

<b>UNIT TITLE:</b> START CONVERSATIONS AND DEVELOP GOOD RELATIONS WITH GUESTS		<b>NOMINAL HOURS:</b> 60
<b>UNIT NUMBER:</b>	D1.LAN.CL10.03	D1.LAN.CL10.03
<b>UNIT DESCRIPTOR:</b> This unit deals with the skills and knowledge required to start conversations and develop good relations with guests.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: <i>Meet and greet guests</i></b></p> <p>1.1 Welcome guests appropriately</p> <p>1.2 Introduce self and others</p> <p>1.3 Ask questions to involve guests</p> <p><b>Element 2: <i>Respond to guests' questions or requests</i></b></p> <p>2.1 Answer questions clearly and honestly</p> <p>2.2 Request repetition or clarification of questions or requests</p> <p>2.3 Offer to fulfill guest's request in a timely manner</p> <p>2.4 Provide explanation and apologize if unable to answer questions or fulfill requests</p> <p>2.5 Offer to seek help from other sources if unable to fulfill guest's request/s or answer questions</p> <p><b>Element 3: <i>Participate in a short, informal conversation with guests</i></b></p> <p>3.1 Start a conversation using <i>appropriate topics</i></p> <p>3.2 Demonstrate <i>turn taking techniques</i> to hold and relinquish turns in a conversation</p>	<p><b>Unit Variables</b></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 supervisors in all industry sectors within the labor divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> <li>1. Front Office</li> <li>2. Housekeeping</li> <li>3. Food and Beverage Service</li> <li>4. Food Production</li> <li>5. Travel Agencies</li> <li>6. Tour Operation</li> </ol> <p><i>Meet and greet guests</i> may include:</p> <ul style="list-style-type: none"> <li>• meeting guests with a friendly face and smile</li> <li>• using a friendly voice, "Welcome to ..."</li> <li>• introducing and giving a brief background of yourself, "My name is ... and I've been working here for ..."</li> <li>• making sure your guests know you are genuinely pleased to see them and available to be of assistance</li> </ul>	

<p>3.3 <i>Show interest</i> in what a speaker is saying</p> <p>3.4 <i>Interrupt</i> a conversation politely</p> <p>3.5 Close a conversation politely</p>	<ul style="list-style-type: none"> <li>• making a good first impression by being clean, presentable and on time.</li> </ul> <p><i>Respond to guests' questions or requests</i> may include:</p> <ul style="list-style-type: none"> <li>• giving advice</li> <li>• making suggestions</li> <li>• asking questions</li> <li>• giving directions</li> <li>• giving instructions</li> <li>• giving explanations</li> <li>• offering opinions</li> <li>• agreeing and disagreeing politely</li> <li>• apologizing</li> <li>• promising to follow up a request</li> <li>• giving factual information.</li> </ul> <p><i>Informal conversation</i> may include:</p> <ul style="list-style-type: none"> <li>• collaborative events</li> <li>• extending interpersonal relationships</li> <li>• largely unpredictable exchanges</li> <li>• context dependent.</li> </ul> <p><i>Appropriate topics</i> refers to:</p> <ul style="list-style-type: none"> <li>• demonstrating knowledge of topics which may cause offence, and avoiding such topics as asking how much someone earns.</li> </ul> <p><i>Turn taking techniques</i> may include:</p> <ul style="list-style-type: none"> <li>• initiating a conversation by choosing appropriate topics to match the context, e.g. <i>"Did you have a good flight? Is this your first time to visit ...?"</i></li> </ul>
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- offering a turn to the listener by pausing, slowing down, falling intonation, raising eyes, asking questions
- holding a turn by speaking faster, not pausing, using a higher key
- getting a turn by starting at a pause, slightly overlapping as speaker ends, using a higher key, speaking faster
- using expressions such as: *“By the way..., Before I forget ..., That reminds me of ..., Incidentally ...”*.

*Show interest* refers to:

- being interested in what others say
- responding appropriately to what others say, *“Really! That’s amazing; Oh no!, I totally agree”*.

*Interrupt* refers to:

- using polite ways to interrupt when other turn taking strategies do not work such as: *“Sorry to interrupt, but ..., Excuse me for interrupting, but ..., I just have to say ...”*
- knowing how to politely close a conversation
- recognizing other people’s signals to speak.

#### **Assessment Guide**

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

- ability to meet and greet guests
- ability to introduce self and others
- ability to initiate, maintain and close a conversation spontaneously without rehearsal
- ability to ask questions to keep a conversation going
- ability to respond appropriately to guests’ questions and requests.

#### **Linkages To Other Units**

- Converse in English at a basic operational level

- Provide accommodation reception services
- Provide valet services to guests
- Work as a tour guide
- Maintain quality customer/guest service
- Provide room service.

### **Critical Aspects of Assessment**

Evidence of the following is essential:

- demonstrated ability to warmly meet and greet guests
- demonstrated ability to hold a short conversation with guests using turn taking techniques
- demonstrated ability to use correct open and closed question forms, including the use of auxiliary verbs , “wh” questions and question tags to involve guests in conversations
- knowledge of and demonstrated ability to discuss a range of topics
- demonstrated ability to talk about events in the past, present and future
- demonstrated ability to identify potential taboo topics that may cause offence to guests
- demonstrated ability to use a range of functions when responding to guests’ questions and requests.

### **Context of Assessment**

Assessment must ensure:

- actual or simulated workplace application of situations where people participate in casual conversations and develop good relations with guests.

### **Resource Implications**

Training and assessment to include access to a real or simulated workplace with suitably qualified English as a Second Language (ESL) teachers and authentic learning materials such as brochures and maps; 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:

- observation of practical candidate performance
- interviews
- role plays
- oral and written questions.

**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*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organizing and analyzing information	1	Learn about the cultural background of guests
Communicating ideas and information	1	Respond to guests' questions or requests
Planning and organizing activities	1	Offer suggestions and advice
Working with others and in teams	1	Identify team members required in completing a work task
Using mathematical ideas and techniques	1	Discuss possible discounts available
Solving problems	1	Identify potential problems and solutions
Using technology	1	Use office equipment