

<b>Title</b>	<b>Provide a commissionaire service 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 provide a commissionaire service 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 Definitions  
*Commissionaire service* – refers to providing a door service in a luxury property.  
*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 may include 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 All assessment tasks are to be carried out in accordance with establishment requirements.

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### Outcomes and performance criteria

#### Outcome 1

Provide a commissionaire service in a commercial hospitality environment.

#### Performance criteria

- 1.1 Guests are greeted and farewelled.

- 1.2 Vehicle and establishment doors are opened, and guests are welcomed.
- 1.3 Guest luggage is loaded into vehicles using safe lifting and handling techniques that prevent injury to self and others and damage to guest luggage.
- 1.4 Clear and accurate information is given to guests on request within delegated authority.
- Range information includes but is not limited to – directions for travel, local sights and attractions, availability and location of local services.
- 1.5 Vehicle traffic on establishment forecourt is controlled in a manner that allows ease of guest access and clear passage for emergency services.
- Range vehicle traffic includes but is not limited to – taxis, shuttles, coaches, cars, valet parking.
- 1.6 Presentation of hotel frontage is monitored.

<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>.

#### 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.