

## MATRIX USE HOSPITALITY SKILLS EFFECTIVELY – SITHIND003

**KBT** = Knowledge based test

**PD** = Practical demonstration

**RP** = Role play

**PRO** = Project/portfolio

**AC** = Activities

**AS** = Assignment

**LB** = Logbook

Element	Performance Criteria	Assessment tool		
		PRO	PD	LB
1. Prepare for service	1.1 Plan and organise tasks from organisational information	1	✓	✓
	1.2 Discuss and confirm service requirements with supervisors as required	1	✓	✓
	1.3 Prepare work area, equipment and supplies according to procedures to meet service requirements.	1	✓	✓
2. Provide service	2.1 Greet customers courteously and determine their requirements for products and services	2a	✓	✓
	2.2 Offer relevant customer information and promote products and services according to organisational procedures	2a	✓	✓
	2.3 Interact with customers using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery	2a, 5	✓	✓
	2.4 Resolve routine customer problems within scope of own responsibility and according to organisational policy	2a, 2d	✓	✓
3. Complete operational tasks	3.1 Follow work schedules and work cooperatively as part of the team to maximise efficiency.	1, 2b	✓	✓
	3.2 Follow workplace safety and hygiene procedures	2c	✓	✓
	3.3 Maintain cleanliness and tidiness of work areas	1, 3	✓	✓
	3.4 Use organisational procedures and technology to complete operational tasks	2b	✓	✓
	3.5 Identify problems and report operational issues as they arise		✓	✓
4. Complete end of shift duties	4.1 Follow end of shift procedures	1, 2	✓	✓
	4.2 Complete administration and reporting requirements	2b	✓	✓
	4.3 Provide customer feedback to relevant supervisors or managers		✓	✓

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Foundation Skills		Assessment Tool		
		PRO	PD	LB
Reading skills to:	Read organisational policies, procedures and work schedules	✓	✓	✓
Oral communication skills to:	Listen to and interpret customer requests and describe products and services.		✓	✓
Numeracy skills to:	Record or process financial transactions.		✓	
Learning skills to:	Locate key information on organisational products and services.	✓	✓	✓
Self-management skills to:	Integrate all technical skills within the whole service period, throughout preparation, service, and end of shift duties.	✓	✓	✓
Technology skills to:	Use a variety of equipment for day-to-day work activities.		✓	✓

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Knowledge Evidence	Assessment Tool		
	PRO	PD	LB
<ul style="list-style-type: none"> <li>• basic organisational information: <ul style="list-style-type: none"> <li>• availability of products, services and specials</li> <li>• menus and beverage lists</li> <li>• current promotions, events and entertainment</li> <li>• details of expected business, customer requirements and scheduling</li> <li>• event or function running sheets</li> <li>• job role and tasks to be performed</li> <li>• local area and venue facilities</li> <li>• policies and procedures</li> <li>• staff rosters</li> <li>• verbal or written advice affecting job performance and service requirements</li> </ul> </li> </ul>	2,3,4,5	✓	✓
<ul style="list-style-type: none"> <li>• information relevant to customers: <ul style="list-style-type: none"> <li>• current promotions, events and entertainment</li> <li>• customer loyalty programs</li> <li>• food menu options and specials</li> <li>• gaming facilities</li> <li>• hotel facilities: <ul style="list-style-type: none"> <li>• gymnasiums and health facilities</li> <li>• in-room services</li> <li>• laundry services</li> <li>• room service</li> </ul> </li> <li>• local area and venue facilities</li> <li>• lost and found services</li> <li>• membership benefits</li> <li>• prices of products and services</li> <li>• prize nights and special events</li> <li>• product knowledge of food, alcoholic and non-alcoholic beverages</li> <li>• raffles</li> <li>• wine and cocktail drink list choices and specials</li> </ul> </li> </ul>	4,5	✓	

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<ul style="list-style-type: none"> <li>common operational tasks: <ul style="list-style-type: none"> <li>communicating orders to the kitchen</li> <li>ordering stock</li> <li>preparing rooms for guests</li> <li>processing financial transactions</li> <li>providing porting services</li> <li>selling and preparing drinks</li> <li>selling gaming tickets</li> <li>serving food and beverage</li> <li>taking orders</li> </ul> </li> </ul>	5	✓	
<ul style="list-style-type: none"> <li>end of shift procedures: <ul style="list-style-type: none"> <li>cleaning work areas and equipment</li> <li>debriefing session and quality service reviews</li> <li>preparing for the next service period</li> <li>restocking</li> <li>safely storing products, equipment and materials</li> </ul> </li> </ul>	1,2	✓	✓
<ul style="list-style-type: none"> <li>roles and responsibilities of service team members</li> </ul>	3	✓	
<ul style="list-style-type: none"> <li>organisational policies and procedures for: <ul style="list-style-type: none"> <li>administration and reporting relating to: <ul style="list-style-type: none"> <li>completing financial transactions</li> <li>completing work plans and schedules</li> <li>handover</li> </ul> </li> </ul> </li> <li>hygiene, health, safety and security: <ul style="list-style-type: none"> <li>completing incident, work health and safety (WHS) and maintenance reports</li> </ul> </li> <li>customer service</li> <li>complaint handling.</li> </ul>	2b, 2c, 2d	✓	

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Performance Evidence	Assessment Tool		
Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:	PRO	PD	LB
integrate technical skills and provide hospitality service to customers for a minimum of 12 complete service periods (shifts) that individually or in combination involve:		✓	✓
interacting with and positively responding to diverse demands and requests of multiple customers throughout the service periods		✓	✓
working with speed and efficiency to deal with numerous service and operational tasks simultaneously		✓	✓
identifying issues and problems, referring to supervisor when appropriate, and participating in their resolution		✓	✓
working cooperatively as part of a service team, and taking limited responsibility for the service process, workflow and own work outcomes.		✓	✓

Assessment conditions	Assessment Tool		
Skills must be demonstrated in an operational hospitality environment. This can be:	PRO	PD	LB
An industry workplace		✓	✓
A simulated industry environment, such as training in a: <ul style="list-style-type: none"> <li>• restaurant/café environment</li> <li>• accommodation services environment</li> <li>• housekeeping environment</li> <li>• gaming operations environment</li> </ul>		✓	✓
Assessment must ensure access to: <ul style="list-style-type: none"> <li>• industry realistic ratios of service staff to customers</li> <li>• products and services to be delivered to customers</li> </ul>		✓	✓