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| Domain | HOSPITALITY – CORE SKILLS | Unit ID: 45 |
| Title: | Conduct basic oral and written workplace communication in English in a hospitality establishment | |
| Level: 2 | | Credits: 5 |

Purpose

This unit standard specifies the competencies required to conduct basic oral and written workplace communication in English. People credited with this unit standard are able to: converse in basic English in the workplace; access information written in English to respond to inquiries; perform routine workplace duties following simple instructions prepared in English; complete work related forms and produce correspondence in English; and participate in simple workplace meetings in English.

Special notes

1. Entry information:

Prerequisite:

- none.

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

Assessment should include documented evidence of communicating in English in workplace activities over an extended period of time.

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

4. Glossary

- *Factors which affect the selection of appropriate media for communication* may include technical and operational features, access of the sender and receiver to necessary equipment, technical skills required to use the medium, required format, degree of formality required and urgency and time frames.

- *Media for communication* may include fax, email or other electronic communication, simple written messages such as restaurant bookings or phone messages, face-to-face communication, telephone, two-way communication systems, standard forms.
 - *Establishment requirements*, procedures as given through written or oral instructions that are made known to the worker for use in their work and protocols must be complied with. Protocol and establishment procedures may include modes of greeting and fare-welling, addressing the person by name, time-lapse before a response, style manual requirements, and standard use of letters.
5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturer and/or workplace specific guidelines and instructions.
 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
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - 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: Converse in basic English in the workplace

Range

Non-verbal communication may include but is not limited to body language, dress and accessories, gestures and mannerisms, voice tone and volume, use of space and physical contact, culturally specific communication customs and practices.

Performance Criteria

- 1.1 Verbal communication is conducted with colleagues and customers in a polite, professional and friendly manner, using suitable language and tone of voice in English.
- 1.2 Appropriate non-verbal communication is used to confirm messages.
- 1.3 Non-verbal communication of colleagues and customers is observed and taken into consideration in interpreting messages.
- 1.4 Active listening and questioning are used to facilitate effective two-way communication.

Element 2: Access information written in English to respond to inquiries

Range

Information may include but is not limited to work instructions, posters, menus, shopping lists, food and drink orders, work schedules, manufacturer's specifications, safety sheets, newsletters, notices, safety signs, hand signals. Evidence of the use of five different sources of information is required for assessment.

Performance criteria

- 2.1 Enquiries from guests are received and interpreted.
- 2.2 Basic information sources are read and interpreted to gather information in relation to guest inquiry.
- 2.3 Relevant information is relayed to guest to satisfy their inquiry in line with establishment procedures.

Element 3: Perform routine workplace duties following simple instructions prepared in English

Range

Simple written instructions may include memos, to-do lists, procedures or notes from colleagues, supervisors or guests.

Performance criteria

- 3.1 Simple workplace notices or instructions written in English are read and interpreted.
- 3.2 Instructions or procedures are followed in sequence.
- 3.3 Clarification is sought from workplace supervisor on occasions when instructions or procedures are not understood.

Element 4: Complete work related forms and produce correspondence in English

Range

Forms relating to conditions of employment may include employment contracts, leave applications, records of hours worked, sickness and accident reports, hazard/risk reports, inventories, cleaning schedules. Evidence of completion of two items is required for assessment.

Work related correspondence may include memos and letters.

Performance Criteria

- 4.1 Forms relating to conditions of employment are completed accurately and legibly in English according to establishment requirements.
- 4.2 Simple work related correspondence is written in English and sent to the appropriate person.
- 4.3 Telephone and verbal messages are received, clarified with the sender, written in English and sent to appropriate staff or guests in line with establishment procedures.

Element 5: Participate in simple workplace meetings in English

Performance Criteria

- 5.1 Purpose of workplace meeting is explained.
- 5.2 Procedures for workplace meetings are identified and followed according to predetermined and agreed procedures.
- 5.3 Positive participation is given in English in workplace meetings.
- 5.4 Outcomes of meetings are identified and recorded in English.

Registration Data

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| Subfield: | Hospitality and Tourism |
| Date first registered: | 28 September 2006 |
| Date this version registered: | 15 November 2012 |
| Anticipated review: | 2017 |
| Body responsible for review: | Namibia Training Authority |