

Title	Provide a vehicle valet parking service in a commercial hospitality environment		
Level	3	Credits	3

Purpose	<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 park and retrieve vehicles 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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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 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 Candidates must hold a current Class 1 driver licence.
- 6 All assessment tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Park vehicles in a commercial hospitality environment.

Performance criteria

- 1.1 Vehicle valet parking requirements are confirmed with the guest and the guest is advised of any charges and timing requirements.

- 1.2 Receipt for vehicle is issued.
- 1.3 Vehicle is checked for any prior damage and records are kept.
- 1.4 Vehicle interior is protected from damage, and guest property is kept in the same condition and position as when the vehicle was received.

Range property may include but is not limited to – customer personal belongings, radio settings, seat settings, global positioning system (GPS).
- 1.5 Vehicle is parked in a safe and secure manner that allows ease of access and use for the next driver in accordance with guest requirements.
- 1.6 Vehicle keys are stored and secured from unauthorised access.
- 1.7 Documentation relating to any special requests and parking is completed.

Outcome 2

Retrieve vehicles in a commercial hospitality environment.

Performance criteria

- 2.1 Guest identity is confirmed and valid receipt for vehicle is received.
- 2.2 Vehicle keys are located, and vehicle checked for damage.
- 2.3 Vehicle interior is protected from damage and guest property is kept in same condition and position as when the vehicle was received.

Range property may include but is not limited to – customer personal belongings, radio settings, seat settings, GPS.
- 2.4 Vehicle is returned to guest safely and guest is farewelled.
- 2.5 Documentation relating to vehicle retrieval is completed.

Planned review date	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

Process	Version	Date	Last Date for Assessment
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

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>.

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.