

Title	Perform debtor control functions and reconcile balances in a commercial hospitality environment		
Level	3	Credits	6

Purpose	<p>This entry-level unit standard is for people who are working in the reception area in a commercial hospitality environment.</p> <p>People credited with this unit standard are able to: perform debtor control functions; and prepare and reconcile shift balances, 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 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, Privacy Act 1993.
- 3 Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and evidence requirements

Outcome 1

Perform debtor control functions in a commercial hospitality environment.

Evidence requirements

- 1.1 Guest account balances are accurate with all legitimate charges posted to guest folios, in accordance with establishment requirements.

 Range charges include but are not limited to – food, beverage, accommodation, additional services.
- 1.2 Debits and credits are posted to correct guest and establishment accounts in a timely manner in accordance with establishment requirements.

- 1.3 Any outstanding guest accounts are actioned in accordance with establishment requirements.

Outcome 2

Prepare and reconcile shift balances in a commercial hospitality environment.

Evidence requirements

- 2.1 Shift balances are prepared and reconciled in a timely manner in accordance with establishment requirements.
- 2.2 Shift funds are secured from unauthorised access in accordance with establishment requirements.
- 2.3 Shift balances are forwarded to authorised personnel in a timely manner in accordance with establishment requirements.
- 2.4 Financial reports are prepared in accordance with establishment requirements.
- 2.5 Completed documentation is forwarded to authorised persons in a timely manner 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
Review	2	22 October 2004	31 December 2017
Review	3	20 November 2009	31 December 2017
Review	4	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.