

# Competency Standard

<b>UNIT TITLE:</b> MAINTAIN HOSPITALITY INDUSTRY KNOWLEDGE		<b>NOMINAL HOURS:</b> 20
<b>UNIT NUMBER:</b>	D1.HRSCL1.08	D1.HOT.CL1.08
<b>UNIT DESCRIPTOR:</b> 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.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Seek <i>information</i> on the hospitality industry</b></p> <p><b>1.1</b> Identify and access <i>sources of information</i> on the hotel and travel industries, appropriately and correctly</p> <p><b>1.2</b> Obtain information on the hotel and travel industries to assist effective work performance within the industries</p> <p><b>1.3</b> Access and update specific information on relevant sector(s) of work</p> <p><b>1.4</b> Use knowledge of the hotel and travel industries in the correct context to enhance quality of work performance</p> <p><b>1.5</b> Obtain information on <i>other industries</i> to enhance quality of work performance</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 maintaining hospitality industry knowledge within the labour 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> </ol> <p><i>Information</i> may relate to:</p> <ul style="list-style-type: none"> <li>• Different sectors of the hospitality industry, their inter-relationships and the services available in each sector</li> <li>• Relationships between tourism and hospitality</li> <li>• Relationships between the hospitality industry and other industries</li> <li>• Industry working conditions</li> </ul>	

**Element 2: Source and apply information on legal and ethical issues for the hospitality industry**

**2.1** Obtain information on *legal issues* and *ethical issues* to assist effective work performance

**2.2** Conduct day-to-day hospitality industry activities in accordance with legal obligations and ethical industry practices

**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

- 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.

*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
- Labour 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***

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organizing and analysing 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