

<b>Title</b>	<b>Provide courtesy transport for guests in a commercial hospitality environment</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>2</b>

<b>Purpose</b>	<p>This unit standard is for people who are working in a porter-service role in a commercial hospitality environment.</p> <p>People credited with this unit standard are able to: prepare vehicles for courtesy transport; and provide a transport service to guests, in a commercial hospitality environment.</p>
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<b>Classification</b>	Hospitality > Guest Services
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Definition  
*Establishment requirements* – any policy, procedure, process or agreed requirement, either written or oral, that is made known to the candidate prior to assessment against this unit standard.
- 2 Legislation to be complied with includes but is not limited to – Health and Safety at Work Act 2015, Innkeepers Act 1962, Privacy Act 2020.
- 3 For the purpose of this unit standard, evidence will be required that guests are greeted and treated in all interactions in a polite, friendly, and helpful manner.
- 4 Evidence for the practical components of this unit standard must be gathered in the workplace.
- 5 Candidates must hold a current Class 1 driver licence.
- 6 All assessment tasks are to be carried out in accordance with establishment requirements.

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### Outcomes and performance criteria

#### Outcome 1

Prepare vehicles for courtesy transport in a commercial hospitality environment.

**Performance criteria**

- 1.1 Vehicles for guest transport are kept clean, hygienic, and tidy on exterior and interior.
- 1.2 Vehicles for guest transport are made ready for use.
- Range includes but is not limited to – warrant of fitness, registration, fuel, tyre pressure.

**Outcome 2**

Provide a transport service to guests in a commercial hospitality environment.

**Performance criteria**

- 2.1 Vehicle doors are opened and guests are welcomed.
- 2.2 Guests are assisted with any luggage and seated safely in vehicle in accordance with guest requirements.
- 2.3 Guest destination is confirmed in accordance with guest requirements.
- 2.4 Guests are transported in a safe and prompt manner to the agreed destination.
- 2.5 Guests are assisted from vehicle and any luggage is retrieved in a safe manner and is free from damage.
- 2.6 Any future transportation requirements are confirmed with the guest.

<b>Planned review date</b>	31 December 2026
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	26 March 1998	31 December 2013
Revision	2	15 November 2002	31 December 2013
Review	3	22 October 2004	31 December 2013
Rollover and Revision	4	19 September 2008	31 December 2017
Review	5	20 November 2009	31 December 2017
Review	6	20 February 2014	31 December 2023
Review	7	28 October 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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**Comments on this unit standard**

Please contact ServiceIQ [qualifications@serviceiq.org.nz](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.