FIELD SERVICE SECTOR

Revision and Rollover of *Hospitality Operations* unit standard 21854

Subfield	Domain	Id
Hospitality	Hospitality Operations	21854

The Hospitality Standards Institute has revised the unit standard listed above and assigned a new review date to it to align with the ITO's review plans.

Date new versions published **July 2008**

Planned review date **December 2009**

Reason for the revision

Feedback from moderation indicated that some range items for PC 2.3 were not appropriate for all front line hospitality service roles. Most workplaces required competency in only closed and open questions.

Main changes resulting from the revision

'Rhetorical questions' and 'multiple questions' have been removed from the range statement for PC 2.3.

Impact on existing qualifications

None.