

	Unit ID: 550
Domain	HOSPITALITY –CORE SKILLS
Title:	Conduct routine workplace oral communication in an Asian, African or European language other than English in a hospitality establishment
Level: 3	Credits: 10

Purpose

This unit standard specifies the competency required to use an Asian, African or European language other than English for predictable, routine communication with guests and colleagues in tourism and hospitality workplaces. People credited with this unit standard are able to communicate with guests and colleagues in an Asian, African or European language other than English to: provide customer service; conduct routine transactions; and give simple directions and instructions.

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. The languages relevant to this unit of competency are: Asian languages (Chinese and Japanese); African languages that are not indigenous languages in Namibia (Afrikaans is, for the purposes of this unit standard, considered to be a Namibian language); and European languages (German, French, Italian, Portuguese, Spanish) other than English that are commonly used by visitors to Namibia. For credit, evidence is required for one language other than English only.

For this unit standard the emphasis should be placed on less formulaic language. The candidate may not make extensive use of language mats; phrase books; and/or dictionary in the language other than English being used.

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. Glossary
 - 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.
 - *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.
6. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
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
 - 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: Communicate with guests and colleagues to provide customer service in an Asian, African or European language other than English

Range

Facilities and locations may include but are not limited to in-house facilities; local attractions; places of interest; shopping centres; availability of guiding services; tour desk; pick up and drop off point for tours; transport terminals, taxi and other transport services.

Simple information about the workplace may include but is not limited to location of specific facilities; availability of tours and guiding services, timetables, menus, signage, rules, checkout times; opening and closing hours; procedures and rules (e.g. check-in, tour pick-up, safety); products available and prices; services available and costs.

Performance Criteria

- 1.1 The specific language required to communicate with guests and colleagues is identified in line with establishment procedures.
- 1.2 Information on establishment facilities, location of places of interest, the weather and the workplace is provided in line with establishment procedures.
- 1.3 Clarification of guest or colleague requirements is sought using appropriate language in line with establishment procedures.
- 1.4 Factual information about the nature and causes of customer service problems is provided and appropriate apologies are made in line with establishment procedures.

Element 2: Communicate with guests and colleagues to conduct routine transactions in an Asian, African or European language other than English

Range

Routine transactions may include but are not limited to: dealing with customers and colleagues on the telephone; taking a message; accepting a simple booking; explaining a menu or wine list; taking an order; payment of a restaurant bill; payment for a tourism service (e.g. day tour, accommodation, ticket).

Responding to basic requests may include but is not limited to requests for soap, toiletries, towels, razor, hairdryer, blanket, pillow, laundry list, do not disturb sign, breakfast menu; purchase of souvenir products); references to timetable, signage and basic rules e.g. No Smoking.

Workplace materials and visual information may include but are not limited to signs, maps, diagrams, forms, labels and tickets; pamphlets, timetables, charts, price tags and menus; hotel information signs and tags printed in the target language to assist where necessary; pamphlets written in the specific language; menus written in the specific language; signs written in the specific language; international signage e.g. *No Smoking*.

Others who may provide assistance with Asian or European languages include but are not limited to other team members, translation services, interpreters, tour agents.

Performance Criteria

- 2.1 Key words, phrases, gestures and sentences are used to conduct routine transactions with guests and other clients in line with establishment procedures.

- 2.2 Key words, phrases, gestures and sentences are used to respond to basic requests from guests and other clients in line with establishment procedures.
- 2.3 Workplace materials are used to enhance communication with guests and colleagues in line with establishment procedures.
- 2.4 Assistance from others with appropriate language skills is sought, as required, to enhance communication with guests and colleagues in line with establishment procedures.

Element 3: Give simple directions and instructions in an Asian, African or European language other than English

Range

Simple directions and instructions may include but are not limited to how to get to restrooms, car park, restaurant, bistro, bar, pool or gym; how to get to tour pick up point; how to use key to open hotel room and operate lights; how to use telephone; basic details of guided tours, rules; how the hotel laundry service operates; how facilities work e.g. the bath, shower curtain, maid service, air conditioning; where facilities are located such as attractions, general transport; where to go to catch a bus or taxi; foreign exchange directions; where to go to purchase everyday goods such as medication, sun cream; where to go to purchase everyday services such as post office, tour services; advising check in and check out procedures and times.

Performance Criteria

- 3.1 Accurate information is conveyed so that the defined goal is clearly described in line with establishment procedures.
- 3.2 Clear and easy to follow directions and instructions are provided at an appropriate pace and in a correctly ordered sequence in line with establishment procedures.
- 3.3 Communication is supported with the use of appropriately sequenced expressions to emphasis the order of steps; visual information and appropriate questions to help define or clarify the goal in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
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