

Title	Provide portering services in a hotel		
Level	3	Credits	25

Purpose	<p>This unit standard is for people working in a portering role in a hotel.</p> <p>People credited with this unit standard are able to: process guest luggage; provide advice to guests; respond to guest enquiries and requests; and maintain entrance and lobby, in a hotel.</p>
----------------	--

Classification	Hospitality > Guest Services
-----------------------	------------------------------

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

Guidance Information

- 1 Definitions

Establishment requirements – any policy, procedure, process, or agreed requirement, either written or oral, made known to the candidate prior to assessment against this unit standard.

Hotel – a hotel or motel that provides a similar range of services.
- 2 Legislation to be complied with may include but is not limited to – the Health and Safety at Work Act 2015, Innkeepers Act 1962, Privacy Act 2020, Resource Management Act 1991.
- 3 Evidence for the practical components of this unit standard must be gathered in the workplace.
- 4 All assessment tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Process guest luggage in a hotel.

Performance criteria

- 1.1 Guest luggage requirements are assessed to determine collection and delivery priorities and workload requirements.
- Range requirements may include but are not limited to – number of bags to be collected, number of bags to be delivered, group departures, VIP arrivals and departures, guest departure times, amount of luggage per guest.
- 1.2 Different types of luggage are identified and assessed to determine any manual handling techniques and/or handling requirements.
- Range requirements may include but are not limited to – heavy loads, non-standard sizes, delicate surfaces, expensive brands.
- 1.3 Any unidentified luggage is reported.
- 1.4 Any damaged and/or suspicious luggage is identified and reported.
- 1.5 Guest luggage is delivered and placed in guests' rooms in a timely manner while maintaining room security.
- 1.6 Guest luggage is collected and delivered for collection or transportation in a timely manner.
- 1.7 Guest luggage is stored securely and logged.
- 1.8 Luggage storage area is maintained and kept secure in accordance with establishment requirements.
- 1.9 Luggage register is maintained.

Outcome 2

Provide advice to guests in a hotel.

Performance criteria

- 2.1 Hotel facilities are identified and described in terms of location in the establishment and operating times.
- 2.2 Local geographic area, local attractions and transport options are identified and described in terms of availability and access.
- 2.3 Current and future events are identified and described in terms of availability and access.

2.4 Advice is provided to guests upon request.

Range advice may include but is not limited to – hotel facilities, local geographic area, local attractions, transport options, current and future events, communication options, parking options, conference options.

Outcome 3

Respond to guest enquiries and requests in a hotel.

Performance criteria

3.1 Guest enquiries and requests are responded to face-to-face and on the phone.

3.2 Information is accessed in response to guest requests.

3.3 Internal and external services are booked to meet guest requests.

Range internal and external services may include but are not limited to – booking transport, booking restaurants, booking tours, booking events.

3.4 Communications are sent and received in response to guest requests.

3.5 Requests for in-room services are actioned.

3.6 Advice on in-room and/or business centre equipment use is provided, where required.

3.7 Minor maintenance issues are actioned.

3.8 Guest and room document security is maintained.

3.9 Procedures for dealing with different types of guests are identified and described.

3.10 Procedures for dealing with complaints are identified and described.

Outcome 4

Maintain entrance and lobby in a hotel.

Performance criteria

4.1 Entrance and lobby are kept tidy, and rubbish removed.

4.2 Fire exits are kept clear of obstructions.

4.3 Presentation of lobby furniture is maintained.

4.4 Any smoking areas are maintained.

- 4.5 Traffic movements are monitored to ensure access to the hotel entrance.
- 4.6 Guests, their property and hotel property are monitored to ensure guest and hotel security.
- 4.7 Guests are greeted and farewelled on arrival and departure.

Replacement information	This unit standard replaced unit standard 14402, unit standard 14404, unit standard 14405, unit standard 14410, and unit standard 20665.
--------------------------------	--

Planned review date	31 December 2026
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	12 December 2013	31 December 2023
Review	2	28 October 2021	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 ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.