

<b>UNIT TITLE:</b> PROVIDE INFORMATION ABOUT IN-HOUSE SERVICES		<b>NOMINAL HOURS:</b> 20
<b>UNIT NUMBER:</b> D1.HFO.CL2.11		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to enable the provision on information about in-house services to guests in an accommodation facility		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Obtain information about in-house services</b></p> <p>1.1 Identify <i>sources of information</i> regarding <i>in-house services</i></p> <p>1.2 Identify <i>information about in-house services</i></p> <p>1.3 Prepare a <i>database of information</i> in relation to in-house services</p> <p><b>Element 2: Share generic information about in-house services</b></p> <p>2.1 Provide <i>verbal information</i> to guests and others</p> <p>2.2 Provide <i>printed information</i> to guests</p> <p>2.3 Provide <i>electronic information</i> to guests</p> <p><b>Element 3: Respond to specific requests for information about in-house services</b></p> <p>3.1 Assess the request for information</p> <p>3.2 Prepare a response to the specific request</p> <p>3.3 Provide the required information</p> <p>3.4 Provide <i>hard copy details</i> of the response</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 provide a range of information about in-house services to guests 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> </ol> <p><i>Sources of information</i> may be related to:</p> <ul style="list-style-type: none"> <li>• Workplace documents</li> <li>• Brochures and promotional material</li> <li>• Host enterprise website</li> <li>• Product and services inventory</li> <li>• Peers, senior and experienced colleagues, supervisors, managers and owners</li> <li>• Menus and price lists</li> <li>• Schedules</li> <li>• Existing product and services database.</li> </ul>	

**Element 4: Update information about in-house services**

- 4.1 Identify and use *opportunities to update in-house information*
- 4.2 *Revise printed information* to guests
- 4.3 *Update the in-house information database*
- 4.4 *Share updated knowledge* with colleagues

*In-house services* refers to facilities provided by the establishment or available in-house through a third party provider or supplier and may include:

- Products
- Services.

*Information about in-house services* will include:

- General establishment information, including location of venue, contact details, opening hours of departments within the venue, establishment policies and procedures governing matters relating to the use and enjoyment of enterprise products, services and facilities
- Products available, including location of those products and conditions, restrictions and limitations imposed by the establishment or by legislation on their supply or possession and information should cover:
  - Brand names
  - Size, dimensions, volumes
  - Type or model
  - Reputation
  - Characteristics
  - Cost/selling prices, including available discounts
  - Current level of availability
  - Instructions for use
- In-house services available, including personal and business services, recreational and relaxation services, in-room and in-house options, cost/prices, time-related factors including availability and lead/delivery times
- In-house facilities available, including standard in-room facilities, outside facilities and facilities that can be obtained on request with applicable charges, where appropriate
- Procedures for ordering, booking or obtaining products and services, and/or the use of facilities

- Products and services available in-house through a third party provider, including method of ordering, costs, lead times/delivery times, ordering restrictions, such as minimum quantity and/or minimum charge, delivery costs and relevant legislated issues.

*Database of information* may include:

- Electronic and/or paper-based system
- Division of the database into relevant categories as applicable to the individual establishment
- Ease-of entry of new and/or revised material
- Ease of access to retrieve data.

*Provide verbal information* should include:

- Informing guests of in-house services on arrival
- Providing information to guests when accompanying/escorting them to rooms
- Providing information to prospective guests and other clients, including function organisers, tour operators and hosts
- Conducting familiarisation tours to industry personnel and media representatives
- Verbally notifying associated third party businesses that sell the establishment.

*Guests and others* to whom information may be provided may include:

- Guests staying in the accommodation
- Prospective guests
- Representatives of external organisations that act as agents on behalf of the organisation.

*Printed information* should relate to:

- Standard information sheets available at reception, including coverage of all revenue centres operated by the property advising of standard, special and upcoming events

- Information provided in the in-room compendiums
- Information provided to concierge
- Price lists
- Menus
- Booking sheets
- Brochures and other promotional material, including posters, tent cards, flyers and third party material
- Upcoming events and attractions, including specials and packages
- Operation of in-house facilities and equipment
- Static and interactive displays.

*Electronic information* may include:

- Providing information via the establishment web site
- Forwarding information via facsimile
- Making information available over the internal television network
- Using electronic notice boards
- Text messaging of information, where appropriate.

*Assess the request* may include:

- Using appropriate interpersonal skills to identify required information needs
- Handling all enquiries for information in a polite, courteous and friendly manner
- Thanking the guest for their enquiry
- Asking question to elicit more information about the information required
- Confirming the source, nature and priority of the request

- Redirecting the request for information to the correct area, where appropriate
- Recording requests for information in accordance with host enterprise requirements, where applicable.

*Prepare a response* may include:

- Locating the required information
- Obtaining information where the required information is not available or known
- Using personal knowledge and experience to frame an answer and the delivery of information
- Seeking approval to release information that may be considered sensitive and/or commercial-in-confidence.

*Provide the required information* may include:

- Explaining options
- Referring to personal experience
- Relating anecdotes
- Encouraging use of in-house services
- Making recommendations
- Up-selling, where appropriate
- Offering to make a booking on behalf of the guest
- Telling the benefits and the features of the in-house service
- Providing information about potential third party providers
- Speaking in an appropriate way, including the use of appropriate tone, language, pace, volume, examples, reference points
- Using appropriate non-verbal communication techniques to support the verbal language
- Disseminating information to external organisations that act as agents on behalf of the organisation.

*Provide hard copy details* may include:

- Writing details down for the guest on a piece of paper
- Supplying a standard information sheet or other appropriate pre-prepared document
- Providing a map of the layout of the property
- Supplying a relevant price list
- Writing down the name and contact details of the relevant person in charge of the service being queried
- Providing a hard copy of website information.

*Opportunities to update in-house information* may include:

- Scheduled timeframes, such as every three months, six monthly or annually
- Whenever there is a change to the products, services and facilities provided by the establishment, including the introduction of new services and the removal of old services from the options menu
- Whenever there is a change to prices
- Whenever there is a change to the conditions or hours that relate to the provision of in-house services
- In response to requests for information from external organisations and agents.

*Revise printed information* may include:

- Generating new written materials that accurately reflect the revised offerings
- Removing out-of-date printed information from the premises
- Revising the website content.

*Update the in-house information database* may include:

- Deleting and/or physically removing dated information

- Entering new and/or revised data
- Establishing new categories of information, as necessary
- Notifying internal users of the changes
- Changing posters, tent cards.

*Share updated knowledge may include:*

- Notifying colleagues at briefing sessions
- Informing colleagues at staff meetings
- Revising the content of orientation and induction sessions to reflect changes
- Revising the content of formal in-house training to reflect changes
- Providing hard copy information in relation to the changes
- Conducting in-house tours for staff in relation to the products, services and facilities
- Enabling staff to experience the changes first-hand, where appropriate and/or viable.

#### **Assessment Guide**

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

- The enterprise's policies and procedures in regard to provision of information regarding in-house services
- Ability to use research and presentation techniques
- Ability to use interpersonal, communication, information management and information storage and retrieval skills
- Knowledge in relation to security, privacy and confidentiality issues
- Knowledge of the products, services and facilities available at the host enterprise

- General knowledge details relating to industry practices and procedures in relation to the provision of in-house information including available options for sharing in-house information with guests
- Ability to apply selling skills, where appropriate and in-keeping with enterprise guidelines.

**Linkages To Other Units**

- Access and retrieve computer-based data
- Develop and update local knowledge
- Maintain hospitality industry knowledge
- Work effectively with colleagues and customers
- Work in a socially diverse environment
- Develop and maintain food & beverage product knowledge
- Provide advice to patrons on food and beverage services
- Maintain quality customer/guest service
- Develop new products and services
- Produce documents, reports and worksheets on a computer
- Gather and present product information
- Maintain a paper-based filing and retrieval system
- Use common business tools and technology
- Work cooperatively in a general administration environment
- Develop and update tourism industry knowledge
- Provide international (IDD) service information
- Promote tourism products and services
- Source and present information.



### **Critical Aspects of Assessment**

Evidence of the following is essential:

- Understanding of host enterprise's policies and procedures in regard to provision of information regarding in-house services
- Demonstrated ability to source and prepare a comprehensive set of printed information relating to in-house services, products and facilities for a nominated industry venue
- Demonstrated ability to present accurate and comprehensive verbal information in response to at least four enquiries relating to in-house services, products and/or facilities at a nominated establishment and provide appropriate printed or hand-written details to supplement the verbal advice given.

### **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 of evidence including information database and printed materials such as flyers, information sheets, hand-written advice, posters, tent cards

- Role plays demonstrating the provision of in-house information in a face-to-face context
- 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, organising and analysing information	2	Obtain information and material to form the basis of in-house information database
Communicating ideas and information	2	Share information on in-house services with guests
Planning and organising activities	3	Schedule times for the review of in-house information
Working with others and in teams	2	Share revised or new information on in-house services with colleagues
Using mathematical ideas and techniques	1	Confirm costs/prices used as part of the information provision process
Solving problems	2	Determine alternative sources of information where the initial enquiry could not be answered
Using technology	2	Use computerised system to capture, store and provide access to in-house information