

	Unit ID: 522
Domain	HOSPITALITY – CORE SKILLS
Title:	Contribute to workplace improvements in a hospitality establishment
Level: 3	Credits: 5

Purpose

This unit standard specifies the competency required to generate ideas for improvement in the operation of a hospitality establishment. People credited with this unit standard are able to: identify areas for improvement; generate ideas for improvement; discuss ideas for improvement with others; develop the ideas for improvement; and review the proposed improvement.

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.

3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

4. Glossary

- *Establishment requirements* or procedures means any policy, procedure, or agreed requirements, either written or oral, that specifies the tasks to be performed by a worker during the normal course of his or her employment in a hospitality establishment.
- *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
- *Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.

5. 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
- Companies Act of 2004
- Public Health Amendment Act 45 of 1976
- The International Health Regulation Act 28 of 1974
- 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: Identify areas for improvement

Range

Improvement may include but is not limited to aesthetics, customer service, functionality, information, workplace safety, efficiency, and environmental management, budget, guest and customer preferences.

Performance Criteria

- 1.1 Role of self and others is clearly identified in relation to job or person description and organizational chart.
- 1.2 Opportunities for improvement are identified in line with establishment procedures.
- 1.3 Areas for improvement are checked and clarified in line with establishment procedures.

Element 2: Generate ideas for improvement

Range

Ideas may be about any convention in the workplace and might include work process, products, materials, systems, tools, working conditions.

Stimulation for generating ideas could be from sources including but not limited to books and industry journals; knowledge from different work areas, talking with work colleagues and friends; guest suggestion; work experience; modernization of techniques and equipment; libraries; industry workshops and networks.

Performance Criteria

- 2.1 A range of ideas or solutions is generated in line with establishment procedures.
- 2.2 Information relevant to ideas is gathered in line with establishment procedures.
- 2.3 Ideas are reviewed for relevance and practicality in line with establishment procedures.
- 2.4 Suitable ideas are developed further in line with establishment procedures.

Element 3: Discuss ideas for improvement with others

Range

People and other sources of ideas may include but are not limited to colleagues, team members, supervisors, managers and customers, guests, consultants, students, trade exhibitions and fairs.

Contributing to ideas for improvement may include but is not limited to brainstorming, visualising, making associations, building on associations, telling stories, sharing experiences, creative writing, lateral thinking games, mind mapping, drawings.

Performance Criteria

- 3.1 People and other sources of ideas for improvement are identified in line with establishment procedures.
- 3.2 Appropriate communication method is selected in line with establishment procedures.
- 3.3 Feedback on ideas is sought, discussed and considered in line with establishment procedures.
- 3.4 Proposed ideas for improvement are reviewed and developed in response to feedback in line with establishment procedures.

Element 4: Develop the ideas for improvement

Performance Criteria

- 4.1 Process for implementing ideas is planned and explored in line with establishment procedures.
- 4.2 Ideas for improvement are presented to relevant staff in line with establishment procedures.

Element 5: Review the proposed improvement

Performance Criteria

- 5.1 Process for development and implementation of idea/s is reviewed in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	13 November 2008
Date this version registered:	15 November 2012
Anticipated review:	2017
Body responsible for review:	Namibia Training Authority