

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

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 park and retrieve vehicles in a commercial hospitality environment.</p>
----------------	--

Classification	Hospitality > Guest Services
-----------------------	------------------------------

Available grade	Achieved
------------------------	----------

Explanatory notes

- 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 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.
- 5 Candidates should hold a current Class 1 drivers licence.

Outcomes and evidence requirements

Outcome 1

Park vehicles in a commercial hospitality environment.

Evidence requirements

- 1.1 Vehicle valet parking requirements are confirmed with the guest and the guest is advised of any charges and timing requirements, in accordance with establishment requirements.
- 1.2 Receipt for vehicle is issued in accordance with establishment requirements.

- 1.3 Vehicle is checked for any prior damage and records are kept, in accordance with establishment requirements.
- 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 and establishment requirements.
- 1.6 Vehicle keys are stored and secured from unauthorised access in accordance with establishment requirements.
- 1.7 Documentation relating to any special requests and parking is completed in accordance with establishment requirements.

Outcome 2

Retrieve vehicles in a commercial hospitality environment.

Evidence requirements

- 2.1 Guest identity is confirmed and valid receipt for vehicle is received, in accordance with establishment requirements.
- 2.2 Vehicle keys are located and vehicle checked for damage, in accordance with establishment requirements.
- 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, in accordance with establishment requirements.
- 2.5 Documentation relating to vehicle retrieval complies with establishment requirements.

Planned review date	31 December 2019
----------------------------	------------------

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

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.