

Title	Prepare for and supervise accommodation operations in a hotel		
Level	5	Credits	30

Purpose	<p>This unit standard is for experienced people working in a supervisory role in the housekeeping or reception areas in a hotel.</p> <p>People credited with this unit standard are able to prepare for accommodation operations, and supervise accommodation operations, in a hotel.</p>
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Classification	Hospitality > Accommodation Services
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Available grade	Achieved
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Explanatory notes

- 1 Definition
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

Prepare for accommodation operations in a hotel.

Evidence requirements

- 1.1 The optimum number of staff required for service is planned in accordance with establishment requirements.
- 1.2 The room requirements for service and/or room allocation are checked taking into consideration anticipated guest requirements and any issues actioned in accordance with establishment requirements.

Range room requirements may include but are not limited to – anticipated occupancy, arrivals and departures, functions, conferences, meetings;
room allocations may include but are not limited to – independent travellers, groups, special needs/requests, VIPs.

- 1.3 Equipment and stock required for service is made available and kept operational and ready for use in accordance with establishment requirements.
- 1.4 Staff are fully briefed on service requirements and anticipated guest expectations and checks are made to ensure staff meet dress code standards in accordance with establishment requirements.

Outcome 2

Supervise accommodation operations in a hotel.

Evidence requirements

- 2.1 The personal presentation and service standards of staff are monitored and any issues actioned in accordance with establishment requirements.
- 2.2 Service time allocations are monitored and any issues actioned in accordance with establishment requirements.
- 2.3 The number of staff available for service is monitored and maintained in terms of prompt and effective guest service, occupancy, and cost control in accordance with establishment requirements.
- 2.4 Stock is maintained at agreed stock levels, taking into consideration anticipated occupancy in accordance with establishment requirements.
- 2.5 The safety, security and privacy of staff, guests and property is monitored and maintained throughout service in accordance with establishment and legislative requirements.
- 2.6 The conditions and ambience of the service environment are maintained throughout service in accordance with establishment requirements.
- 2.7 Documentation and reports related to accommodation operations are completed in accordance with establishment requirements.
- 2.8 Difficult situations that may arise within the team are explained in terms of the type of situation and methods for remedial action.

Range difficult situations include but are not limited to – team conflict, conflict with management personnel, cultural differences, conflicts with guests.

Replacement information	This unit standard replaced unit standard 14403, unit standard 22336, and unit standard 22338.
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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	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.