

Title	Demonstrate knowledge of commercial accommodation management		
Level	5	Credits	12

Purpose	<p>This is a theory-based unit standard for experienced people requiring knowledge of the management of commercial accommodation premises in the hospitality industry.</p> <p>People credited with this unit standard are able to demonstrate knowledge of: inhouse and outsourced service provision; financial control measures, in a commercial accommodation environment; and commercial accommodation operations.</p>
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Classification	Hospitality > Hospitality Management
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Available grade	Achieved
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Explanatory notes

- Definitions**

Commercial accommodation – any accommodation business operating in the hospitality sector.

Equipment – large and small equipment fittings and fixtures.

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.

Resources – establishment personnel, equipment and materials for maintenance, and contractors who are available, suitable, and affordable.
- References**

Standard industry texts – Hayes, D.K., Ninemeier, J.D. (2007), *Hotel Operations Management*, NJ, USA: Pearson Education;

Vallen, G., Vallen, J (2012), *Check-in Check-out: Managing hotel operations* (8th ed), NJ, USA: Pearson Education.

Outcomes and evidence requirements

Outcome 1

Demonstrate knowledge of inhouse and outsourced service provision in a commercial accommodation environment.

Evidence requirements

1.1 Implications of inhouse versus outsourced services in a commercial accommodation environment are explained in terms of standard industry texts and establishment requirements.

Range implications include but are not limited to – benefits, costs, staff relations, service standards.

1.2 Specifications for inhouse and outsourced services are developed in terms of standard industry texts and establishment requirements.

Range specifications may include but are not limited to – maintenance of buildings, fixed assets and equipment, grounds and external areas, cleaning, linen and laundry, safety and security; evidence of three specifications is required.

1.3 The establishment of inhouse services in terms of staffing levels, and the selection and establishment of an outsourced service in terms of agreed specifications are evaluated in terms of set criteria.

Outcome 2

Demonstrate knowledge of financial control measures in a commercial accommodation environment.

Evidence requirements

2.1 Financial information related to a commercial accommodation environment is analysed and interpreted in terms of agreed budgets.

Range financial information may include but is not limited to – sales figures, guest spending, occupancy figures and ratios.

2.2 Costs related to the operation of a commercial accommodation environment are analysed and interpreted in terms of agreed budgets.

Range costs include but are not limited to – labour, materials, equipment, outsourced services.

Outcome 3

Demonstrate knowledge of commercial accommodation operations.

Evidence requirements

3.1 The resources required to meet customer needs in a commercial accommodation environment are explained in terms of standard industry texts and establishment requirements.

Range customer needs may include but are not limited to – leisure, business, individual, groups, differently-abled.

3.2 The quality control systems required to satisfy customer expectations are explained in terms of standard industry texts and establishment requirements.

Range expectations include but are not limited to – standards of ambience, comfort, cleanliness, maintenance, service.

3.3 Guest and user feedback is analysed and interpreted in relation to quality control in terms of establishment requirements.

Range feedback includes but is not limited to – customer questionnaires, user satisfaction surveys.

3.4 Principles of tariff design and pricing structures are explained in terms of standard industry texts and establishment requirements.

Range tariff designs include but are not limited to – business mix, sales optimisation, profitability;
pricing structures include but are not limited to – tours, block bookings, special discounts, seasonal rates, corporate, rack rates.

3.5 Occupancy and revenue objectives are explained in relation to market and competitive pressures.

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	17 August 1999	31 December 2012
Revision	2	15 November 2002	31 December 2012
Review	3	26 April 2005	31 December 2012
Review	4	22 October 2010	31 December 2017
Review	5	20 February 2014	N/A

Accreditation and Moderation Action Plan (AMAP) reference	0112
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This AMAP 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, or an inter-institutional body with delegated authority for quality assurance, 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.

Consent requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP 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.