

<b>UNIT TITLE:</b> MANAGE INTOXICATED PERSONS		<b>NOMINAL HOURS:</b> 10
<b>UNIT NUMBER:</b>	D1.HBS.CL5.17	D1.HSS.CL4.07
<b>UNIT DESCRIPTOR:</b> This unit deals with the skills and knowledge required to manage intoxicated persons within the hotel industries workplace context.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1. Determine the level of intoxication</b></p> <p>1.1 Assess <i>intoxication levels</i> of customers</p> <p>1.2 Offer <i>assistance</i> to intoxicated customers politely</p> <p>1.3 Refer difficult situations to an <i>appropriate person</i> within or outside of the establishment</p> <p>1.4 Seek assistance from <i>appropriate people</i> for situations which pose a threat to safety or security of colleagues, customers or property</p> <p><b>Element 2. Apply appropriate procedures</b></p> <p>2.1 Analyze situation carefully</p> <p>2.2 Apply <i>procedures</i> appropriate to the situation and in accordance with organizational policy</p> <p>2.3 Explain the position to the customer using <i>appropriate communication skills</i></p> <p>2.4 Assist the guest/customer to leave the premises if necessary</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 all industry sectors that require to manage intoxicated persons within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> <li>1. Food and Beverage Service</li> <li>2. Front Office</li> <li>3. Housekeeping</li> </ol> <p><i>Assess intoxication levels</i> may include:</p> <ul style="list-style-type: none"> <li>• observation of changes in behaviour</li> <li>• monitoring noise levels</li> <li>• monitoring drink orders</li> <li>• slowing service.</li> </ul> <p><i>Assistance</i> may include:</p> <ul style="list-style-type: none"> <li>• organising transport for customers wishing to leave</li> <li>• suggesting staying in a room in the hotel</li> <li>• assisting customers to leave.</li> </ul>	

<p><b>Element 3. Comply with legislation</b></p> <p><b>3.1</b> <i>Assess situations</i></p> <p><b>3.2</b> <i>Deal with intoxicated persons appropriately</i></p> <p><b>3.3</b> <i>Deal with underage drinkers</i></p> <p><b>3.4</b> <i>Comply with legislative requirements</i></p>	<p><i>Appropriate person</i> may include:</p> <ul style="list-style-type: none"> <li>• manager</li> <li>• security personnel on site</li> <li>• police</li> <li>• ambulance.</li> </ul> <p><i>Appropriate people</i> may include:</p> <ul style="list-style-type: none"> <li>• manager</li> <li>• security personnel on site</li> <li>• police</li> <li>• ambulance.</li> </ul> <p><i>Procedures</i> may include:</p> <ul style="list-style-type: none"> <li>• verbal warning</li> <li>• asking persons to leave the premises</li> <li>• calling for appropriate assistance.</li> </ul> <p><i>Appropriate communication skills</i> may relate to:</p> <ul style="list-style-type: none"> <li>• giving explanation to customers throughout the event/incident</li> <li>• providing suggestions and/or alternatives to the customer</li> <li>• using a quiet and respectful tone of voice at all times</li> <li>• using tact and discretion</li> <li>• employing conflict resolution skills.</li> </ul> <p><i>Assess situations</i> may relate to:</p> <ul style="list-style-type: none"> <li>• customers behaving in an intoxicated manner</li> <li>• customers behaving in a violent or disorderly manner</li> <li>• under-age persons.</li> </ul>
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*Deal with intoxicated persons* may relate to:

- providing suggestions and/or alternatives to the customer/guest
- asking customer/guest to leave the premises
- refusing service of alcohol.

*Deal with underage drinkers* may relate to:

- checking identification
- refusing service of alcohol
- tactfully asking under-age person in restricted areas to leave.

#### **Assessment Guide**

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

- knowledge of the effects of alcohol and factors which influence effects
- knowledge of legal requirements for alcohol service and consumption
- knowledge of the benefits in creating a responsible licensed drinking environment to self, colleagues and customer/guests
- knowledge of ways of assessing intoxication of customer/guests.

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

- Prepare and serve cocktails
- Process liquor sales at a bar facility
- Operate a bar facility
- Manage responsible service of alcohol.

#### **Critical Aspects of Assessment**

Evidence of the following is essential:

- demonstrated understanding of legal requirements and the principles of managing intoxicated persons

- demonstrated ability to manage intoxicated persons using appropriate communication, conflict resolution and anger management techniques
- demonstrated ability to offer customer/guests assistance appropriate to situation and level of responsibility.

### **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
- assessment should include practical demonstration of the ability to manage intoxicated persons either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- assessment must include project or work activities that allow the candidate to respond to multiple and varying customer/guest service and communication situations that require the candidate to manage intoxicated persons.

### **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 analyzing information	2	Assess customer/guest condition
Communicating ideas and information	2	Apply intervention techniques to manage intoxicated persons
Planning and organizing activities	2	Plan appropriate action to take
Working with others and in teams	2	Ensure that colleagues are aware of planned interventions and agree on course of action to be taken.
Using mathematical ideas and techniques	0	
Solving problems	2	Defuse conflict
Using technology	0	