

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

Purpose	<p>This 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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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.

Shift balance – the balance of an account required to be processed at the end of a shift.
- 2 Legislation to be complied with may include but is not limited to – Health and Safety at Work Act 2015, Privacy Act 2020.
- 3 Evidence for the practical components of this unit standard must be gathered in the workplace.
- 4 All assessment tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Perform debtor control functions in a commercial hospitality environment.

Performance criteria

- 1.1 Guest account balances are checked for accuracy in accordance with all legitimate charges posted to guest folios.
- 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.
- 1.3 Any outstanding guest accounts are debited.

Outcome 2

Prepare and reconcile shift balances in a commercial hospitality environment.

Performance criteria

- 2.1 Shift balances are prepared and reconciled in a timely manner.
- 2.2 Shift funds are secured from unauthorised access.
- 2.3 Shift balances are forwarded to authorised personnel in a timely manner.
- 2.4 Financial reports are prepared.
- Range financial reports may include but are not limited to – Profit and Loss (P&L) Statement, Balance Sheet, Statement of Cash Flow.
- 2.5 Completed documentation is forwarded to authorised persons in a timely manner.

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
Review	2	22 October 2004	31 December 2017
Review	3	20 November 2009	31 December 2017
Review	4	20 February 2014	31 December 2023
Review	5	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 qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.