

Domain	HOSPITALITY – CORE SKILLS	Unit ID: 52
Title:	Use business communication devices in a hospitality establishment	
Level: 2		Credits: 6

Purpose

This unit standard specifies the competencies required to safely and effectively use business communication devices in any hospitality operations. People credited with this unit standard are able to: identify, select and use business devices for verbal communication with colleagues; respond to incoming telephone calls; make establishment-related telephone calls; and identify, select and use business devices and applications suitable for written communication with colleagues and customers.

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
 - use commercial equipment for both training and assessment
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 Subfield.
4. All inspection, operation and maintenance procedures associated with the use of business communication devices shall comply with manufacturers' guidelines and instructions. Specific safety requirements for business communication devices are to be applied.
5. Glossary
 - *Business communication devices for verbal communications* include, but are not limited to telephones (mobile and fixed), public address system, intercoms, manual wake-up call facility, two-way radios.
 - *Business communication devices for written communication* include but are not limited to reservations system, typewriters, facsimile machines,

photocopiers, guest phone charge system, and basic computer applications such as email and word processing.

For credit, evidence needs to be presented for:

- the use of a computer and applications
 - the use of a minimum of three verbal business communication devices with their accessories and supplies
 - the use of a minimum of three business communication devices suitable for written or typed information, with their accessories and supplies.
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- 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.
 - *Specifications* refers to any, or all of the following manufacturer's specifications and recommendations, workplace 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
 - The Social Security Act 1994
 - 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, select and use business devices for verbal communication with colleagues and customers

Range

Accessories and supplies include but are not limited to batteries, cables, adaptors and attachments.

Performance Criteria

- 1.1 Types and functions of business devices for use for verbal communication are identified.

- 1.2 The methods of operation of business communication devices are identified from specifications, standards, manufacturers' instructions and establishment procedures.
- 1.3 Verbal communication with colleagues and customers is clear, concise and conforms to establishment protocols and procedures.
- 1.4 Business communication devices are used safely and effectively according to manufacturers' recommendations and establishment procedures.
- 1.5 Accessories and supplies for business devices are checked and replenished as required in line with manufacturer's specifications.
- 1.6 Manufacturer's trouble shooting guidelines are applied to rectify problems with business communication devices.
- 1.7 Business communication devices are safely and securely stored when not in use.

Element 2: Respond to incoming telephone calls

Performance Criteria

- 2.1 Guests being attended to at the time the telephone rings are acknowledged before the phone is answered in line with establishment procedures.
- 2.2 Calls are answered promptly, clearly and politely in line with establishment procedures.
- 2.3 Purpose of the call is established in line with establishment procedures.
- 2.4 Call details are repeated to the caller to confirm understanding.
- 2.5 Caller enquiries are answered promptly, or caller is transferred to appropriate location and person.
- 2.6 Caller requests are recorded accurately and passed on to the appropriate individual or department for follow-up.
- 2.7 Messages are accurately recorded and passed on to the nominated person within designated time frames in line with establishment procedures.
- 2.8 Threatening or suspicious phone calls are reported promptly to the appropriate person, in line with establishment procedures.
- 2.9 Tone and volume of voice and language used in responding to incoming calls comply with establishment procedures.

Element 3: Make establishment-related telephone calls

Range

Problems may include but are not limited to line busy, incorrect telephone number, disconnected telephone line, technical problems, recipient of telephone call not available.

Performance Criteria

- 3.1 Appropriate times for making telephone calls are established in line with establishment procedures.
- 3.2 Correct telephone numbers are obtained in line with establishment procedures.
- 3.3 Purpose of the call is established prior to making call in line with establishment procedures.
- 3.4 Telephone equipment is used safely and correctly in order to establish contact in line with establishment procedures.
- 3.5 Caller details such as name, company and reason for calling are stated clearly in line with establishment procedures.
- 3.6 Problems in making authorised telephone calls are dealt with in line with establishment procedures.
- 3.7 Telephone call is conducted and concluded in line with establishment procedures.
- 3.8 Details of telephone call are recorded or reported in line with establishment procedures.

Element 4: Identify, select and use business devices and applications suitable for written communication with colleagues and customers

Range

Accessories and supplies include but are not limited to paper, ribbons, cartridges, cables, adaptors.

Peripheral devices include but are not limited to printers, scanners and Uninterrupted Power Supply (UPS).

Performance Criteria

- 4.1 Types and functions of business devices and applications used for written communication are identified.

- 4.2 The methods of operation of business communication devices and applications are identified from specifications, standards, manufacturers' instructions and establishment procedures.
- 4.3 Written communication with colleagues and customers is clear, concise and conforms to establishment protocols and procedures.
- 4.4 Business communication devices, including peripheral devices, are used safely and effectively according to manufacturers' recommendations and establishment procedures.
- 4.5 Accessories and supplies for business devices are checked and replenished as required in line with manufacturer's specifications.
- 4.6 Manufacturer's trouble shooting guidelines are applied to rectify problems with business communication devices.
- 4.7 Business communication devices are safely and securely stored when not in use.

Registration Data

Subfield:	Hospitality and Tourism
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Body responsible for review:	Namibia Training Authority