

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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Guidance Information

- 1 Definition
Establishment requirements refer to applicable procedures found in the following: establishment performance guidelines and standards; equipment manufacturer's procedures and specifications; Government and local body legislation.
- 2 Legislation to be complied with includes but is not limited to – the Health and Safety at Work Act 2015, Innkeepers Act 1962, Privacy Act 2020, Resource Management Act 1991.
- 3 All tasks are to be carried out in accordance with establishment requirements.
- 4 Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and performance criteria

Outcome 1

Prepare for accommodation operations in a hotel.

Performance criteria

- 1.1 The optimum number of staff required for service is planned.

- 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 booking 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.

- 1.4 Staff are fully briefed on service requirements and anticipated guest expectations and checks are made to ensure staff meet dress code standards.

Outcome 2

Supervise accommodation operations in a hotel.

Performance criteria

- 2.1 The personal presentation and service standards of staff are monitored, and any issues are actioned.

- 2.2 Service time allocations are monitored, and any issues are actioned.

- 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.

- 2.4 Stock is maintained at agreed stock levels, taking into consideration anticipated occupancy.

- 2.5 The safety, security and privacy of staff, guests and property are monitored and maintained throughout service in accordance with legislative requirements.

- 2.6 The conditions and ambience of the service environment are maintained throughout service.

- 2.7 Documentation and reports related to accommodation operations are completed.

- 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 2027
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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 2024
Review	2	2 March 2023	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 Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.