

Title	Use telephone systems to provide guest services for a commercial hospitality establishment		
Level	2	Credits	2

Purpose	<p>This pre-entry unit standard is for people training as receptionists to work in a commercial hospitality establishment.</p> <p>People credited with this unit standard are able to receive and make telephone calls to provide guest services for a commercial hospitality establishment.</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, Innkeepers Act 1962, Privacy Act 1993.
- 3 This unit standard can be assessed against in a simulated situation. This refers to a situation that reflects some elements of commercial realism but the candidate must be under time pressure.

Outcomes and evidence requirements

Outcome 1

Receive telephone calls to provide guest services for a commercial hospitality establishment.

Evidence requirements

- 1.1 Telephone calls are answered promptly in accordance with establishment requirements.

Range may include but is not limited to – on a single activated incoming line, simultaneously on multiple activated incoming lines.

- 1.2 Calls placed on hold are dealt with in priority order in accordance with perceived need of call and establishment requirements.
- 1.3 Callers are identified and their needs established and dealt with, in accordance with establishment requirements.
- 1.4 Information given to callers is accurate and disclosable in accordance with legislative and establishment requirements.
- 1.5 Details of establishment products and services are supplied on request in accordance with establishment requirements.
- 1.6 Telephone calls are transferred, when appropriate, in accordance with establishment requirements.
- 1.7 Messages taken are documented accurately and clearly and communicated to the relevant person, in accordance with establishment requirements.

Outcome 2

Make telephone calls to provide guest services for a commercial hospitality establishment.

Evidence requirements

- 2.1 Telephone number required for call is obtained and contact person established, in accordance with establishment requirements.
- 2.2 Identity of caller and purpose of telephone call is conveyed in a clear and concise manner in accordance with establishment requirements.
- 2.3 Persons contacted are given accurate and disclosable information in accordance with legislative and establishment requirements.
- 2.4 Clear and accurate messages are left, when required, 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.