

UNIT TITLE: MAINTAIN HOSPITALITY INDUSTRY KNOWLEDGE		NOMINAL HOURS: 20
UNIT NUMBER:	D1.HRSCL1.08	D1.HOT.CL1.08
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to maintain hospitality industry knowledge in a range of settings in a range of settings within the in the hotel and travel industries workplace context.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Seek <i>information</i> on the hospitality industry</p> <p>1.1 Identify and access <i>sources of information</i> on the hotel and travel industries, appropriately and correctly</p> <p>1.2 Obtain information on the hotel and travel industries to assist effective work performance within the industries</p> <p>1.3 Access and update specific information on relevant sector(s) of work</p> <p>1.4 Use knowledge of the hotel and travel industries in the correct context to enhance quality of work performance</p> <p>1.5 Obtain information on <i>other industries</i> to enhance quality of work performance</p> <p>Element 2: Source and apply information on legal and ethical issues for the hospitality industry</p> <p>2.1 Obtain information on <i>legal issues</i> and <i>ethical issues</i> to assist effective work performance</p> <p>2.2 Conduct day-to-day hospitality industry activities in accordance with legal obligations and ethical industry practices</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment .</p> <p>This unit applies to maintaining hospitality industry knowledge within the labor divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production <p><i>Information</i> may relate to:</p> <ul style="list-style-type: none"> • different sectors of the hospitality industry, their inter-relationships and the services available in each sector • relationships between tourism and hospitality • relationships between the hospitality industry and other industries • industry working conditions • environmental issues and requirements • industrial relations issues and major organisations • career opportunities within the industry • the work ethic required to work in the industry • industry expectations of staff • quality assurance. 	

Element 3: Update hospitality industry knowledge

3.1 Identify and use a range of opportunities to update general knowledge of the hotel and travel industries

3.2 Monitor current *issues of concern* to the industries

3.3 Share updated knowledge with customers and colleagues as appropriate and incorporate this knowledge into day-to-day work activities

Sources of information may include:

- media
- reference books
- libraries
- unions
- industry associations
- industry journals
- Internet
- information services
- personal observation and experience
- colleagues, supervisors and managers
- industry contacts, mentors and advisors.

Other industries may include:

- entertainment
- food production
- wine production
- recreation
- meetings and events
- retail.

Legal issues which impact on the industry include:

- consumer protection
- duty of care
- equal employment opportunity
- anti-discrimination
- workplace relations
- child sex tourism.

Ethical issues impacting on the hotel and travel industries may relate to:

- confidentiality
- commission procedures
- overbooking
- pricing
- tipping
- familiarizations
- gifts and services free of charge
- product recommendations.

Issues of concern to the hotel and travel industries may be related to:

- government initiatives
- emerging markets
- environmental and social issues
- labor issues
- industry expansion or retraction.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- knowledge of the different sectors of the hospitality industry and their inter-relationships, including a general knowledge of the role and function of the following: food and beverage, front office, food production/kitchen operations, housekeeping, travel agencies and tour operations
- knowledge of quality assurance, quality activities and continuous improvement in the hotel and travel industries and the role of individual staff members within the total quality process
- ability to source industry information sources
- ability to undertake basic research
- ability to identify relevant information
- knowledge of the role of trade unions and employer groups in the industry

- knowledge of the environmental responsibilities of the industry, including waste minimization and recycling
- knowledge of the legislation, regulations and guidelines that apply to the hotel and travel industries, including the main objectives, requirements and impact on individual staff.

Linkages To Other Units

This is a core unit that underpins effective performance in all other units; combined training and assessment may be appropriate.

Critical Aspects of Assessment

Evidence of the following is essential:

- ability to source industry information
- knowledge of the hospitality industry, including main roles, functions and inter-relationships of different sectors, with a more detailed knowledge of issues which relate to a specific sector or workplace.

Context of Assessment

This unit may be assessed on or off the job:

- assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- assessment must relate to the individual's work area or area of responsibility.

Resource Implications

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- case studies
- observation of practical candidate performance
- oral and written questions
- portfolio evidence
- problem solving

- role plays
- third party reports completed by a supervisor
- project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organizing and analyzing information	2	Decide whether to join an industry association based on promotional materials
Communicating ideas and information	1	Liaise with colleagues from other industry sectors to meet a particular customer request
Planning and organizing activities	1	Organize a personal program of professional development activities for the upcoming year
Working with others and in teams	1	Discuss industry events with colleagues; share travel and hotel industry knowledge with colleagues
Using Mathematical ideas and techniques	0	
Solving problems	0	
Using technology	1	Use the internet to source information on the travel and hotel industries