

<b>UNIT TITLE:</b> PROVIDE VALET SERVICES TO GUESTS		<b>NOMINAL HOURS:</b> 45
<b>UNIT NUMBER:</b> D1.HHK.CL3.06		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to provide valet services to guests within an accommodation establishment.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Identify the role of a valet</b></p> <p>1.1 Describe the <i>services delivered by a valet</i></p> <p>1.2 Locate the position of valet within the enterprise</p> <p>1.3 Identify the <i>personal characteristics</i> required of a valet</p> <p>1.4 Describe <i>grooming and personal presentation standards</i> for a valet</p> <p>1.5 Interpret <i>enterprise policies and procedures</i> for the provision of valet services</p> <p>1.6 Identify and explain <i>the role of communication</i> in valet service provision</p> <p><b>Element 2: Prepare to deliver valet services</b></p> <p>2.1 Obtain <i>guest information</i> in advance of guest arrival</p> <p>2.2 Determine guest requirements and preferences</p> <p>2.3 <i>Liaise with other staff and external service providers</i> to meet anticipated guest needs</p> <p>2.4 Check guest room prior to guest arrival to ensure compliance with stated requests</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 the delivery of valet services in an accommodation facility within the labor divisions of the hotel and travel industries and may include:</p> <p>1. Housekeeping</p> <p><i>Services delivered by a valet</i> may include:</p> <ul style="list-style-type: none"> <li>• organization of special functions, excursions and tours, theatre and restaurant bookings</li> <li>• organization and delivery of room service, including service of meals and drinks, waiting and service provision at in room parties and functions</li> <li>• provision of local advice, including recommendations for dining, transport, sight-seeing, tourism and leisure activities, acquisition of personal services</li> <li>• making, altering and/or confirming travel arrangements.</li> </ul> <p><i>Personal characteristics</i> will include:</p> <ul style="list-style-type: none"> <li>• tact, diplomacy and discretion</li> <li>• etiquette and good manners</li> <li>• politeness and civility</li> <li>• honesty and dedication</li> <li>• willingness to be of genuine service</li> <li>• an unbiased and prejudice-free disposition.</li> </ul>	

<p><b>Element 3: Deliver valet services</b></p> <p>3.1 Welcome guest on arrival and establish appropriate rapport</p> <p>3.2 Advise guest of <i>available services</i></p> <p>3.3 <i>Deal with guest luggage</i></p> <p>3.4 <i>Deal with guest clothes</i></p> <p>3.5 Deal with <i>guest requests</i></p> <p>3.6 Deliver <i>enterprise-specific VIP treatment</i> and services</p> <p>3.7 Adjust service delivery to suit guest needs and preferences</p> <p>3.8 Maintain guest privacy and confidentiality</p> <p>3.9 Assist guest with <i>pre-departure and on-departure services</i></p> <p><b>Element 4: Record valet services</b></p> <p>4.1 Process <i>billable charges</i></p> <p>4.2 Update <i>guest history details</i></p> <p>4.3 Debrief with management</p>	<p><i>Grooming and personal presentation standards</i> may be related to:</p> <ul style="list-style-type: none"> <li>• wearing of uniform</li> <li>• personal hygiene</li> <li>• personal appearance.</li> </ul> <p><i>Enterprise policies and procedures</i> may relate to:</p> <ul style="list-style-type: none"> <li>• service standards and protocols</li> <li>• honesty</li> <li>• treatment of VIPs</li> <li>• use of enterprise equipment and facilities</li> <li>• complimentary goods and services</li> <li>• discretionary authority to act on behalf of the organization.</li> </ul> <p><i>The role of communication</i> must include:</p> <ul style="list-style-type: none"> <li>• use of appropriate verbal and non-verbal communication techniques</li> <li>• building rapport and goodwill</li> <li>• building trust and confidence with the guest</li> <li>• honesty</li> <li>• tact, diplomacy and discretion</li> <li>• privacy and confidentiality issues.</li> </ul> <p><i>Guest information</i> may be obtained from:</p> <ul style="list-style-type: none"> <li>• internal guest history</li> <li>• communications from guest or their agent, including faxes, letters, e-mails, telephone advice</li> <li>• verbal communication with guest or their agent</li> <li>• other staff, departments and/or external service providers who have previously provided valet services to the guest.</li> </ul>
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*Liaise with other staff and external service providers* may include:

- contact with relevant people to notify them of guest arrival
- seeking of input as to service delivery options
- arranging for provision of identified special requests
- preparing guest room as required.

*Available services* may relate to:

- in house provisions, facilities, options, services
- external provisions, including identification and description of what services are available to meet potential guest needs that have been identified.

*Deal with guest luggage* may include:

- unpacking of luggage and storing of items either in room or elsewhere within the premises, including management of items for safety deposit
- storage of guest luggage
- security of guest belongings
- liaison with porters
- repairs to luggage and/or replacement of same if required.

*Deal with guest clothes* may include:

- unpacking and storing in-room
- arranging for cleaning/dry cleaning and repairs
- pressing of items
- layout and preparation of clothes in accordance with guest wishes/directions prior to wearing
- shoe cleaning, polishing and shining
- purchase of clothing on behalf of guest, as required.

*Guest requests* may include:

- organizing repairs to equipment and sundry items
- making bookings, including travel, accommodation, theatre, dining, excursions and tours
- making sundry purchases on behalf of guest as required, such as flowers, gifts, special needs
- responding to unusual circumstances, or issues that arise during guest stay
- arranging for specified room service and delivery of room service functions.

*Enterprise-specific VIP treatment* may include:

- provision of turn-down service
- provision of fruit basket and confectioneries in room
- preferential treatment
- preferential booking and seating privileges at in house dining facilities
- provision of valet parking
- delivery of nominated items throughout the day to guest room
- provision of guide/escort to accompany guest during their stay
- provision of additional rooms, including for media events, parties, business conferences.

*Pre-departure and on-departure services* may include:

- facilitating check-out and account provision and settlement
- packing guest belongings
- arranging for forwarding of guest belongings and mail/messages
- arranging accommodation
- assisting with relevant customs, immigration and travel arrangements, including transfers.

*Billable charges* may include:

- room service charges
- repairs, maintenance and cleaning
- disbursements
- meals and drinks, functions and parties, purchases from in house sales outlets, such as merchandise and souvenirs, mini bar use
- extra services, as requested.

*Guest history details* that may require updating may include:

- services provided and facilities used
- guest preferences, including dining room seating, external service providers, food and drinks items, brand names, clothing folds, packing preferences
- tourist attractions visited
- relevant timing details, including arrival and departure times, dining times, wake up calls, flight timing preferences
- problems experienced, complaints lodged, unusual circumstances encountered.

#### **Assessment Guide**

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

- appropriate written, verbal and non-verbal communication, interpersonal, guest service and rapport building skills
- negotiation and problem solving skills
- liaison skills with internal and external providers
- research and acquisition skills to source items requested by guests
- problem solving abilities to resolve guest issues
- ability to act as agent for the guest.

### **Linkages To Other Units**

- Comply with workplace hygiene procedures
- Develop and update local knowledge
- Maintain hospitality industry knowledge
- Manage and resolve conflict situations
- Promote hospitality products and services
- Promote products and services to customers
- Receive and resolve customer complaints
- Provide advice to patrons on food and beverage services
- Provide room service
- Provide silver service
- Serve a range of wine products
- Provide food and beverage services
- Provide accommodation services
- Provide information about in house services
- Provide housekeeping services to guests
- Clean and prepare rooms for incoming guests
- Launder linen and guests' clothes
- Provide for the safety of VIPs.

### **Critical Aspects of Assessment**

Evidence of the following is essential:

- demonstrated ability to prepare for guest arrival in accordance with stated needs and preferences
- demonstrated ability to apply tact, discretion, diplomacy and etiquette

- demonstrated ability to care for guest property
- demonstrated ability to arrange a range of internal and external guest services
- preparedness to adapt standard service delivery to suit guest preferences and needs
- demonstrated ability to follow protocols in dealing with VIPs
- demonstrated ability with techniques in handling guest luggage, clothes and belongings
- demonstrated ability in room service skills, including food and beverage service skills
- demonstrated ability in updating and processing guest stay details.

#### **Context of Assessment**

Assessment must ensure:

- actual or simulated workplace delivery of a nominated range of valet services and support activities.

#### **Resource Implications**

Training and assessment must include the use of real or simulated products, materials, food and beverages.

#### **Assessment Methods**

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

- observation of practical candidate performance
- role plays
- oral and written questions
- 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	1	Research guest history; undertake research on behalf of the guest to respond to identified questions
Communicating ideas and information	2	Identify guest needs and preferences; communicate guest needs and preferences to others
Planning and organizing activities	2	Arrange services, facilities and items in-line with stated guest needs/preferences
Working with others and in teams	2	Liaise and cooperate with others to deliver and/or provide valet and other services
Using mathematical ideas and techniques	1	Quantify guest requirements for services based on established need
Solving problems	2	Find solutions to guest problems in the capacity as agent for the guest
Using technology	1	Operate internal communication and reservation systems