

Field Service Sector

Review of *Hospitality* unit standards

Subfield	Domain	ID
Hospitality	Food Safety	167, 20666
	Guest Services	14406, 14408, 14409, 14416, 14467, 22339, 27931-33

Service IQ has completed the review of the unit standards listed above.

Date new versions published

October 2021

Planned review date

December 2026

Summary

The Guest Services unit standards were reviewed, and the annotated documents were published on the Service IQ website for consultation. All interested parties including consent to assess holders, were invited to give feedback. All feedback was included, where relevant.

The Food Safety unit standards were reviewed to include feedback from industry, consent to assess holders and the Service IQ moderation and assessment writing staff.

Main changes

- Guidance Information was updated to reflect current legislation.
- Minor wording changes in purpose statements were made to align to outcomes.
- The conditions for assessment were moved to the guidance information for coherency, where relevant.
- Performance criteria for unit standards 167 and 20666 were amended for assessment purposes.
- Unit standards were moved to the current template.

The last date for assessment of superseded versions of Category B unit standards is December 2023

Detailed list of unit standards – classification, title, level, and credits

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
B	Changes made, but the overall outcome remains the same - the new version of the standard carries the same ID and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new ID
D	Standard will expire and not be replaced

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ID	Title	Level	Credit	Review Category
167	Practise food safety methods in a food business under supervision	2	4	B
20666	Demonstrate basic knowledge of contamination hazards and control methods used in a food business	2	2	B

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ID	Title	Level	Credit	Review Category
14406	Provide a commissionaire service in a commercial hospitality environment	3	2	B
14408	Provide a vehicle valet parking service in a commercial hospitality environment	3	3	B
14409	Provide courtesy transport for guests in a commercial hospitality environment	3	2	B
14416	Perform debtor control functions and reconcile balances in a commercial hospitality environment	3	6	B
14467	Use telephone systems to provide guest services for a commercial hospitality establishment	2	2	B
22339	Manage a reservation service in a commercial hospitality environment	5	20	B
27931	Provide portering services in a hotel	3	25	B
27932	Provide reception services in a hotel	4	45	B
27933	Provide reception services in a commercial hospitality establishment	3	25	B