



CATAPULT

SITHIND007

Use hospitality skills effectively

Table of Contents (Extract)

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<https://catapultlearning.com.au/product/SITHIND007/>

Trainer/assessor guide

SITHIND007

Use hospitality skills effectively

Welcome to this unit of study

This unit describes the performance outcomes, skills and knowledge required to provide effective hospitality service to customers during service periods.

It requires the ability to integrate a range of individual technical skills while dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers. A service period incorporates preparation, service and end of service tasks.

The unit applies to individuals working in a range of different departments such as accommodation services, food and beverage, gaming operations and housekeeping, in various hospitality industry settings, including bars, hotels, cafes, restaurants, clubs, pubs and motels.

It applies to frontline operational service personnel who deal directly with customers on a daily basis. They work with very little independence and under close supervision, applying little discretion and judgement as they follow predefined organisational procedures and report discrepancies to a higher level staff member for action.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

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 service	5
Plan and organise work tasks from organisational information	5
Discuss and confirm service requirements with supervisor as required	10
Prepare work area, equipment and supplies according to procedures to meet service requirements.....	13
Check your understanding	17
Topic 2: Provide service	19
Greet customers courteously and determine their requirements for products and services.....	19
Offer relevant customer information and promote products and services according to organisational procedures	22
Interact with customers using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery.....	26
Resolve routine customer problems within scope of own responsibility and according to organisational policy	29
Check your understanding	31
Topic 3: Complete operational tasks	33
Follow work schedules and work cooperatively as part of a team to maximise efficiency.....	33
Follow workplace safety and hygiene procedures	36
Maintain cleanliness and tidiness of work areas	46
Use organisational procedures and technology to complete operational tasks	48
Identify problems and report operational issues as they arise	52
Check your understanding	55
Topic 4: Complete end of shift duties	57
Follow end of shift procedures	57
Complete administration and reporting requirements	61
Provide customer feedback to relevant supervisors or managers	63
Check your understanding	67
References.....	69
Assessment workbook	71
Unit information	73
What is competency-based assessment?.....	74
How will my competency be assessed?.....	75
Assessment agreement	76
Foundation skills checklist.....	77
Skills recognition.....	78
Topic 1: Prepare for service	79
Topic 2: Provide service.....	80
Topic 3: Complete operational tasks	81
Topic 4: Complete end of shift duties.....	82

Knowledge questions	83
Topic 1: Prepare for service	85
Topic 2: Provide service	93
Topic 3: Complete operational tasks	103
Topic 4: Complete end of shift duties	118
Project	125
Practical assessment	129
Overview	129
Instructions for the learner	131
Learner agreement	132
Instructions for trainer/assessor or third party	133
Third party evidence collection agreement	134
Practical demonstration	135
Simulations	136
Completion record	153
Unit mapping	154
Trainer/assessor instructions and requirements	159

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Prepare for service
- » Provide service
- » Complete operational tasks
- » Complete end of shift duties

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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