

Domain

HOSPITALITY – CORE SKILLS

Title:

Implement procedures for lost and found items in a hospitality establishment

Level: 2

Credits: 2

Purpose

This unit standard specifies the competency of ethical behaviour when dealing with lost and found items in a hospitality establishment. People credited with this unit standard are able to demonstrate knowledge of and implement lost and found procedures.

Special Notes

1. Entry information

Prerequisite:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be:

- placed under realistic time pressures
- encounter realistic customer/staff ratios.

While the guest in the assessment activity need not be a paying guest, they must have the expectations of a paying guest. There must be documented evidence of multiple occasions where the candidate has provided services for guests.

In all interactions, customers are to be greeted and treated in a polite, friendly and helpful manner.

3. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Domain or Subfield.
4. Verbal communication with customers and/or colleagues and/or service providers must be clear, audible, interactive, appropriate to the audience and situation, and supported by appropriate actions where barriers to communication exist.

5. Glossary

Lost or found items may include but are not limited to both inexpensive items and expensive items such cameras, cash, clothing, documentation, credit cards, passports, dangerous or illegal items. Items could be found by self, guests, other staff, and/ or members of the public.

Dangerous, illegal or suspicious looking items may include but are not limited to drugs, weapons, contraband, explosives, unusual or unidentified packages or parcels.

The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.

Barriers to communication may include but are not limited to cultural and/or language differences, word choice, voice modulation, not listening actively, deafness and/or not being able to speak, noise levels.

Safe working practices include day to day observation of safety policies and procedures and legislative requirements.

Specifications refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.

6. Regulations and legislation relevant to this unit standard include the following:
- Labour Act No 11 2007 as amended
 - Tobacco Products Control Act No 1 of 2010
 - Financial Intelligence Act No 3 of 2007
 - Namibia Tourism Board Act 21 of 2000
 - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Demonstrate knowledge of lost and found procedures

Performance Criteria

- 1.1 Actions required when items are found are described in accordance with establishment procedures.
- 1.2 Actions required when items are reported as being lost are described in accordance with establishment procedures.
- 1.3 Actions to be taken when dangerous, illegal or suspicious looking items are found are described in accordance with establishment procedures.
- 1.4 The location of the lost and found facility in the establishment is identified.

Element 2: Comply with lost and found procedures

Performance Criteria

- 2.1 Items found by self or others are taken to the lost and found facility and reported in accordance with establishment procedures.
- 2.2 Guests reporting the loss of items are advised of and directed to the lost and found facility in accordance with establishment procedures.
- 2.3 Any notification of lost items is reported in accordance with establishment procedures.
- 2.4 Any dangerous and/or illegal items found are taken to the lost and found facility and reported in accordance with establishment procedures.
- 2.5 Any suspicious looking items are reported in accordance with establishment procedures.
- 2.6 Consequences of non-compliance with lost and found procedures are explained in terms of implications for self and the establishment.

Registration Data

Subfield:	Tourism and Hospitality
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