

ASSESSMENTS

SITHIND003 Use Hospitality Skills Effectively

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|------------------------------|--|
| Trainee/Student Name: | |
| Assessor Name: | |
| School/Venue: | |
| Year (if applicable): | |

| RECORD OF EVIDENCE | |
|--------------------|----------------|
| o Project | Date achieved: |
| o Logbook | 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. Prepare for service
2. Provide service
3. Complete operational tasks
4. Complete end of shift duties

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

PROJECT

Outline:

This project encompasses all the knowledge and skills that you have gained so far throughout your Certificate II in Hospitality Qualification. When completing it, be sure to use examples and theory from all that you have learnt.

Please produce in a word document.

Part 1

Develop an opening **and** closing checklist for your workplace. This needs to include the following end of shift procedures:

- Cleaning of work areas and equipment
- Debriefing and quality service reviews
- Preparing for next service period
- Restocking
- Safe storage of products, equipment and materials

Discuss it with your supervisor, and then **utilise** it during the service periods required to complete for this unit. (min 6 service periods/functions)

Part 2

Write a procedure and/or policy for your workplace for each of the following;

NB. If your workplace currently has any of the below policies or procedures, then you may attach the existing ones and discuss your understanding of their contents with your assessor instead.

- a) Customer service policy. Be sure to include information under the following headings;
 - How to greet customers
 - How to promote products and services at appropriate times
 - How to meet customer expectations
 - How to resolve customer complaints
- b) Administration and reporting procedure. Including;
 - Completing financial transactions,
 - completing work plans and schedules
 - handover
- c) Hygiene, health, safety and security policies. Including;
 - Completing incident, work health and safety (WHS) and maintenance reports

Part 3

Choose 3-5 job roles from your workplace and give a brief description of the different roles and responsibilities of each.

Part 4

Create a factsheet or brochure containing the following information about your workplace;

- Products (including drinks, food)
- Services
- Pricing
- Facilities
- Current Promotions/specials
- Events & Entertainment (inc. raffles, gaming, prize nights)
- Loyalty programs/membership benefits
- Local area information
- Lost and found services

Part 5

Choose three common operational tasks from the list below and describe how they are performed in your workplace.

- communicating orders to the kitchen
- ordering stock
- preparing rooms for guests
- processing financial transactions
- providing porting services
- selling and preparing drinks
- selling gaming tickets
- serving food and beverage
- taking orders

Assessor Notes:

LOGBOOK (Assessor to complete with dates when completed criteria. NB not all criteria need to be covered within each service period)

| Complete the following logbook to show evidence of working a minimum of 12 service periods: <i>B=Breakfast, MT = Morning Tea, L= Lunch, AT= Afternoon Tea, D=Dinner, F = Function</i> | Service Period | | | | | | | | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | |
| Prepare for service | | | | | | | | | | | | |
| Plan and organise tasks | | | | | | | | | | | | |
| Discuss and confirm service requirements with supervisors | | | | | | | | | | | | |
| Prepare work area, equipment and supplies | | | | | | | | | | | | |
| Provide service | | | | | | | | | | | | |
| Greet customers courteously | | | | | | | | | | | | |
| Offer customer information and promote products and services | | | | | | | | | | | | |
| Interact with customers using appropriate methods and techniques | | | | | | | | | | | | |
| Meet customer expectations of quality, presentation and timeliness of delivery | | | | | | | | | | | | |
| Resolve routine customer problems | | | | | | | | | | | | |
| Complete operational tasks | | | | | | | | | | | | |
| Follow work schedules | | | | | | | | | | | | |
| Work cooperatively as part of the team, with speed and efficiency to deal with numerous service and operational tasks simultaneously | | | | | | | | | | | | |
| Follow workplace safety and hygiene procedures | | | | | | | | | | | | |
| Maintain the cleanliness and tidiness of work areas | | | | | | | | | | | | |
| Use organisational procedures and technology | | | | | | | | | | | | |
| Identify problems and report operational issues | | | | | | | | | | | | |

| | | | | | | | | | | | | |
|-------------------------------------------------------------------------------------------------------------------------|-----------------------------|--|--|--|--|--|--|--|--|--|--|--|
| Complete end of shift duties | | | | | | | | | | | | |
| Follow end of shift procedures | | | | | | | | | | | | |
| Complete administration and reporting requirements | | | | | | | | | | | | |
| Provide customer feedback to relevant supervisors | | | | | | | | | | | | |
| Foundation skills | | | | | | | | | | | | |
| Read organisational policies, procedures and work schedules | | | | | | | | | | | | |
| Listen to and interpret customer requests and describe products and services | | | | | | | | | | | | |
| Locate key information on organisational products and services | | | | | | | | | | | | |
| Integrate all technical skills within the whole service period, throughout preparation, service and end of shift duties | | | | | | | | | | | | |
| Use a variety of equipment for day to day work activities | | | | | | | | | | | | |
| | Supervisor Signature | | | | | | | | | | | |
| | | | | | | | | | | | | |

Complete the reflective log for a **minimum of 6** service periods/functions using the information required in the log book as a guide. Provide details under each heading of what you did during the function and reflect on what went well and what could be improved on. Once completed ensure you submit to your assessor to be signed off for this function/service period in your log book.

| | |
|----------------------------------------|--|
| Date of Function/Service Period | |
| Type of Function | |
| No of Covers/Guests | |
| My role | |

| Tasks Completed |
|------------------------------------------|
| What did I do to prepare for service? |
| How did I provide quality service? |
| What operational tasks did I perform? |
| What end of shift duties did I complete? |

| | |
|---------------------------------------------------------------------------------|--------------------------------|
| What customer feedback did I receive (if any) and what did I do with it? | |
| | |
| Reflection | |
| What went well? | What could be improved? |
| | |

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|---------------------------------------|
| Photographic evidence (if any) |
|---------------------------------------|

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| Assessor Comments: |
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Trainee/Student Reflective log 2

Complete the reflective log for a **minimum of 6** service periods/functions using the information required in the log book as a guide. Provide details under each heading of what you did during the function and reflect on what went well and what could be improved on. Once completed ensure you submit to your assessor to be signed off for this function/service period in your log book.

| | |
|----------------------------------------|--|
| Date of Function/Service Period | |
| Type of Function | |
| No of Covers/Guests | |
| My role | |

| Tasks Completed |
|-------------------------------------------------|
| What did I do to prepare for service? |
| How did I provide quality service? |
| What operational tasks did I perform? |
| What end of shift duties did I complete? |

| | |
|----------------------------------------------------------------------------------------|---------------------------------------|
| <p>What customer feedback did I receive (if any) and what did I do with it?</p> | |
| <p>Reflection</p> | |
| <p>What went well?</p> | <p>What could be improved?</p> |
| | |

Photographic evidence (if any)

Trainee/Student signature_____

Assessor Comments:

Trainee/Student Reflective log 3

Complete the reflective log for a **minimum of 6** service periods/functions using the information required in the log book as a guide. Provide details under each heading of what you did during the function and reflect on what went well and what could be improved on. Once completed ensure you submit to your assessor to be signed off for this function/service period in your log book.

| | |
|----------------------------------------|--|
| Date of Function/Service Period | |
| Type of Function | |
| No of Covers/Guests | |
| My role | |

| Tasks Completed |
|------------------------------------------|
| What did I do to prepare for service? |
| How did I provide quality service? |
| What operational tasks did I perform? |
| What end of shift duties did I complete? |

| | |
|--------------------------------------------------------------------------|-------------------------|
| | |
| What customer feedback did I receive (if any) and what did I do with it? | |
| | |
| Reflection | |
| What went well? | What could be improved? |
| | |

Photographic evidence (if any)

Trainee/Student signature_____

| Assessor Comments: |
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Trainee/Student Reflective log 4

Complete the reflective log for a **minimum of 6** service periods/functions using the information required in the log book as a guide. Provide details under each heading of what you did during the function and reflect on what went well and what could be improved on. Once completed ensure you submit to your assessor to be signed off for this function/service period in your log book.

| | |
|----------------------------------------|--|
| Date of Function/Service Period | |
| Type of Function | |
| No of Covers/Guests | |
| My role | |

| Tasks Completed |
|------------------------------------------|
| What did I do to prepare for service? |
| How did I provide quality service? |
| What operational tasks did I perform? |
| What end of shift duties did I complete? |

| | |
|--------------------------------------------------------------------------|-------------------------|
| What customer feedback did I receive (if any) and what did I do with it? | |
| Reflection | |
| What went well? | What could be improved? |
| | |

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| Photographic evidence (if any) |
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Trainee/Student signature_____

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| Assessor Comments: |
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Trainee/Student Reflective log 5

Complete the reflective log for a **minimum of 6** service periods/functions using the information required in the log book as a guide. Provide details under each heading of what you did during the function and reflect on what went well and what could be improved on. Once completed ensure you submit to your assessor to be signed off for this function/service period in your log book.

| | |
|----------------------------------------|--|
| Date of Function/Service Period | |
| Type of Function | |
| No of Covers/Guests | |
| My role | |

| Tasks Completed |
|-----------------------------------------------------------------------------------------|
| What did I do to prepare for service? |
| How did I provide quality service? |
| What operational tasks did I perform? |
| What end of shift duties did I complete? |

| | |
|--------------------------------------------------------------------------|-------------------------|
| What customer feedback did I receive (if any) and what did I do with it? | |
| Reflection | |
| What went well? | What could be improved? |
| | |

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|--------------------------------|
| Photographic evidence (if any) |
| |

Trainee/Student signature_____

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| Assessor Comments: |
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Trainee/Student Reflective log 6

Complete the reflective log for a **minimum of 6** service periods/functions using the information required in the log book as a guide. Provide details under each heading of what you did during the function and reflect on what went well and what could be improved on. Once completed ensure you submit to your assessor to be signed off for this function/service period in your log book.

| | |
|----------------------------------------|--|
| Date of Function/Service Period | |
| Type of Function | |
| No of Covers/Guests | |
| My role | |

| Tasks Completed |
|-------------------------------------------------|
| What did I do to prepare for service? |
| How did I provide quality service? |
| What operational tasks did I perform? |
| What end of shift duties did I complete? |

| | |
|--------------------------------------------------------------------------|-------------------------|
| | |
| What customer feedback did I receive (if any) and what did I do with it? | |
| | |
| Reflection | |
| What went well? | What could be improved? |
| | |

Photographic evidence (if any)

Trainee/Student signature_____

| Assessor Comments: |
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The following sections will be assessed at a time agreed with your trainer.

PRACTICAL DEMONSTRATION

- Skills must be demonstrated in an operational hospitality environment. This can be:
 - an industry workplace
 - a simulated industry environment, such as training in a:
 - restaurant/cafe environment
 - accommodation services environment
 - housekeeping environment
 - gaming operations environment.

Assessment must ensure access to:

- industry realistic ratios of service staff to customers
- products and services to be delivered to customers.

Assessment of this Practical Demonstration may take place over a combination of service periods to ensure competency is demonstrated in each aspect.

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| Prepare for Service | |
| • Plan and organise tasks from organisational information | Date: |
| • Discuss and confirm service requirements with supervisors as required | Date: |
| • Prepare work area, equipment and supplies according to procedures to meet service requirements | Date: |
| Provide Service | |
| • Greet customers courteously and determine their requirements for products and services | Date: |
| • Offer relevant customer information and promote products and services according to organisational procedures | Date: |
| • Interact with customers using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery | Date: |
| • Resolve routine customer problems within scope of own responsibility and according to organisational policy | Date: |
| Complete Operational tasks | |
| • Follow work schedules and work cooperatively as part of a team to maximise efficiency | Date: |
| • Follow workplace safety and hygiene procedures | Date: |
| • Maintain cleanliness and tidiness of work areas | Date: |
| • Use Organisational procedures and technology to complete operational tasks | Date: |
| • Identify problems and report operational issues as they arise | Date: |
| Complete end of shift duties | |
| • Follow end of shift procedures | Date: |
| • Complete administration and reporting requirements | Date: |
| • Provide Customer feedback to relevant supervisors or managers | Date: |

| Foundation skills | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| <ul style="list-style-type: none"> Reading skills to read organisational policies, procedures and work schedules | Date: |
| <ul style="list-style-type: none"> Oral communication skills to listen to and interpret customer requests and describe products and services | Date: |
| <ul style="list-style-type: none"> Numeracy skills to record or process financial transactions | Date: |
| <ul style="list-style-type: none"> Learning skills to locate key information on organisational products and services | Date: |
| <ul style="list-style-type: none"> Self – management skills to integrate all technical skills within the whole service period, throughout preparation, service and end of shift duties | Date: |
| <ul style="list-style-type: none"> Technology skills to use a variety of equipment for day to day work activities | Date: |