

Title	Provide reception services in a commercial hospitality establishment		
Level	3	Credits	25

Purpose	<p>This unit standard is for people working in a reception role in a commercial hospitality establishment.</p> <p>People credited with this unit standard are able to provide arrival and departure services for guests; and carry out reception administration, in a commercial hospitality establishment.</p>
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Classification	Hospitality > Guest Services
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Available grade	Achieved
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Guidance Information

- 1 Definitions
Commercial hospitality establishment includes but is not limited to – motel, backpackers and areas of hospitality providing accommodation other than hotels.
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.
- 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

Provide arrival and departure services for guests in a commercial hospitality environment.

Performance criteria

- 1.1 Guest priorities are identified.
- Range guest priorities may include but are not limited to – groups, VIPs, individuals, check in or check out versus enquiries, luggage storage or retrieval, phone versus face-to-face enquiries.
- 1.2 Guests are greeted and farewelled on arrival and departure.
- 1.3 Guests are checked in upon arrival.
- Range guests include may but are not limited to – groups, individuals, VIPs, regulars, walk-ins, first-time guests.
- 1.4 Guests are checked out upon departure.
- Range guests may include but are not limited to – groups, individuals, VIPs, regulars, walk-ins, first-time guests.
- 1.5 Payment options are identified, clarified with the guest and actioned upon arrival and departure.
- Range payment options may include but are not limited to – corporate, charge back, cash, credit card, partial, vouchers, special offers; evidence of two payment options is required.
- 1.6 Up-selling and/or on-selling options are offered to the guest upon arrival and/or departure.
- 1.7 Guest enquiries and requests are responded to face-to-face and on the phone.
- 1.8 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; evidence of two examples is required.

Outcome 2

Carry out reception administration in a commercial hospitality establishment.

Performance criteria

- 2.1 Procedures for maintaining guest confidentiality are applied to operational tasks.
- 2.2 Procedures for dealing with different types of guests are identified and described.

- 2.3 Procedures for dealing with complaints are identified and described.
- 2.4 Procedures for dealing with unexpected situations are identified and described within delegated authority.
- 2.5 Computer system is operated.

Range computer system operation includes but is not limited to – room availability, room rates, confirmed bookings.

Replacement information	This unit standard replaced unit standard 14411 and unit standard 14412.
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Planned review date	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	12 December 2013	31 December 2015
Review	2	18 September 2014	31 December 2023
Review	3	28 October 2021	N/A

Consent and Moderation Requirements (CMR) reference	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 if you wish to suggest changes to the content of this unit standard.