

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

Purpose	<p>This entry-level 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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Explanatory notes

- 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 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

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

Evidence requirements

- 1.1 Guest priorities are identified in accordance with establishment requirements.

Range guest priorities 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 in accordance with establishment requirements.
- 1.3 Guests are checked in upon arrival in accordance with establishment requirements.
- Range guests include but are not limited to – groups, individuals, VIPs, regulars, walk-ins, first-time guests.
- 1.4 Guests are checked out upon departure in accordance with establishment requirements.
- Range guests 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 in accordance with establishment requirements.
- 1.7 Guest enquiries and requests are responded to face-to-face and on the phone in accordance with establishment requirements.
- 1.8 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; evidence of two examples is required.
- 1.9 Guest luggage is stored securely and logged in accordance with establishment requirements.

Outcome 2

Carry out reception administration in a commercial hospitality establishment.

Evidence requirements

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

2.3 Procedures for dealing with complaints are identified and described in terms of establishment requirements.

2.4 Procedures for dealing with unexpected situations are identified and described in terms of establishment requirements within delegated authority.

2.5 Computer system is operated in accordance with establishment requirements.

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 2018
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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	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>.

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.