

Title	Provide a commissionaire service in a commercial hospitality environment		
Level	3	Credits	2

Purpose	<p>This entry-level 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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Classification	Hospitality > Guest Services
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Available grade	Achieved
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Explanatory notes

- 1 Definitions

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.

Commissionaire service – refers to providing a door service in a luxury property.
- 2 Legislation to be complied with includes but is not limited to – Health and Safety in Employment Act 1992, Innkeepers Act 1962, Privacy Act 1993.
- 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.

Outcomes and evidence requirements

Outcome 1

Provide a commissionaire service in a commercial hospitality environment.

Evidence requirements

- 1.1 Guests are greeted and farewelled in accordance with establishment requirements.
- 1.2 Vehicle and establishment doors are opened and guests are welcomed, in accordance with establishment requirements.

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 in accordance with establishment requirements and 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, in accordance with establishment requirements.

Range vehicle traffic includes but is not limited to – taxis, shuttles, coaches, cars, valet parking.

1.6 Presentation of hotel frontage is monitored in accordance with establishment requirements.

Planned review date	31 December 2019
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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	N/A

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

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact ServiceIQ at qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.