

Domain	HOSPITALITY OPERATIONS	Unit ID: 43
Title:	Prepare for and provide customer care in a hospitality establishment	
Level: 1		Credits: 4

Purpose

This unit standard specifies the competencies required to prepare for and provide customer care at a hospitality establishment. It includes maintaining personal and customer care in day-to-day contact involving greeting guests, responding to guest inquiries face to face and over the telephone and responding to guest complaints. This unit standard is intended for those who work 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. To demonstrate competence, at a minimum, provide evidence of greeting at least two different guests and responding to three different types of enquiries and three different types of complaints from guests.
3. Assessment may be conducted at a workplace, or simulated real workplace or an appropriate simulated environment in which hospitality and tourism operations are carried out.
4. All inspection, operation and maintenance procedures associated with the use of tools shall comply with manufacturer and/or company guidelines and instructions.
5. Glossary of terms:
 - *Establishment requirements* - any policy, procedure, or agreement, either written or oral, that specifies the work procedures that apply in a hospitality establishment.
 - *Guests* include able persons, differently abled persons, adults, children, elderly people and people with different cultural heritage.
6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - International Health Regulation Act 28 of 1974
 - Nature Conservation Ordinance 4 of 1975
 - Namibia Tourism Board Act 21 of 2000
 - Occupational Health and Safety Regulations No.18, 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: Identify different types of visitors to Namibia and their needs, interests and expectations

Range

Types of guests may be identified according to age, cultural background, gender, country of origin, and potential interests and needs.

Performance Criteria

- 1.1 Different types of guests who visit Namibia are identified.
- 1.2 Needs, interests and expectations of the different types of tourists are identified.

Element 2: Maintain personal presentation and hygiene

Range

Personal presentation may include but is not limited to wearing a uniform, displaying name badges, personal grooming, use of jewellery, use of make-up, footwear, length of hair.

Personal hygiene may include but is not limited to personal cleanliness, personal illness, cleaning of clothes/uniform, shoes, oral health care.

Performance Criteria

- 2.1 Personal presentation standards are met and maintained according to establishment procedures.
- 2.2 A professional image is presented according to establishment requirements.
- 2.3 Personal hygiene is maintained in accordance with establishment requirements.

Element 3: Greet guests

Range

Establishment requirements may include but not be limited to timeliness, accuracy, confidentiality, objectivity, courtesy, active listening and information sharing.

Body language includes posture, facial expression, eye contact, speed of movement. Verbal communication includes tone, pitch, volume and pace of speech.

Basic personal information may include but is not limited to facts about a person's family, the broad direction of his/her home, and basic details about their job or interest in tourism.

Performance Criteria

- 3.1 Guests are greeted in a polite and welcoming manner in accordance with establishment procedures.
- 3.2 Regular guests are recognized and greeted, where appropriate.
- 3.3 Guests requiring special assistance are handled with care and consideration in accordance with establishment procedures.
- 3.4 Basic personal information about hospitality workers requested by guests, is provided.
- 3.5 Guest needs and requests for information, products, services are monitored and responded to in line with establishment procedures.
- 3.6 Positive body language and friendly verbal communication are used with guests at all times.

Element 4: Respond to guest enquiries

Range

Guests may include new or regular customers.

Guest enquiries may relate to accommodation, establishment services, local attractions, transport.

Performance Criteria

- 4.1 Guest needs are identified and reasonable requests are met or referred to supervisor according to establishment procedures.
- 4.2 Details of enquiry are noted and accuracy is confirmed with guest and colleagues.
- 4.3 Language and cultural barriers in communicating with guests are identified and eliminated where possible.
- 4.4 Alternative ways to communicate with guests are found if first efforts to communicate are difficult.

Element 5: Respond to guest and customer complaints

Range

Complaints may include but are not limited to service provision, cost, conditions of facilities, disruption caused by other guests.

Complaint resolution procedures may include but are not limited to acknowledging the complaint, taking appropriate action, providing information on costs, price discount, referring to supervisor.

Performance Criteria

- 5.1 Complaints are identified and clarified.
- 5.2 Complaint resolution procedures are applied according to establishment policies and procedures.
- 5.3 Unresolved complaints are referred to supervisor according to establishment procedures.
- 5.4 Opportunities are taken to turn incidents of customer dissatisfaction into a demonstration of high quality service in line with establishment procedures.
- 5.5 Complete details of actions are recorded in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
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