

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

Purpose	<p>This 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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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 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.
- 4 All assessment tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

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

Performance criteria

- 1.1 Telephone calls are answered promptly.

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

Outcome 2

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

Performance criteria

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

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.