



CATAPULT

SITHACS008

Provide accommodation reception services

Table of Contents (Extract)

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This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit SITHACS008.

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<https://catapultlearning.com.au/product/SITHACS008/>

Trainer/assessor guide

SITHACS008

Provide accommodation reception services

Welcome to this unit of study

This unit describes the performance outcomes, skills and knowledge required to check guests in and out of commercial accommodation establishments. It requires the ability to check daily arrivals, allocate rooms and complete relevant documentation.

The unit applies to all types of commercial accommodation, and to individuals who staff the reception area. They use established procedures and systems under some supervision, but the customer service nature of the role means they apply some discretion and judgment in their interaction with guests.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Prepare for guest arrival.....	5
The reception area.....	5
Checking daily arrival details	8
Allocating rooms	11
Uncertain arrivals.....	13
Arrivals information.....	15
Check your understanding	19
Topic 2: Welcome and register guests.....	21
Welcoming guests.....	21
Accounting procedures	26
Providing arrival information	29
Minimising guest inconvenience.....	31
Monitoring arrivals	33
Check your understanding	35
Topic 3: Organise guest departure.....	37
Reviewing departure lists	37
Preparing guest accounts	39
Generating guest accounts.....	41
Recovering keys or electronic cards	44
Actioning requests for departure assistance	45
Processing express checkouts	48
Group checkout	50
Check your understanding	51
Topic 4: Prepare front office records and reports.	53
Preparing front office records.....	53
Room changes.....	57
Distributing reports and records	60
Reducing waste	63
Check your understanding	65
Assessment workbook	67
Unit information.....	69
What is competency-based assessment?.....	70
How will my competency be assessed?.....	71
Assessment agreement.....	72
Foundation skills checklist.....	73
Skills recognition.....	74
Topic 1: Prepare for guest arrival	75
Topic 2: Welcome and register guests.....	76
Topic 3: Organise guest departure.....	77
Topic 4: Prepare front office records and reports	78

Knowledge questions	79
Topic 1: Prepare for guest arrival.....	80
Topic 2: Welcome and register guests.....	86
Topic 3: Organise guest departure.....	92
Topic 4: Prepare front office records and reports	101
Performance tasks.....	106
Third party evidence collection agreement	107
Topic 1: Prepare for guest arrival.....	108
Topic 2: Welcome and register guests.....	110
Topic 3: Organise guest departure.....	113
Topic 4: Prepare front office records and reports	115
Completion record.....	116
Unit mapping and assessment checklist	117
Trainer/ assessor user instructions.....	120

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Prepare for guest arrival
- » Welcome and register guests
- » Organise guest departure
- » Prepare front office records and reports

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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