

## ASSESSMENTS

### SITXCCS002 Provide visitor information

<b>Trainee/Student Name:</b>	
<b>Assessor Name:</b>	
<b>School/Venue:</b>	
<b>Year (if applicable):</b>	

RECORD OF EVIDENCE	
o KBT	Date achieved:
o Activity	Date achieved:
o Project	Date achieved:
o PD	Date achieved:

#### Unit Completion

**This section below is only to be signed off when the trainee has achieved competency in all elements of this unit**

1. Access and update visitor information
2. Provide information to visitors.
3. Seek feedback on information provision

UNIT OF COMPETENCE	
Trainee/Student Signature:	Date:
Employer/Supervisor Signature:	Date:
Assessor Signature:	Date

ASSESSMENTS – Provide visitor information SITXCCS002 V1 0217  
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1. Name four sources that you could use to research visitor information.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

2. Give examples of the types of visitor information that you may need to access.

E.g. Restaurants in the area.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

3. Identify examples of different local facilities, products and services that the following customer groups may require whilst visiting a new city.

Families	
Business Professionals	
Lone travellers	
Couples	
Someone in a wheelchair	

4. a) What are the benefits of sharing information with colleagues?

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b) How can updated visitor information be shared with colleagues in the workplace/school?

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5. A customer is looking for advice on where to go for dinner this evening. What questions could you ask them to enable you to give them specific information to meet their needs?

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6. a) What is an internal product or service?

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7. Name 5 examples of how a hotel could promote internal products and services.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

8. Describe 3 ways to collect customer feedback to ensure that you provided them with all the required visitor information.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

9. In your workplace, what is the procedure for handling formal visitor evaluation (customer feedback)?

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10. You recommended a restaurant for a couple to go to for dinner. They return that evening and inform you that the restaurant has now closed down. What would you do with this information?

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11. A guest is in a wheelchair and would like to attend the cinema. They ask you about the facilities at the local cinema. What could you do to assist them?

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12. When working in a position where you are dealing with customers, what personal presentation and hygiene standards should you consider?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

13. Give 3 examples of customs and practices of various social and cultural groups of visitors that you know of that may assist with meeting visitor needs and expectations? For example, if working in a predominantly backpacker area then you may dress differently to working in a 5 star business hotel.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

14. There are several customs and practices of various social and cultural groups of visitors. Being aware of some of these will help enhance the guest experience. For each mode below, identify two customs or practices;

Mode	Custom or practice
Greeting	1
	2
Farewelling	1
	2
Conversation	1
	2

## ACTIVITY

### Outline:

Using your workplace or a venue agreed with your trainer, research the following Visitor information to assist with customer enquiries. Ensure that you provide current, accurate and relevant information.

Venue: \_\_\_\_\_

You will need to use a variety of sources of information whilst completing this Activity including:

- brochures
- library
- local council
- local people and local identities with specialised knowledge
- local visitor guide booklets and maps
- online reservation systems
- organisation information
- organisation-designed information systems
- principal supplier of a product
- product library
- room directories
- social media websites
- state or territory government tourism authority information systems
- timetables

Note below the sources that you used to gain the following information.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

(Continue on separate page if necessary)

1. What is the local taxi company and telephone number?

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2. Name 5 local restaurants in the area.

1. 

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2. 

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3. 

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4. 

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5. 

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3. Name 5 accommodation options in the local area

1. 

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2. 

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3. 

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4. 

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5. 

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4. Where is the nearest bus stop?

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5. How far is it to the nearest beach?

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6. Where is the nearest pharmacy?

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7. How would a visitor get to the venue from the airport?

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8. How much would a taxi to the airport cost?

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9. What is the best route to the airport at 8.30am?

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10. Where is the nearest hairdresser?

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11. Where is the nearest gym, and are visitors able to attend it on a casual basis?

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12. Where is the local Visitor Centre?

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13. What tourist attractions are in the area that you could recommend?

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14. Name a local theatre in the area and a play or show that is currently showing.

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15. What is the weather forecast for next weekend?

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16. What sporting facilities are there nearby?

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17. In your workplace are there any procedures or standards for acknowledging customers and their enquiries; in particular the required response times?

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## PROJECT

Skills must be demonstrated in an operational customer service environment in a service based industry such as tourism, travel, hospitality or events where information is sourced and provided to visitors. This can be:

- an industry workplace
- a simulated industry environment

### Part 1

Using your workplace or a venue agreed with your trainer, produce a brochure advertising the products, services and facilities that it offers to visitors, both internally and in the local area surrounding it. Concentrate on a specific target customer group and include products and services that would interest them.

**NB.** For school delivery, it is a good opportunity to utilise school open days/parents evenings to complete this task

Record the sources that you used to gain the information required.

Share your information with colleagues prior to moving onto Part 2, to check that you have included all relevant information required.

### Part 2

Organise 3 separate occasions where you can present the information gathered in part 1 to a group of at least 3 visitors. (9 visitors per student in total) Provide them with copies of your brochure.

Clarify their understanding of the information that you have provided and ask them to provide you with feedback.

Record the feedback in an appropriate way. You may wish to create a feedback form to seek information on whether all the required information was included in your brochure to meet the target customer needs?

**NB.** You must attach a copy of your brochure and the completed feedback to your project for assessment.



The following sections will be assessed at a time agreed with your trainer.

### PRACTICAL DEMONSTRATION

The practical demonstration can be assessed during the presentation of the project

Access and update visitor information			
Presentation includes general information on local facilities, products and services to meet different visitor needs	Date:	Date:	Date:
Information provided demonstrates that the student has utilised their opportunity to update and maintain their local area knowledge	Date:	Date:	Date:
Provide information to visitors			
Student identified specific information and assistance needs of visitors, including those with special needs	Date:	Date:	Date:
Appropriate scope and depth of information was provided to meet visitor needs	Date:	Date:	Date:
Opportunities were identified and used to promote internal products and services	Date:	Date:	Date:
Seek feedback on information provision			
Student proactively seeks visitor feedback to ensure required information has been provided	Date:	Date:	Date:
Formal visitor evaluation procedures were followed for the collection of visitor feedback. Method chosen:	Date:	Date:	Date:
Foundation skills			
Student listened and responded appropriately to range of visitor requests, asking questions to clarify and confirm	Date:	Date:	Date:
Followed organisational service procedures and standards	Date:	Date:	Date:
Adhered to appropriate personal presentation and hygiene standards	Date:	Date:	Date:
Provided information and assistance in a culturally appropriate manner demonstrating awareness of customs and practices of various social and cultural groups of visitors	Date:	Date:	Date:
Appropriate techniques for greeting, farewelling and conversation used at all times	Date:	Date:	Date:
Appropriate body language and body	Date:	Date:	Date:

gestures used at all times			
Appropriate formality of language used at all times	Date:	Date:	Date:
Appropriate clothing worn	Date:	Date:	Date:
Questions answered within appropriate response times	Date:	Date:	Date: