

Title	Provide customers with information about an establishment in the hospitality industry		
Level	2	Credits	2

Purpose	<p>This pre-entry unit standard is for people training as hospitality staff to work in a broad range of hospitality establishments.</p> <p>People credited with this unit standard are able to: maintain personal knowledge of an establishment's products and services; and provide information to customers in the hospitality industry.</p>
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Classification	Hospitality > Hospitality - Generic
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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 For the purpose of this unit standard, evidence will be required that customers are greeted and treated in all interactions in a polite, friendly, and helpful manner.
- 4 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

Maintain personal knowledge of an establishment's products and services in the hospitality industry.

Evidence requirements

- 1.1 Establishment products, services, and facilities are identified and described in accordance with establishment requirements.

Range establishment products, services and facilities may include but are not limited to – hours of operation, equipment, layout.

- 1.2 Staff roles and functions are identified in accordance with establishment requirements.

Outcome 2

Provide information to customers in the hospitality industry.

Evidence requirements

- 2.1 Information is provided to customers within personal authority in accordance with establishment requirements.
- 2.2 Requests for information outside personal authority are acknowledged, and assistance is offered to source information for customer in accordance with establishment requirements.
- 2.3 Accurate information is given in response to customer enquiries, in a timely and polite 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
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
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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.