

Title	Provide portering services in a hotel		
Level	3	Credits	25

Purpose	<p>This entry-level 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
------------------------	----------

Explanatory notes

- 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 includes but is not limited to – the Health and Safety in Employment Act 1992, Innkeepers Act 1962, Privacy Act 1993, Resource Management Act 1991.
- 3 Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and evidence requirements

Outcome 1

Process guest luggage in a hotel.

Evidence requirements

- 1.1 Guest luggage requirements are assessed to determine collection and delivery priorities and workload requirements in accordance with establishment 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 in accordance with establishment requirements.
- 1.4 Any damaged and/or suspicious luggage is identified and reported in accordance with establishment requirements.
- 1.5 Guest luggage is delivered and placed in guests' rooms in a timely manner while maintaining room security in accordance with establishment requirements.
- 1.6 Guest luggage is collected and delivered for collection or transportation in a timely manner in accordance with establishment requirements.
- 1.7 Guest luggage is stored securely and logged in accordance with establishment requirements.
- 1.8 Luggage storage area is maintained and kept secure in accordance with establishment requirements.
- 1.9 Luggage register is maintained in accordance with establishment requirements.

Outcome 2

Provide advice to guests in a hotel.

Evidence requirements

- 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 in accordance with establishment requirements.
- 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.

Evidence requirements

- 3.1 Guest enquiries and requests are responded to face-to-face and on the phone in accordance with establishment requirements.
- 3.2 Information is accessed in response to guest requests in accordance with establishment requirements.
- 3.3 Internal and external services are booked to meet guest requests in accordance with establishment requirements.
- 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 in accordance with establishment requirements.
- 3.5 Requests for in-room services are actioned in accordance with establishment requirements.
- 3.6 Advice on in-room and/or business centre equipment use is provided, where required, in accordance with establishment requirements.
- 3.7 Minor maintenance issues are actioned in accordance with establishment requirements.
- 3.8 Guest and room document security is maintained in accordance with establishment requirements.
- 3.9 Procedures for dealing with different types of guests are identified and described in terms of establishment requirements.
- 3.10 Procedures for dealing with complaints are identified and described in terms of establishment requirements.

Outcome 4

Maintain entrance and lobby in a hotel.

Evidence requirements

- 4.1 Entrance and lobby are kept tidy and rubbish removed in accordance with establishment requirements.
- 4.2 Fire exits are kept clear of obstructions in accordance with establishment requirements.

- 4.3 Presentation of lobby furniture is maintained in accordance with establishment requirements.
- 4.4 Any smoking areas are maintained in accordance with establishment requirements.
- 4.5 Traffic movements are monitored to ensure access to the hotel entrance in accordance with establishment requirements.
- 4.6 Guests, their property and hotel property are monitored to ensure guest and hotel security in accordance with establishment requirements.
- 4.7 Guests are greeted and farewelled on arrival and departure in accordance with establishment requirements.

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 2018
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	12 December 2013	N/A

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

This CMR 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, 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.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR 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 qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.