

Domain Title:	FRONT OFFICE OPERATIONS Provide courtesy transport for a hospitality establishment	Unit ID: 55
Level: 3		Credits: 4

Purpose

This unit standard specifies the competencies required to provide courtesy transport services for customers. People credited with this unit standard are able to: prepare vehicles for courtesy transport; and provide courtesy transport service 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. To demonstrate competence, evidence of preparing a vehicle for courtesy transport and providing transport service for one customer, at a minimum, is required.
3. People who drive passenger service vehicles on the road must be in possession of a Class 1 Namibia full drivers' license and have a passenger license endorsement as required by the Namibian transport authority, NATIS.
4. 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, customers are to be greeted and treated in a polite, friendly and helpful manner.

5. 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.

6. The establishment's policies and procedures relating to lost and found property must be adhered to.
7. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturer's' and/or company guidelines and instructions.
8. Glossary of terms
 - *Unexpected situations* can include problems with vehicle, problems with customer, problems identifying destinations, problems with delays, accidents causing injury. Effective ways of dealing with unexpected situations and changes in condition within the environment need to be explained in terms of establishment requirements.
 - 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.
9. 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: Prepare vehicles for courtesy transport

Range

Pre-operational checks include fuel, tyre pressure, operation of ancillary equipment, and cleanliness.

Performance Criteria

- 1.1 The main types of courtesy transport offered by hospitality establishments are identified.
- 1.2 Exterior and interior of courtesy transport vehicles are cleaned and maintained in accordance with establishment requirements.
- 1.3 Vehicles are checked for current Certificate of Fitness and registration.
- 1.4 Pre-operational checks of vehicle are carried out in line with establishment procedures.
- 1.5 Vehicles are made ready in a timely manner in accordance with establishment requirements.

Element 2: Provide courtesy transport service to customers

Performance Criteria

- 2.1 Vehicle doors are opened and customers are welcomed in accordance with establishment requirements.
- 2.2 Customers are assisted with luggage and seated safely in vehicle in accordance with establishment requirements.
- 2.3 Customer destination and any time conditions are confirmed and most convenient route is determined in accordance with customer requirements and establishment procedures.
- 2.4 Customers are transported in a safe and prompt manner to the agreed destination.
- 2.5 Customers are assisted from vehicle.
- 2.6 Luggage is safely and carefully retrieved from vehicle, sorted and placed in a convenient position for the customer.
- 2.7 Vehicle records are maintained in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	28 September 2006
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