6 Sources of supply are adjusted in accordance with assessments and accurate records of agreements made in line with establishment procedures.

### **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	13 November 2008
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