

Title	Demonstrate knowledge of the requirements of a doorman in the hospitality industry		
Level	3	Credits	3

Purpose	<p>This unit standard is for people who are employed, or intend to work, as a doorman in a hospitality establishment.</p> <p>People credited with this unit standard are able to demonstrate knowledge of: the responsibilities of a doorman in the hospitality industry; legislative requirements relevant to a doorman's role in the hospitality industry; and interpersonal communication techniques relevant to a doorman in the hospitality industry.</p>
----------------	--

Classification	Hospitality > Hospitality - Specific Skills
-----------------------	---

Available grade	Achieved
------------------------	----------

Guidance Information

1 Definitions

Establishment requirements referred to in this unit standard may include but are not limited to the applicable procedures found in the following: establishment performance guidelines and standards; equipment manufacturer's procedures and specifications; Government and local body legislation.

Best practice – an approved current method or way of doing something that, in the circumstances, achieves the required outcome.

2 Legislation relevant to this unit standard includes but is not limited to – Crimes Act 1961, Gambling Act 2003, Health and Safety at Work Act 2015, Private Security Personnel and Private Investigators Act 2010, Sale and Supply of Alcohol Act 2012, Smoke-free Environments Act 1990, Trespass Act 1980.

Any relevant Acts, regulations, and bylaws must be complied with during assessment against this unit standard.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of the responsibilities of a doorman in the hospitality industry.

Performance criteria

- 1.1 Responsibilities of a doorman in protecting staff and patron health and safety for the establishment are described.
- Range health and safety includes but is not limited to – entry and exit points, fire safety equipment, first aid equipment.
- 1.2 Responsibilities of a doorman in maintaining public relations for the establishment are described.
- Range public relations includes but is not limited to – dealing with patrons in a respectful and professional manner, portraying a positive attitude, restricting entry, enforcing dress code, dealing with intoxicated patrons, dealing with underage patrons, dealing with the police, dealing with licensed inspectors.
- 1.3 Responsibilities of a doorman managing conflict for the establishment are described.
- Range conflict management includes but is not limited to – acting within the parameters of authority, removing someone from the premises, unconscious patrons in the toilets, approaching and speaking with a patron, abuse, assault, sexual harassment, removing a disruptive group, crowd control.

Outcome 2

Demonstrate knowledge of legislative requirements relevant to a doorman's role in the hospitality industry.

Performance criteria

- 2.1 The compliance requirements of legislation relevant to a doorman's role are identified and described.
- Range legislation includes but is not limited to – Trespass Act 1980, Crimes Act 1961, Sale and Supply of Alcohol Act 2012, Private Security Personnel and Private Investigators Act 2010.
- 2.2 Best practice related to the application of compliance requirements by a doorman is described.

Outcome 3

Demonstrate knowledge of interpersonal communication techniques relevant to a doorman in the hospitality industry.

Performance criteria

3.1 The impact of barriers to effective interpersonal communication on customer interactions are described.

Range barriers include but are not limited to – cultural, socio-economic, behavioural.

3.2 The impact of the use of techniques to resolve interpersonal conflicts and conflict situations on customer interactions are described.

Range evidence is required of one cross-cultural situation and two other situations.

3.3 Techniques that improve the effectiveness of interpersonal communication in the workplace are described.

Range techniques include but are not limited to – body language, speech patterns, vocabulary, delivery, focus, cultural perspectives, avoidance of negatives, empathy; evidence of examples of three techniques is required.

Planned review date	31 December 2023
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 September 2006	31 December 2014
Rollover and Revision	2	19 September 2008	31 December 2017
Review	3	20 November 2009	31 December 2017
Review	4	20 February 2014	31 December 2020
Review	5	25 January 2018	N/A

Consent and Moderation Requirements (CMR) reference	0112
--	------

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.