

<b>UNIT TITLE:</b> ORGANISE FUNCTIONS		<b>NOMINAL HOURS:</b> 45
<b>UNIT NUMBER:</b> D1.HSM.CL5.01 D1.HCS.CL6.04		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to organise functions, and to follow-up with customers after the function. It does not cover the delivery of services for the function itself		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Identify function facilities and procedures at the host establishment</b></p> <p><b>1.1</b> Explain the <i>role of the Functions Booking book</i></p> <p><b>1.2</b> Identify the <i>facilities available</i> for functions</p> <p><b>1.3</b> Identify the <i>styles of functions</i> that can be accommodated</p> <p><b>1.4</b> Identify the <i>styles of service</i> available</p> <p><b>1.5</b> Describe the <i>function set-up options</i> available</p> <p><b>1.6</b> Describe the <i>function menus</i> available</p> <p><b>1.7</b> Identify <i>function costs</i> for the customer</p> <p><b>1.8</b> Develop a <i>function kit</i></p> <p><b>1.9</b> Identify the role of <i>function-related documentation</i></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 organising for functions and following-up with the customer 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>Role of the Functions Booking book</i> is related to:</p> <ul style="list-style-type: none"> <li>• Recording details of functions that have been booked by: <ul style="list-style-type: none"> <li>▪ Customer name and contact details</li> <li>▪ Day, date and time</li> <li>▪ Description of function</li> </ul> </li> </ul>	

<p><b>Element 2: Liaise with function customers</b></p> <p>2.1 Determine <i>customer needs</i></p> <p>2.2 Identify <i>date and time of function</i></p> <p>2.3 Match <i>establishment resources to identified need</i> for function</p> <p>2.4 Provide <i>advice and assistance</i> in relation to the function</p> <p>2.5 Record <i>function requirements</i> as agreed by customer</p> <p>2.6 Confirm <i>function booking</i> with customer</p> <p>2.7 Obtain <i>deposit</i> for function</p>	<ul style="list-style-type: none"> <li>▪ Room/location to be used</li> <li>▪ Approximate numbers attending.</li> </ul> <p><i>Facilities available</i> may include:</p> <ul style="list-style-type: none"> <li>• Meeting/conference room</li> <li>• Stand up conference areas</li> <li>• Banquet room</li> <li>• Exhibition bays and space</li> <li>• Business centres</li> <li>• Auditoriums</li> <li>• Press rooms</li> <li>• Storage bays</li> <li>• Parking facilities</li> <li>• Change rooms</li> <li>• Display areas</li> <li>• Dedicated function room/s</li> <li>• Designated and discreet sections of restaurants and/or bars</li> <li>• Food and beverage service</li> <li>• Accommodation</li> <li>• Sound and lighting</li> <li>• Communication technologies and equipment.</li> </ul>
<p><b>Element 3: Prepare for functions</b></p> <p>3.1 Maintain and update <i>Function Sheet</i></p> <p>3.2 Advise <i>colleagues and staff</i> in relation to function</p> <p>3.3 Roster <i>staff</i> for function</p> <p>3.4 Minimise <i>impact of function on normal establishment operation</i></p> <p>3.5 Arrange for <i>external services</i> as identified</p> <p>3.6 Purchase <i>necessary stock</i> for function</p> <p>3.7 Prepare <i>Running Sheet</i> for function</p> <p>3.8 Conduct <i>pre-function briefings</i></p> <p>3.9 Finalise <i>function details</i> with customer, colleagues and staff</p>	<p><i>Styles of functions</i> may include:</p> <ul style="list-style-type: none"> <li>• Breakfasts</li> <li>• Lunches</li> </ul>

<p><b>3.10</b> <i>Monitor set-up</i> for the function</p> <p><b>3.11</b> <i>Monitor service delivery</i> of function</p> <p><b>Element 4: Follow-up after functions</b></p> <p><b>4.1</b> <i>Obtain feedback from customer</i></p> <p><b>4.2</b> <i>Obtain payment</i> for function</p> <p><b>4.3</b> <i>De-brief staff</i></p>	<ul style="list-style-type: none"> <li>• Dinners</li> <li>• Cocktail parties</li> <li>• Seminars, workshops, conferences</li> <li>• Weddings</li> <li>• Anniversaries</li> <li>• 21st birthday parties</li> <li>• Product launches and distributor functions</li> <li>• School formal, annual dinners and dinner dances</li> <li>• Annual general meetings</li> <li>• Training seminars</li> <li>• Graduations and award nights</li> <li>• Trade shows/exhibitions</li> <li>• Press receptions</li> <li>• Fashion shows</li> <li>• Special events</li> <li>• Stage shows and productions</li> <li>• Formal, informal or semi-formal.</li> </ul> <p><i>Styles of service</i> may include:</p> <ul style="list-style-type: none"> <li>• Plated service</li> <li>• Silver service</li> <li>• Semi-silver service</li> <li>• Buffet service</li> <li>• Stand up finger food.</li> </ul>
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*Function set-up options* may include:

- Theatre style
- E-shaped
- Boardroom style
- Sit down at individual tables
- Classroom style.

*Function menus* may include:

- Different styles of functions and timing of functions
- A variety of price points
- Inclusive and non-inclusive menus
- Type of service required – including plated service, silver service, semi-plated service, stand-up finger food, buffet
- A la carte, table d'hôte or set menu options.

*Function costs* may include:

- Room and facility hire
- Food and beverage – including 'on arrival' and during function as well as refreshments
- Decorations
- Specialist staff as required depending on the nature of the function – including translators, technical it and lighting experts, security
- Bands and entertainers
- Accommodation
- Special requests.

*Function kit* may include:

- Details and information in relation to venue size, capacity of rooms and rooms/areas available
- Details and information in relation to alternative seating/table arrangements
- Details and information in relation to venue facilities, services and equipment - including a range of items that can be hired for specific functions
- Sample menus for various dining styles at a range of selling prices/price points
- Sample drink lists featuring alcoholic and non-alcoholic drinks priced by the bottle and by the glass
- Suggested staffing levels for functions of various numbers, and of various styles and types
- Colour photographs of different room set-ups and functions in progress
- Contact details of the venue
- A DVD of the venue with a focus on functions.

*Function-related documentation* may include:

- Functions' sheets – also known as Event Order and Function Order
- Order forms
- Post-function reports
- Function kits
- Running sheet
- Staff time sheets
- Seating plans
- Function file
- Function confirmation forms/letters

- Customer feedback form
- Customer account
- Request for deposit and payment forms
- Receipts.

*Customer needs* may include:

- A specific day and date
- Style and format of function –see above
- Location – including interior and exterior requirements, and nominated rooms/areas
- Timing and duration considerations – including access times for customer to prepare/set up as they wish, arrival times for guests, service times, speeches and presentations, cessation of service, guest departure
- Food and beverages, accommodation and entertainment
- Specialist technology services
- Ancillary services and rooms – including security, technical staff, and translators
- Guest numbers
- Privacy
- Budget.

*Identify date and time of function* may include:

- Checking availability in Functions Booking book
- Assessing the potential for moving existing bookings to a different location/room and/or date.

*Match establishment resources to identified need* may include:

- Describing function facilities and options available
- Giving function kit to customer and explaining the contents
- Providing guided tour of premises and facilities to customer
- Advising customer in relation to details of the provision of similar functions.

*Advice and assistance* may include:

- Accepting and confirming requests made by customer
- Recommending food and beverage options – including presenting standard function menus and substitutions that can be made within those menus
- Recommending service styles, room layouts, timing considerations, entertainment options and ancillary services appropriate to the function type
- Involving in-house specialist – including chefs, housekeeping, and security as appropriate.

*Record function requirements* may include:

- Establishing Function Sheet
- Making provisional booking as stated by customer in the Functions Bookings book.

*Confirm function booking* may include:

- Maintaining on-going contact with customer – including follow-up meetings to view facilities, make selections from available options, meet with staff and instil confidence in the ability and professionalism of the establishment
- Up-dating customer on issues to be resolved or finalised by the establishment
- Finalising numbers for the function
- Sending copy of function sheet to customer and receiving confirmation of details contained on same
- Writing function in the functions booking book.

*Obtain deposit for function* may include:

- requesting deposit payment based on standard establishment requirements such as percentage of estimated or quoted final cost
- Setting date for payment of deposit
- Advising of payment options
- Issuing receipt for deposit
- Recording payment of deposit on internal documentation
- Advising customer of amount outstanding.

*Maintain and update Function Sheet* may include:

- Amending Function File on the basis of requests from customer – including finalisation of menus and beverages, confirmation of times, and adding new requests for products and services
- Adding details to the file regarding function-related activities – including booking of entertainers, confirmation of external services to be provided, and timing of service
- Discussing updates and changes with colleagues and staff.

*Advise colleagues and staff* may include:

- Updating them about preparations and purchases
- Assisting them to meet function requirements.

*Roster staff* may include:

- Calculating staff required and hours to be worked
- Costing labour for the function
- Selecting experienced and competent staff
- Training staff, as required.



*Impact of function on normal establishment operation* may include:

- Problems caused by noise
- Disruption to normal service caused by closure of room/areas
- Reduced level of service in other areas occasioned by staff working on the function
- Restricted access to the venue
- Reduced availability of parking for regular customers
- Higher volume of patrons on the premises
- Increased possibility of drunkenness and other anti-social behaviour.

*Arrange for external services* may include:

- Sourcing options
- Liaising with providers to identify and cost necessary items and services
- Facilitating access by external providers to venue to enable on-site assessment of requirements, facilities and demands
- Connecting service providers with customer, where appropriate.

*Necessary stock* may include:

- Food and beverages to match identified menu selections
- Decorations – including flowers, table decorations and displays, stage decorations, bunting and other decorations as requested by customer
- Linen
- Crockery and glassware.

*Prepare Running Sheet* may include:

- Finalising function details in conjunction with customer such as times for:
  - Guest arrival

	<ul style="list-style-type: none"><li>▪ Pre-dinner drinks</li><li>▪ Seated for dinner</li><li>▪ Entree</li><li>▪ Speech and presentation</li><li>▪ Main course</li><li>▪ Entertainment</li><li>▪ Dessert/coffee</li><li>▪ Departure</li></ul> <ul style="list-style-type: none"><li>• Disseminating and explaining Running Sheet to colleagues and staff.</li></ul> <p><i>Pre-function briefings may include:</i></p> <ul style="list-style-type: none"><li>• Identifying customer and attendees to staff</li><li>• Describing anticipated/planned function – including distribution of running sheets and discussing the importance of timing requirements</li><li>• Identifying options that exist for service recovery where service timing points are exceeded</li><li>• Explaining special customer requests</li><li>• Notifying staff in relation to specific prohibitions during the function – which may include a ban on smoking, eating, drinking, seeking autographs, staring at guests</li><li>• Completing timesheets</li><li>• Allocating roles and responsibilities</li><li>• Allocating stations to waiting staff and explaining seating plan</li><li>• Checking uniforms and personal presentation of staff.</li></ul>
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*Finalise function details* may include:

- Meeting with the customer
- Accommodating last-minute changes as requested by customer, where possible
- Obtaining additional deposit, if applicable
- Confirming amended details as set out in Function Sheet.

*Monitor set-up* may include:

- Ensuring set-up complies with identified customer requirements
- Facilitating access to function area by customer to undertake their own decoration
- Facilitating access to function area by external providers to set-up their equipment
- Taking action to address problems arising – including bringing in extra staff, re-allocation of duties, and obtaining items identified as necessary at short notice.

*Monitor service delivery* may include:

- Checking running times
- Adjusting service delivery to align with running sheet
- Ensuring quality service delivery
- Ensuring all customer requirements are met
- Liaising with customer during function to check level of satisfaction
- Enquiring if customer has additional requirements during service
- Taking action to address service problems.

*Obtain feedback from customer* may include:

- Requesting customer to complete a feedback form
- Meeting with customer to assess level of satisfaction with function

- Identifying areas of the function that failed to meet customer expectations
- Seeking opportunities to provide further function services to customer.

*Obtain payment* may include:

- Confirming delivery of services as quoted with customer
- Issuing account for services rendered
- Processing payment
- Issuing receipt and 'thank you' letter
- Completing internal documentation as evidence of payment.

*De-brief staff* may include:

- Identifying problem areas for future attention
- Determining staff who will work on future functions
- Seeking general feedback on opportunities for improving delivery of future functions
- Completing post-function report.

#### **Assessment Guide**

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

- Ability to comply with the enterprise's policies and procedures in regard to functions, payment of deposits and conduct of guests at functions
- Ability to apply principles of planning and coordination
- Organisational ability
- Using interpersonal and negotiation skills
- Ability to use costing techniques
- Ability to use the layout and facilities available within the establishment

- Ability to understand items, services and equipment that can be out-sourced for the function
- Ability to respond effectively to problems arising during the course of a function.

**Linkages To Other Units**

- Communicate on the telephone
- Receive and resolve customer complaints
- Work effectively with colleagues and customers
- Work in a socially diverse environment
- Develop and maintain food & beverage product knowledge
- Manage responsible service of alcohol
- Provide advice to patrons on food and beverage services
- Establish and maintain a business relationship
- Maintain quality customer/guest service
- Manage financial performance within a budget
- Manage special events
- Manage intoxicated persons
- Source and present information
- Promote products and services to customers.

**Critical Aspects of Assessment**

Evidence of the following is essential:

- Demonstrated ability to develop a function kit for the host employer
- Demonstrated ability to meet with a customer to identify requirements for a nominated function

- Demonstrated ability to generate and maintain a function file for a nominated function
- Demonstrated ability to finalise requirements with a customer for a nominated function
- Demonstrated ability to liaise and communicate with stakeholders to advise them of roles, responsibilities and requirements for a nominated function and arrange required internal and external resources and service to support function delivery
- Demonstrated ability to roster staff for a nominated function within given labour budget parameters
- Demonstrated ability to conduct a staff briefing session for a nominated function
- Demonstrated ability to oversee the effective and successful set-up and operation of a nominated function
- Demonstrated ability to perform post-function activities as required by the host employer.

**Context of Assessment**

Assessment must ensure:

- Actual or simulated workplace environment for the application of activities to organise an actual function.

**Resource Implications**

Training and assessment must include use of real functions, products, resources, facilities, food and beverages, services and products to support the delivery of a real-life function.

**Assessment Methods**

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

- Observation of practical candidate performance
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work.

<b>Key Competencies in this Unit</b>		
<i>Level 1 = competence to undertake tasks effectively</i>		
<i>Level 2 = competence to manage tasks</i>		
<i>Level 3 = competence to use concepts for evaluating</i>		
<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organising and analysing information	3	Identifying customer needs; collating information on external services to support function delivery
Communicating ideas and information	3	Sharing function information with staff and external providers
Planning and organising activities	3	Determining functions' details and allocating responsibilities for work
Working with others and in teams	3	Liaising with internal and external staff for function delivery as required
Using mathematical ideas and techniques	3	Calculating function quantities, staffing levels, costs and prices
Solving problems	3	Addressing issues arising during planning, set-up and service delivery
Using technology	1	Operating booking systems; assisting in readying IT services