

UNIT TITLE: START CONVERSATIONS AND DEVELOP GOOD RELATIONS WITH GUESTS		NOMINAL HOURS: 60
UNIT NUMBER:	D1.LAN.CL10.03	D1.LAN.CL10.03
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to start conversations and develop good relations with guests.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: <i>Meet and greet guests</i></p> <p>1.1 Welcome guests appropriately</p> <p>1.2 Introduce self and others</p> <p>1.3 Ask questions to involve guests</p> <p>Element 2: <i>Respond to guests' questions or requests</i></p> <p>2.1 Answer questions clearly and honestly</p> <p>2.2 Request repetition or clarification of questions or requests</p> <p>2.3 Offer to fulfill guest's request in a timely manner</p> <p>2.4 Provide explanation and apologize if unable to answer questions or fulfill requests</p> <p>2.5 Offer to seek help from other sources if unable to fulfill guest's request/s or answer questions</p> <p>Element 3: <i>Participate in a short, informal conversation with guests</i></p> <p>3.1 Start a conversation using <i>appropriate topics</i></p> <p>3.2 Demonstrate <i>turn taking techniques</i> to hold and relinquish turns in a conversation</p>	<p>Unit Variables</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 supervisors in all industry sectors within the labor divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation <p><i>Meet and greet guests</i> may include:</p> <ul style="list-style-type: none"> • meeting guests with a friendly face and smile • using a friendly voice, "Welcome to ..." • introducing and giving a brief background of yourself, "My name is ... and I've been working here for ..." • making sure your guests know you are genuinely pleased to see them and available to be of assistance • making a good first impression by being clean, presentable and on time. 	

<p>3.3 <i>Show interest</i> in what a speaker is saying</p> <p>3.4 <i>Interrupt</i> a conversation politely</p> <p>3.5 Close a conversation politely</p>	<p><i>Respond to guests' questions or requests</i> may include:</p> <ul style="list-style-type: none"> • giving advice • making suggestions • asking questions • giving directions • giving instructions • giving explanations • offering opinions • agreeing and disagreeing politely • apologizing • promising to follow up a request • giving factual information. <p><i>Informal conversation</i> may include:</p> <ul style="list-style-type: none"> • collaborative events • extending interpersonal relationships • largely unpredictable exchanges • context dependent. <p><i>Appropriate topics</i> refers to:</p> <ul style="list-style-type: none"> • demonstrating knowledge of topics which may cause offence, and avoiding such topics as asking how much someone earns. <p><i>Turn taking techniques</i> may include:</p> <ul style="list-style-type: none"> • initiating a conversation by choosing appropriate topics to match the context, e.g. <i>"Did you have a good flight? Is this your first time to visit ...?"</i>
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- offering a turn to the listener by pausing, slowing down, falling intonation, raising eyes, asking questions
- holding a turn by speaking faster, not pausing, using a higher key
- getting a turn by starting at a pause, slightly overlapping as speaker ends, using a higher key, speaking faster
- using expressions such as: *“By the way..., Before I forget ..., That reminds me of ..., Incidentally ...”*.

Show interest refers to:

- being interested in what others say
- responding appropriately to what others say, *“Really! That’s amazing; Oh no!, I totally agree”*.

Interrupt refers to:

- using polite ways to interrupt when other turn taking strategies do not work such as: *“Sorry to interrupt, but ..., Excuse me for interrupting, but ..., I just have to say ...”*
- knowing how to politely close a conversation
- recognizing other people’s signals to speak.

Assessment Guide

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

- ability to meet and greet guests
- ability to introduce self and others
- ability to initiate, maintain and close a conversation spontaneously without rehearsal
- ability to ask questions to keep a conversation going
- ability to respond appropriately to guests’ questions and requests.

Linkages To Other Units

- Converse in English at a basic operational level
- Provide accommodation reception services

- Provide valet services to guests
- Work as a tour guide
- Maintain quality customer/guest service
- Provide room service.

Critical Aspects of Assessment

Evidence of the following is essential:

- demonstrated ability to warmly meet and greet guests
- demonstrated ability to hold a short conversation with guests using turn taking techniques
- demonstrated ability to use correct open and closed question forms, including the use of auxiliary verbs , “wh” questions and question tags to involve guests in conversations
- knowledge of and demonstrated ability to discuss a range of topics
- demonstrated ability to talk about events in the past, present and future
- demonstrated ability to identify potential taboo topics that may cause offence to guests
- demonstrated ability to use a range of functions when responding to guests’ questions and requests.

Context of Assessment

Assessment must ensure:

- actual or simulated workplace application of situations where people participate in casual conversations and develop good relations with guests.

Resource Implications

Training and assessment to include access to a real or simulated workplace with suitably qualified English as a Second Language (ESL) teachers and authentic learning materials such as brochures and maps; 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:

- observation of practical candidate performance
- interviews
- role plays
- oral and written questions.

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

Key Competencies	Level	Examples
Collecting, organizing and analyzing information	1	Learn about the cultural background of guests
Communicating ideas and information	1	Respond to guests' questions or requests
Planning and organizing activities	1	Offer suggestions and advice
Working with others and in teams	1	Identify team members required in completing a work task
Using mathematical ideas and techniques	1	Discuss possible discounts available
Solving problems	1	Identify potential problems and solutions
Using technology	1	Use office equipment