

<b>Title</b>	<b>Demonstrate knowledge of commercial guest and accommodation service terminology</b>		
<b>Level</b>	<b>1</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	<p>This unit standard is intended for people who are studying in the hospitality industry in a school or early tertiary learning environment.</p> <p>People credited with this unit standard are able to demonstrate knowledge of terms: used in commercial guest services and commercial accommodation services; and commonly used in hospitality front-office environments.</p>
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<b>Classification</b>	Hospitality > Hospitality - Foundation Skills
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Definition  
*Industry conventions* refer to common methodologies and practices accepted widely throughout the industry as standard practice. It is expected that the detail of these will differ slightly from one establishment to another.
- 2 All tasks must be carried out in accordance with industry conventions.

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### Outcomes and performance criteria

#### Outcome 1

Demonstrate knowledge of terms used in commercial guest services.

#### Performance criteria

- 1.1 The terms *porter*, *concierge*, and *doorperson* are defined.
- 1.2 The term *VIP* is defined.
- 1.3 Baggage handling terms used in a commercial accommodation environment are defined.
 

Range	baggage handling terms include but are not limited to – check in, check out, stored luggage.
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- 1.4 Valet parking is described.

**Outcome 2**

Demonstrate knowledge of terms used in commercial accommodation services.

**Performance criteria**

2.1 Accommodation service terms are defined.

Range includes but is not limited to – guest room, turn down, depart, stay over, housekeeper, room attendant.

2.2 Guest room environment terms are defined.

Range includes but is not limited to – guest supplies, mini-bar, do not disturb.

**Outcome 3**

Demonstrate knowledge of terms commonly used in hospitality front-office environments.

**Performance criteria**

3.1 Front-office environment terms are defined.

Range includes but is not limited to – pax, occupancy, bumping, upgrading, reservation, charge-back, late arrival, no-show.

<b>Planned review date</b>	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	27 November 1998	31 December 2016
Review	2	22 October 2003	31 December 2016
Review	3	19 September 2008	31 December 2016
Revision	4	20 November 2009	31 December 2016
Review	5	20 November 2014	31 December 2023
Review	6	30 September 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.