

	Unit ID: 283
Domain	HOSPITALITY – CORE SKILLS
Title:	Provide information on Namibia to guests in a hospitality establishment
Level: 3	Credits:4

Purpose

This unit standard specifies the competency required to provide information relating to Namibia to guests in a hospitality establishment. People credited with this unit standard are able to provide information on; personalities, events and destinations; and key natural and cultural features of Namibia.

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

- *Sources of information* may include but are not limited to news media, internet, reference works, colleagues, tourism information centres.
 - 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.
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
 - 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: Provide information on personalities, events and destinations

Range

Prominent personalities include but are not limited to achievers in sport, music, art, academic fields, and politics.

Special events in the country may include but are not limited to cultural activities, major economic activities such as shows, exhibitions and extravaganzas.

Destinations may include but are not limited to natural attractions, cultural sites and events, cities and towns. Main tourism destinations include but are not limited to Etosha National Park, cities and towns in Namibia, Fish River Canyon, Skeleton Coast, Waterberg Plateau Park, Namib Desert and Sossusvlei, Caprivi conservancy.

Performance Criteria

- 1.1 Sources of information on personalities, events and destinations in Namibia are identified, accessed and used to maintain personal knowledge in line with establishment policies and procedures.
- 1.2 Up to date information on prominent personalities in Namibia is identified, gathered, checked for accuracy and where relevant, used in discussions with and responding to inquiries from guests, in line with establishment policies and procedures.
- 1.3 Up to date information on special events in Namibia is identified, gathered, checked for accuracy and where relevant, used in discussions with and responding to inquiries from guests, in line with establishment policies and procedures.
- 1.4 Up to date information on prominent international events with special relevance to Namibia and associated personalities is identified, gathered, checked for accuracy and where relevant, used in discussions with and responding to inquiries from guests in line with establishment policies and procedures.
- 1.5 Personal knowledge of prominent personalities and events in Namibia and information relevant to specific tourist sites, attractions and destinations is evaluated, and where necessary, strategies are adopted for improvements.
- 1.6 General directions to main tourism attractions and destinations in Namibia are identified and explained in response to guest inquiries.

Element 2: Provide information on key natural and cultural features of Namibia

Range

Natural and cultural features of Namibia include but are not limited to broad historical and current political, economic, physical and social facts.

Sources of indigenous art forms include but are not limited to art galleries, brochures, leaflets, events, media, cultural centres.

Local foods include but are not limited to tribal specialities, European, Oriental.

Performance Criteria

- 2.1 Up to date information on key tourism attractions is identified, gathered, checked for accuracy and where relevant, used in discussions with and responding to inquiries from guests, in line with establishment policies and procedures.
- 2.2 Up to date information on key features of Namibia's population and the main tribal groups is identified, gathered, checked for accuracy and where relevant, used in discussions with and responding to inquiries from guests, in line with establishment policies and procedures.

- 2.3 Up to date information about the different cultures and traditions in Namibia is identified, gathered, checked for accuracy and where relevant, used in discussions with and responding to inquiries from guests, in line with establishment policies and procedures.
- 2.4 Up to date information on venues and sources of indigenous art is identified, gathered, checked for accuracy and where relevant, used in discussions with and responding to inquiries from guests, in line with establishment policies and procedures.
- 2.5 Up to date information on foods, food service styles and directions to outlets in Namibia is identified, gathered, checked for accuracy and where relevant, used in discussions with and responding to inquiries from guests, in line with establishment policies and procedures.
- 2.6 Guests' reactions, questions and views on Namibian culture and traditions are acknowledged and clarified as required within scope of personal knowledge and in line with establishment procedures.
- 2.7 Personal knowledge of natural and cultural features is evaluated, and where necessary, strategies are adopted for improvements.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	29 March 2007
Date this version registered:	15 November 2012
Anticipated review:	2017
Body responsible for review:	Namibia Training Authority