

Domain	HOSPITALITY – CORE SKILLS	Unit ID: 43
Title:	Prepare for and provide customer care in a hospitality establishment	
Level: 2		Credits: 4

Purpose

This unit standard specifies the competencies required to prepare for and provide customer care at a hospitality establishment. People credited with this unit standard are able to: identify different types of visitors to Namibia and their needs, interests and expectations; maintain personal presentation and hygiene; greet guests; provide information to guests about an establishment’s products and services; respond to guest enquiries; maintain a safe environment for guests; and respond to guest complaints.

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. To demonstrate competence, minimum evidence is required of greeting at least two different guests and responding to three different types of enquiries and three different types of complaints from guests.

3. 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.

While the guest in the assessment activity need not be a paying guest, they must have the expectations of a paying guest.

4. Training and assessment related to this unit standard must be undertaken in the context of Hospitality and Tourism operations and, preferably, in conjunction with training and assessment relating to other relevant technical unit standards from this Subfield.

5. All inspection, operation and maintenance procedures associated with the use of tools shall comply with manufacturer and/or company guidelines and instructions.

6. Glossary of terms

- *Guests* may include able persons, differently abled persons, adults, children, elderly people and people with different cultural heritage. Guests may include new or regular customers.
 - 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.
7. 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
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - International Health Regulation Act 28 of 1974
 - Namibia Tourism Board Act 21 of 2000
 - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments.

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 on www.nta.com.na

Elements and Performance Criteria

Element 1: Identify different types of visitors to Namibia and their needs, interests and expectations

Range

Types of guests may be identified according to age, cultural background, gender, country of origin, and potential interests and needs.

Performance Criteria

- 1.1 Different types of guests who visit Namibia are identified.
- 1.2 Needs, interests and expectations of the different types of tourists are identified.

Element 2: Maintain personal presentation and hygiene

Range

Personal presentation may include but is not limited to wearing a uniform, displaying name badges, personal grooming, use of jewellery, use of make-up, footwear, length of hair.

Personal hygiene may include but is not limited to personal cleanliness, personal illness, cleaning of clothes/uniform, shoes, oral health care.

Performance Criteria

- 2.1 Personal presentation standards are met and maintained according to establishment procedures.
- 2.2 A professional image is presented according to establishment requirements.
- 2.3 Personal hygiene is maintained in accordance with establishment requirements.

Element 3: Greet guests

Range

Establishment requirements may include but not be limited to timeliness, accuracy, confidentiality, objectivity, courtesy, active listening and information sharing.

Body language includes posture, facial expression, eye contact, speed of movement.

Verbal communication includes tone, pitch, volume and pace of speech.

Basic personal information about self may include but is not limited to facts that do not represent an invasion of privacy about family, the broad direction of one's home, and basic details about job or interest in hospitality or tourism.

Performance Criteria

- 3.1 Guests are greeted in a polite and welcoming manner in accordance with establishment procedures.
- 3.2 Regular guests are recognized and greeted, where appropriate.
- 3.3 Guests requiring special assistance are handled with care and consideration in accordance with establishment procedures.
- 3.4 Basic personal information about self-requested by guests is provided.
- 3.5 Guest needs and requests for information, products, and services are monitored and responded to in line with establishment procedures.

- 3.6 Positive body language and friendly verbal communication are used with guests at all times.

Element 4: Provide information to guests about an establishment's products and services

Range

Information on local community and environment may include safety, places of interest and information about history, culture, religion and nature in the local area. Evidence of knowledge of three is required for assessment purposes.

The layout of the establishment may include but is not limited to the buildings, structures, rooms, restaurants, dining rooms, bars, pools, toilets, wellness areas, spas, gym or fitness areas, gardens, parks, conference facilities and offices of the establishment or industry. Evidence of knowledge of five is required for assessment purposes.

The facilities of the establishment may include but is not limited to radio and television sets, air conditioning and communication facilities in the guest rooms. Evidence of the knowledge of two is required for assessment purposes.

The services of the establishment may include but is not limited to room service, the safekeeping of property and various activities offered by the establishment. Evidence of the knowledge of two is required for assessment purposes.

Performance Criteria

- 4.1 Establishment layout and facilities are described to guests in accordance with establishment procedures.
- 4.2 Staff roles, functions and expertise are explained in accordance with establishment procedures and within personal authority.
- 4.3 Products and services available to guests are explained to guests in accordance with establishment procedures.
- 4.4 Hours of operation for the establishment and its facilities are explained to guests in accordance with establishment procedures and within personal authority.
- 4.5 Information on the local community and environment is provided to guests in response to requests and in line with establishment policy and procedures.
- 4.6 Requests for information outside personal knowledge are acknowledged and assistance is offered to source information for guests in accordance with establishment procedures.

Element 5: Respond to guest enquiries

Range

Guest enquiries may relate to accommodation, establishment services, local attractions, transport.

Performance Criteria

- 5.1 Guest needs are identified and reasonable requests are met or referred to supervisor according to establishment procedures.
- 5.2 Basic information on the establishment's organisational structure requested by guests is provided.
- 5.3 Details of enquiry are noted and accuracy is confirmed with guest and colleagues.
- 5.4 Language and cultural barriers in communicating with guests are identified and eliminated where possible.
- 5.5 Alternative ways to communicate with guests are found if first efforts to communicate are difficult.

Element 6: Maintain a safe environment for guests

Performance criteria

- 6.1 Potential and actual hazards to guest safety are eliminated, isolated, or minimised in accordance with establishment requirements.
- 6.2 Customers are made aware of potential and actual hazards in accordance with establishment requirements.
- 6.3 Accidents, damage, and non-rectifiable hazards are reported in accordance with establishment requirements.
- 6.4 Emergency exits are identified and maintained in accordance with establishment requirements.
- 6.5 Procedures for dealing with emergencies are identified and explained in accordance with establishment requirements.
- 6.6 Establishment areas are kept secure and unauthorised access is prevented in accordance with establishment requirements.
- 6.7 Establishment storage and security facilities are made secure and unauthorised access is prevented in accordance with establishment requirements.

Element 7: Respond to guest complaints

Range

Complaints may include but are not limited to routine matters associated with service provision, cost, conditions of facilities, disruption caused by other guests.

Complaint resolution procedures may include but are not limited to acknowledging the complaint, taking appropriate action, providing information on costs, referring to supervisor.

Performance Criteria

- 7.1 Complaints are identified and clarified.
- 7.2 Complaint resolution procedures are applied according to establishment policies and procedures.
- 7.3 Unresolved and/or non-routine complaints are referred to supervisor according to establishment procedures.
- 7.4 Opportunities are taken where possible to turn incidents of guest dissatisfaction into a demonstration of high quality service in line with establishment procedures.
- 7.5 Complete details of actions are recorded in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
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