

Domain	FRONT OFFICE OPERATIONS	Unit ID: 54
Title:	Provide porter services in a hospitality establishment	
Level: 3		Credits: 4

Purpose

This unit standard specifies the competencies required to provide porter services in a hospitality establishment. People credited with this unit standard are able to: handle guests on arrival and departure; handle guest luggage; and promote products and porter services to customers.

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 guest in the assessment activity need not be a paying guest, they must have the expectations of a paying guest. There must be documented evidence of multiple occasions where the candidate has provided services for guests.

In all interactions, guests are to be greeted and treated in a polite, friendly and helpful manner.

3. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Domain or Subfield.
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturers' and/or company guidelines and instructions.
5. Glossary of terms

- *Porter* refers to a person employed at an accommodation establishment to carry luggage and/or act as a gatekeeper or doorkeeper. In small accommodation establishments, reception or other personnel may carry out the functions described in this unit standard.
 - *Barriers to communication* may include but are not limited to cultural and/or language differences, word choice, voice modulation, not listening actively, deafness and/or not being able to speak, noise levels.
 - 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. 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
 - Financial Intelligence Act No 3 of 2007
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Public Health Amendment Act 45 of 1976
 - International Health Regulation Act 28 of 1974
 - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments.

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 on www.nta.com.na

Elements and Performance Criteria

Element 1: Handle guests on arrival and departure

Range

Establishment or room facilities and features may include but are not limited to dining options within the establishment, sporting activities, floor facilities, operating

procedures for room equipment such as TV or phone, general services such as laundry or valet and meal arrangements.

Performance Criteria

- 1.1 Expected daily arrivals, special requests or major guest movement are noted and monitored.
- 1.2 Guests are welcomed promptly on arrival using appropriate conventions for greetings in accordance with establishment procedures and directed to appropriate area for registration.
- 1.3 Spoken communication is clear, audible, interactive and appropriate to the situation.
- 1.4 Barriers to communication are identified and resolved in accordance with establishment procedures.
- 1.5 Guests are escorted to rooms and other facilities and establishment or room features are courteously shown or explained where appropriate.
- 1.6 Expected daily departures are noted and monitored.
- 1.7 Guests are assisted with departure from the establishment in accordance with guest requirements and establishment procedures.

Element 2: Handle guest luggage

Range

Establishment procedures and safety requirements with regard to luggage may include but are not limited to: luggage marking systems; amount of luggage to be placed on trolleys or taken into lift; procedures or designated routes for moving luggage through public areas; restrictions on areas into which luggage can be taken; order in which luggage is to be moved e.g. vanity cases etc first; procedures for taking luggage from rooms; and placement of luggage in storage rooms, group luggage procedures and luggage security.

Performance Criteria

- 2.1 Guest luggage is collected, safely transported and delivered to the correct location within the appropriate time frame.
- 2.2 Guests are assisted with luggage in accordance with guest requirements, establishment procedures and safety requirements.
- 2.3 Luggage storage systems are operated in accordance with establishment procedures and security requirements.
- 2.4 Luggage is retrieved from storage area and returned to customer on departure in accordance with establishment procedures.

- 2.5 Guest is assisted with luggage on departure in accordance with establishment procedures.

Element 3: Promote products and porter services to customers

Range

Products and porter services may include but are not limited to establishment products and services, visits to tourist attractions, special events. Evidence of promoting two types is required for assessment purposes.

Performance Criteria

- 3.1 Opportunities to promote products and porter services to customers are identified.
- 3.2 Information about products and porter services is selected and used to respond to requests or promote use.
- 3.3 Barriers to communication are identified and resolved in accordance with establishment procedures.
- 3.4 Costs of products and porter services are identified and effectively communicated to customers.
- 3.5 Information about products and porter services is provided to customers in accordance with establishment procedures.
- 3.6 Customer feedback is noted and shared with colleagues in order to improve the quality of service provided to customers.
- 3.7 Communication with colleagues and/or service providers is conducted in accordance with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
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