

Domain	HOSPITALITY OPERATIONS	Unit ID: 549
Title:	Use information and communications technologies as part of hospitality operations	
Level: 5		Credits: 16

Purpose

This unit standard specifies the competencies required to use information and communications technologies to perform workplace tasks in a hospitality establishment. It includes following safe work practices, using databases to analyse information, compiling spreadsheets and using the Internet to access information and communicate with guests and industry personnel. This unit standard is intended for those who work as managers in 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. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
 6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2004
 - 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: Follow safe work practice

Range

Ergonomic requirements may include but are not limited to workstation height and layout, chair height, seat and back adjustment, footrest, screen position, keyboard and mouse position, document holder, posture, avoiding radiation from computer screens, lighting, noise minimization.

Organisational policy and procedures may include but are not limited to log-on procedures, password protection, storage/location of data, standard formats, author's instructions, use of templates.

Work organisation may include mix of repetitive and other activities, rest periods, exercise breaks.

Conservation techniques may include double-sided paper use, re-used paper for rough drafts (observing confidentiality requirements), recycling used and shredded paper, utilising power-save options for equipment.

Performance Criteria

- 1.1 Workspace, furniture and equipment are adjusted to suit the ergonomic requirements of the user.
- 1.2 Work organisation meets establishment requirements for computer operation.
- 1.3 Energy and resource conservation techniques are used to minimise wastage in accordance with establishment and legislative requirements.

Element 2: Use databases to perform workplace tasks

Range

Printing may include but is not limited to records, tables, forms, queries, reports.

Storage of data may include but is not limited to storage in folders or sub-folders; storage on hard/floppy disk drives, CD ROM (Compact Disk Read-Only Memory), tape backup; organisation policy for backing up files; organisation policy for filing hard copies of spreadsheets; filing locations; security; authorised access.

Performance Criteria

- 2.1 Data is entered, checked and amended in accordance with establishment and task requirements.

- 2.2 Data is imported / exported between compatible databases and host documents adjusted in accordance with software and system procedures.
- 2.3 Manuals, user documentation and on-line help are used to solve problems in line with manufacturer's and establishment procedures.
- 2.4 Database reports and/or forms are previewed, adjusted and printed in accordance with establishment and task requirements.
- 2.5 Database is named and stored, in accordance with establishment requirements and the application exited without data loss/damage.

Element 3: Use database applications to analyse statistical information

Range

Database design may include analysis; appropriateness; field attributes; formulae (if required); functions (if available); format; entry and validation of data; importing and exporting data; linking fields; formatting and reformatting; split screen operation (if available).

Performance Criteria

- 3.1 Task is analysed and specifications for databases are determined in accordance with establishment procedures.
- 3.2 Establishment and task requirements in relation to data entry, storage, output, reporting and presentation requirements are identified in line with establishment procedures.
- 3.3 Databases are designed and constructed to meet the requirements of statistical analysis.
- 3.4 Field attributes are set according to data type and databases are linked by a common field in accordance with software procedures.
- 3.5 Database design utilises software functions and formulae to meet identified requirements.

Element 4: Develop database record forms and reports

Range

Data entry form creation may include field, definitions, record layout, format, blank lines and spaces, insert, delete, titles, fields (alter widths, move, re-label, add, delete, repeating (if available); calculate or formula.

Reports may include query, selection criteria, conditional operators (and, or, not); record selection, format, field selection, headers and footers (if available).

Formulae may include addition, subtraction, multiplication, division, maximum, minimum, average, combinations of above.

Performance Criteria

- 4.1 Data entry forms are designed and created to meet specified requirements for entering and displaying information.
- 4.2 Data table and form layout enable efficient data input and display.
- 4.3 Field attributes are set according to data type and formulae / calculated field incorporated to meet task specifications.
- 4.4 Report formats are designed and created according to specified criteria using conditional operators as required.
- 4.5 Database reports are formatted in accordance with establishment style and presentation requirements.
- 4.6 Queries and formulae are tested to confirm output meets task requirements.

Element 5: Automate and standardise database operation

Range

Macro selection options may include but are not limited to append, edit, query, list, delete, report, print, exit.

Templates may include but are not limited to forms, reports, headers/footers, page formats, font types and sizes, headings.

Performance Criteria

- 5.1 Tasks are evaluated to identify those where automation would increase efficiency in line with establishment procedures.
- 5.2 Macros are created, used and edited to fulfill the requirements of the task and automate database operation.
- 5.3 Templates are developed, edited and used to ensure consistency of design and layout for forms and reports in accordance with establishment requirements.

Element 6: Develop and use spreadsheets

Range

Development of linked spreadsheet solutions includes but is not limited to analyzing task and specifications for spreadsheets; identifying establishment and task requirements in relation to data entry, storage, output, reporting and presentation requirements; using spreadsheet design utilities, software functions and formulae to meet identified requirements; linking spreadsheets in accordance with software procedures; formatting cells and assigning data attributes; testing formulae to confirm output meets task requirements.

Spreadsheet design may include but is not limited to analysis; appropriateness; identification and parameters; formulae; functions; relative and absolute cell references; headings and labels; import and export of data; linked formulae; formatting and reformatting; headings; labels; multi-page documents; headers and footers; split screen operation; embedding cell references in formulae; avoidance of blank rows and columns.

Using spreadsheets includes entering, checking and amending data in accordance with establishment and task requirements; importing and exporting data between compatible spreadsheets and host documents adjusted; previewing, adjusting and printing spreadsheet; naming and storing spreadsheet; exiting the application without data loss or damage.

Functions may include but are not limited to mathematical functions (square root, integer, absolute value, round); statistical functions (standard deviation, count, maximum, minimum) basic financial functions (if available); date functions; logical functions (lookup, if, choose, true, false, conditions); simple nested functions.

Representing numerical data in graphic form includes but is not limited to labels and titles from numerical data contained in a spreadsheet file; saving, viewing and printing within designated timelines.

Graphs may include but are not limited to bar, line, pie, stack, scatter, 3D.

Graph creation may include but is not limited to using graph menu; data range; X and Y axis; labels and titles; naming; keys and legends; sizing (if possible).

Performance Criteria

- 6.1 A linked spreadsheet solution is developed to meet task and establishment requirements.
- 6.2 Spreadsheet operation is automated and standardised, including developing templates to ensure consistency of design and layout for forms and reports in accordance with task and establishment requirements.
- 6.3 Manuals, user documentation and on-line help are used to overcome problems with spreadsheet design and production.
- 6.4 Numerical data is represented in graphic form according to task and establishment requirements.

Element 7: Create electronic presentations

Range

Presentation requirements may include but are not limited to overhead transparencies; 35 mm slides; Internet documents; speaker notes; handouts; outlines; paper printouts of presentation or slide show; computer equipment and peripherals for on-screen presentation; data show; video projectors; laptop computer; overhead projector; slide projector; Internet access; network access; digital pointer; annotation pen.

Establishment requirements may include but are not limited to corporate image; company logo; company colour scheme; music; establishment name, time, date, occasion etc in header or footer; establishment video clip.

Software functions may include but are not limited to slide master; handout master; notes master; creating templates; placeholders; colour schemes; importing outlines from other applications.

Presentation features may include but are not limited to headlines / titles; text content; logos; pictures; charts; graphics; illustrations; objects; animation; sound; music; video clips; transitions; timing; pace.

Designated timelines may include but are not limited to timeline agreed with supervisor/person requiring presentation; timeline agreed with internal/external client; establishment timeline e.g. conference deadline requirements.

Problems with design and production may include but are not limited to too many words or pictures per slide; overuse of sound; irrelevant animation; multiple transitions; heavy colour.

Advanced software features may include but are not limited to agenda slides; presentation within a presentation.

Pace may include but is not limited to too fast or too slow.

Timing may include but is not limited to time for slide show plus speaker (if any) plus audience input.

Presentation materials may include but are not limited to overhead transparencies; 35mm slides; world wide web documents; speaker notes; handouts; outlines; paper printouts of presentation / slide show.

Storage of presentations may include but is not limited to storage in folders / sub-folders; storage on hard/floppy disk drives, CD ROM, tape backup; establishment policy for backing up files; establishment policy for filing hard copies; filing locations; security; authorised access.

Performance Criteria

- 7.1 Purpose, audience and mode of presentation are determined in consultation with the content author / presenter.
- 7.2 Presentation requirements in terms of supporting documents, transparencies and equipment are identified in line with establishment procedures.
- 7.3 Slide, notes and handout masters are designed to incorporate establishment and task requirements in relation to image and preferred style/s.
- 7.4 Software functions are utilised for consistency of design and layout to meet identified presentation requirements in line with establishment procedures.
- 7.5 Presentation features are balanced for visual impact and emphasis in line with establishment procedures.

- 7.6 Presentations are prepared in line with presentation and establishment requirements and within designated timelines.
- 7.7 Presentation is produced, using advanced software features to streamline and customise for audience in line with establishment procedures.
- 7.8 Manuals, user documentation and on-line help are used to overcome problems with design and production in line with establishment procedures.
- 7.9 Presentation is checked for spelling, consistency and style in accordance with task requirements.
- 7.10 Presentation is rehearsed to adjust pace and timing in accordance with task requirements.
- 7.11 Presentation materials are printed in accordance with presenter / audience requirements.
- 7.12 Presentation is stored in accordance with establishment requirements and the application exited without information loss/damage.

Element 8: Use the internet

Performance Criteria

- 8.1 Installed Internet software applications and their purposes are identified in line with establishment procedures.
- 8.2 Internet software applications are used online and offline in line with establishment procedures.
- 8.3 Extracting (decompressing) software and virus scanners are used on downloaded files in line with establishment procedures.
- 8.4 Internet connection and protocols are identified in line with establishment procedures.
- 8.5 Applications and files are downloaded and installed correctly in line with establishment procedures.
- 8.6 Potential security risks are identified and avoided in line with establishment procedures.
- 8.7 Websites are navigated to locate required information in line with establishment procedures.
- 8.8 Files and documents are accessed using the Internet (World Wide Web) search engines.
- 8.9 The Internet is browsed to find related sites via links in line with establishment procedures.
- 8.10 Files are retrieved from an FTP (File Transfer Protocol) repository in line with establishment procedures.

- 8.11 Emails are sent, downloaded, read, responded and saved in line with establishment procedures.
- 8.12 Files attached to incoming email are retrieved and attached files are sent in line with establishment procedures.
- 8.13 Newsgroups relevant to the industry are accessed in line with establishment procedures.
- 8.14 Establishment protocols related to copyright, privacy and accessing inappropriate and offensive online material are followed in line with establishment policy and procedures.

Registration Data

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