

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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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 includes but is not limited to – Health and Safety at Work Act 2015, Privacy Act 2020.
- 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 All tasks are to be carried out in accordance with establishment requirements
- 5 This unit standard can be assessed against 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 performance criteria

Outcome 1

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

Performance criteria

1.1 Establishment products, services, and facilities are identified and described.

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.

Outcome 2

Provide information to customers in the hospitality industry.

Performance criteria

2.1 Information is provided to customers within personal authority.

2.2 Requests for information outside personal authority are acknowledged, and assistance is offered to source information for customer.

2.3 Accurate information is given in response to customer enquiries, in a timely and polite manner.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions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	31 December 2024
Review	7	26 January 2023	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 Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.