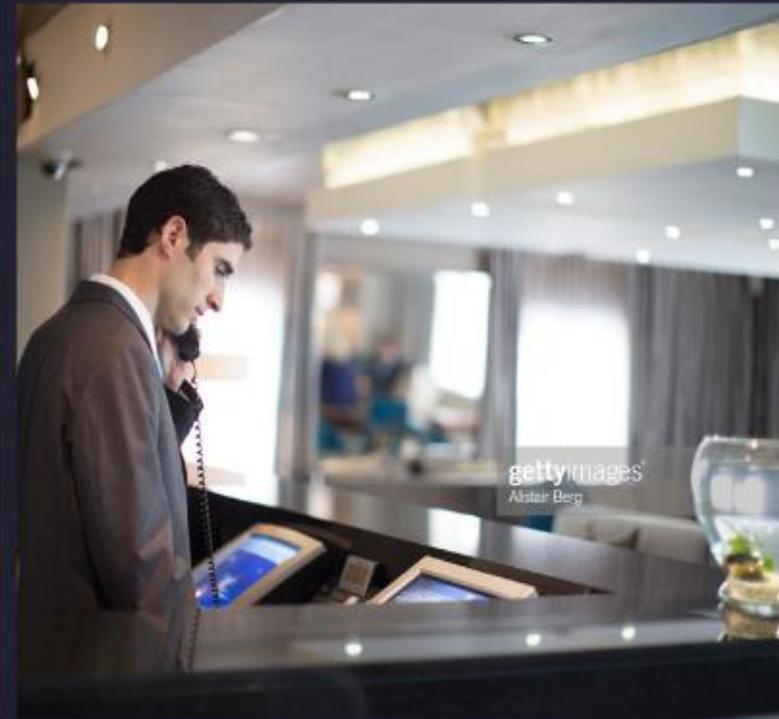


COMPETENCY STANDARDS FOR HOTEL MANAGEMENT (DAE-LEVEL 1-5)



COMPETENCY STANDARDS

OF

**HOTEL MANAGEMENT
DAE-Level-5**

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1. INTRODUCTION

The hotel industry is a dominant industry as part of the hospitality sector with a large number of potential in Pakistan. The demand for hotel management professionals is already huge and is expected to grow more with the increasing number of hotels being set up across Pakistan as well as the attention given towards tourism. Apart from its glamour, a career in hotel management has become lucrative and exciting, attracting more and more trainees to opt this profession. Hotel management is the system involving the management of all elements related to the hotel business. Hotel management involves learning the management techniques concerning the hospitality sector that cover all aspects of hotel business including hotel administration, marketing, housekeeping, accounts, maintenance, food management, catering, and beverage management.

Hotel management competency standards deal with the knowledge and skills required in the provision of food and beverage service to guests in various types of dining venues and diverse styles of service. These standards focus on the procedures in the delivery of food and beverages to the guest as well as on the knowledge and skills that underpins the efficient work performance in assisting the dining guest during and after the meal service.

This course on Hotel Management is designed as a comprehensive training programme to the study of Hotel Management for both male and female students at diploma level (level1-5). This training programme covers all features of hospitality sector of the subject like introduction of the concept, principles, constituents, organization, etc.; the economic and managerial aspects of hotel management and the marketing, organizational and technological issues involved. It also involves the management of multitude of activities covering all aspects of hotel management

2. PURPOSE OF THE QUALIFICATION

The purpose of this qualification is to give the trainee a thorough understanding and skills of the Hospitality Sector with special reference to Hotel Management in three years training programme. The hotel industry needs skilled labour for meeting the national and international standards. Upon successful completion of this course the trainee should be able to:

- Core elements and the development of hotel management industry
- Give an account of essentials of hotel management and future of this industry
- Demonstrate an understanding of different hospitality manners
- Point out relevant industry stakeholders & their roles in driving innovative in hotel management
- Improve the professional competence of the trainees
- Provide opportunities for recognition of skills attained through non-formal or informal pathways
- Improve the quality and effectiveness of training and assessment for hotel industry skilled labour
- Enhance hotel industry activities at regional/provincial/national levels through better approach

3. DATE OF VALIDATION

These national qualifications have been validated by the Qualification Development Committee (QVC) on 27-29 May, 2019 in Lahore and will remain currency until May, 2021.

4. DATE OF REVIEW

These national qualifications may be reviewed in May, 2021

5. CODE OF QUALIFICATION

The International Standard Classification of Education (ISCED) is a framework for assembling, compiling, and analyzing cross-nationally comparable statistics on education and training, ISCED codes for these qualifications as assigned as follow:

QUALIFICATION TITLE		CODE
1. FRONT OFFICE		
National Vocational qualification Level-5 in	Duty Manager	00000000
National Vocational qualification Level-5 in	Hotel Club Officer	00000000
National Vocational qualification Level-5 in	Night Auditor	00000000
National Vocational qualification Level-5 in	Night Manager	00000000
National Vocational qualification Level -4 in Supervisor	Concierge	00000000
National Vocational qualification Level -4 in	Reservation Officer	00000000
National Vocational qualification Level -4 in Officer	Guest Relation	00000000
National Vocational qualification Level -3 in	Front Office Cashier	00000000
National Vocational qualification Level -2 in	Receptionist	00000000
2. HOUSEKEEPING		

qualification Level -4 in National Vocational	Housekeeping Supervisor	00000000
National Vocational qualification Level -2 in attendant/Maid	Housekeeping	00000000
National Vocational qualification Level -2 in	Laundry Valet	00000000
3. FOOD & BEVERAGE SERVICES		
National Vocational qualification Level-5 in	Restaurant Manger	00000000
National Vocational qualification Level -4 in	Captain	00000000
National Vocational qualification Level -4 in	Host/Hostess	00000000
National Vocational qualification Level -4 in Taker	Room Service Order	00000000
National Vocational qualification Level -3 in	Barista	00000000
National Vocational qualification Level -2 in	Waiter	00000000
National Vocational qualification Level -2 in	Bus Boy/Steward	00000000
4. FOOD PRODUCTION		
National Vocational qualification Level-5 in	Sous Chef	00000000
National Vocational qualification Level -4 in	Chef de Partie	00000000
National Vocational qualification Level -3 in	Demi chef de Partie	00000000
National Vocational qualification Level -3 in	Commis-I	00000000
National Vocational qualification Level -2 in	Commis-II	00000000
National Vocational qualification Level -2 in	Commis-III	00000000
National Vocational qualification Level -2 in	Kitchen Cleaner	00000000

6. QUALIFICATION DEVELOPMENT COMMITTEE

The following members participated in the qualifications development workshop 11th February 2019 to 15th February 2019 in Faisalabad.

Sr. No	Name & Designation	Organization
1.	Dr. Muhammad Umair Arshad	Director, Institute of Home & Food Sciences, GC University Faisalabad
2.	Mr. Masood Ali Khan EX MD, PTDC	Hospitality Consultant, Lahore
3.	Muhammad Nasir Khan DACUM Facilitator	EX-DD, SS&C Wing-NAVTTTC, Islamabad
4.	Mr. IJaz Ahmed Butt Manager	Sale & Tour Production, Lahore
5.	Mr. Fayyaz Ahmed Manger Events	International Tourism, Lahore
6.	Mr. M Saeed Ahmed Incharge academics	Lahore Transport Company, Lahore
7.	Dr. Muhammad Afzal	Assistant Professor (Food Science) GC University, Faisalabad
8.	Dr. Aftab Ahmad	Assistant Professor (Food Science) GC University, Faisalabad
9.	Mr Khuram Hashmi	General Manager, Gymkhana Club, Lahore
10.	Mr. Shah-ur- Rehaman	Dirctor Operation Tabaq Restaurant, Lahore
11.	Ms. Naima Irshad	Schef, Lahore
12.	Mr. Hamza Khalid	AM Chip College Lahore
13.	Mr. Kanwar Hanan	Consultant Hotel Management, Lahore

Sr. No	Name & Designation	Organization
14.	Dr. Zulfiqar Cheema	DD, SS&C Wing, NAVTTC

7. QUALIFICATION VALIDATION COMMITTEE

The following members participated in the qualifications validation workshop from 27-29 May 2019, in Lahore.

Sr.No.	Name & Designation	Organization
1.	Dr. Muhammad Umair Arshad	Director, Institute of Home & Food Sciences, GC University Faisalabad
2.	Mr. Kanwar Hanan	Consultant Hotel Management, Lahore
3.	Mr. Hamza Khalid	AM Chip College Lahore
4.	Mr. Muhammad Bais	AD TEVTA KPK, Peshawar
5.	Mr. Saddam Anwar	Research Officer, PBTE, Lahore
6.	Mr. Sikandar Dar	Assist. Banquet Manager, Parklane Hotel, Lahore
7.	Dr. Zulfiqar Cheema	DD, SS&C Wing, NAVTTC
8.	Muhammad Nasir Khan DACUM Facilitator	EX-DD, SS&C Wing-NAVTTC, Islamabad

8. ENTRY REQUIREMENTS

Entry requirements of this qualification are Matric Science or level 4 or equivalent

9. REGULATIONS FOR THE QUALIFICATION AND SCHEDULE OF UNITS

Not applicable

10. SUMMARY OF COMPETENCY STANDARDS

Code	Competency Standards	Level	Theory Contact Hours	Practical Contact Hours	Total	Category
1st Semester						
1.	Operate digital media technology	2	10	30	40	Generic
2.	Use social media tools for collaboration and engagement	3	10	30	40	Generic
3.	Work safely in an office environment	2	20	40	60	Generic
4.	Prepare Concierge Services	2	10	50	60	Technical
5.	Provide information on Recreational Services	2	10	30	40	Technical
6.	Perform reception and accommodation Services	2	20	80	100	Technical
7.	Operate reservation system	2	10	50	60	Technical
8.	Clean kitchen premises	2	10	50	60	Technical
9.	Use basic cooking methods	2	20	20	40	Technical
10.	Prepare <i>Mise en place</i>	2	10	50	60	Technical
11.	Prepare dining/ restaurant area for service	2	20	60	80	Technical
Total			150	490	640	
2nd Semester						

1.	Develop Entrepreneurial Skills	2	20	40	60	Generic
2.	Develop workplace documents	2	20	40	60	Generic
3.	Bring food from production to side station	2	10	30	40	Technical
4.	Perform table clearance	2	10	30	40	Technical
5.	Perform Stewarding	2	20	60	80	Technical
6.	Clean floor, washroom and restroom	2	20	60	80	Technical
7.	Clean furniture and surfaces	2	10	50	60	Technical
8.	Collect and dispose waste properly	2	10	30	40	Technical
9.	Provide Laundry valet service	2	20	60	80	Technical
10.	Operate Reservation System	3	20	60	80	Technical
Total			160	460	620	
3rd Semester						
1.	Maintain professionalism in the workplace	4	20	40	60	Generic
2.	Manage meetings	3	10	30	40	Generic
3.	Prepare sandwiches	3	10	30	40	Technical
4.	Prepare appetizers and salads	3	10	30	40	Technical
5.	Prepare egg dishes	3	10	30	40	Technical
6.	Prepare farinaceous dishes	3	10	30	40	Technical

7.	Prepare stocks and sauces	3	20	60	80	Technical
8.	Prepare and present fish and seafood	3	10	30	40	Technical
9.	Perform Butler service	3	10	50	60	Technical
10.	Process settlement of cheque	3	10	30	40	Technical
11.	Makeover Room & Check the supplies	3	10	50	60	Technical
Total			130	410	540	
4th Semester						
1.	Create technical documentation	4	20	40	60	Generic
2.	Apply project information management and communications techniques	4	20	60	80	Generic
3.	Apply project human resources management approaches	5	20	60	80	Generic
4.	Receive and greet the guests	3	20	40	60	Technical
5.	Present menu and Take order	3	20	40	60	Technical
6.	Serve food to guest	3	10	50	60	Technical
7.	Perform Inventory	3	20	40	60	Technical
8.	Perform Guerdon service	4	10	50	60	Technical
9.	Perform Barista	3	10	30	40	Technical

10.	Provide Housekeeping Services To Guests	3	20	80	100	Technical
Total			170	490	660	
5th Semester						
1.	E-Commerce Social Media Marketing	5	20	50	70	Generic
2.	Develop a project management plan	5	10	40	50	Generic
3.	Develop a sales plan	5	10	40	50	Generic
4.	Perform guest relation officer duties	4	20	40	60	Technical
5.	Cook poultry and game birds	4	20	40	60	Technical
6.	Perform tagging and segregation of laundry items	3	10	30	40	Technical
7.	Perform washing and dry cleaning	3	20	60	80	Technical
8.	Perform pressing of laundry items	3	20	40	60	Technical
9.	Conduct Night Audit	4	10	30	40	Technical
10.	Maintain housekeeping inventory	4	10	30	40	Technical
Total			150	400	550	
6th Semester						
1.	Direct human resources management of a project program	5	10	40	50	Generic
2.	Manage personal work priorities and professional development	5	10	40	50	Generic
3.	Undertake project work	5	10	50	60	Generic
4.	Apply interpersonal skills	5	10	50	60	Generic
5.	Cook meat dishes	4	10	30	40	Technical

6.	Prepare bakery products	4	10	50	60	Technical
7.	Manage housekeeping store	4	20	40	60	Technical
8.	Perform duty manger responsibilities	5	20	40	60	Technical
9.	Manage kitchen operations	5	10	30	40	Technical
10.	Plan effectively the activities of housekeeping	5	20	40	60	Technical
11.	Control the activities of housekeeping department	5	20	60	80	Technical
Total			150	470	620	
Grand Total			910	2720	3630	

11. PACKAGEING OF QUALIFICATIONS

The national vocational qualifications are packaged as per following:

LEVEL-2	
1.	Prepare Concierge Services
2.	Provide information on Recreational Services
3.	Perform reception and accommodation Services
4.	Clean kitchen premises
5.	Use basic cooking methods
6.	Prepare <i>Mise en place</i>
7.	Prepare dining/ restaurant area for service
8.	Bring food from production to side station
9.	Perform table clearance
10.	Perform Stewarding
11.	Clean floor, washroom and restroom
12.	Clean furniture and surfaces
13.	Collect and dispose waste properly
14.	Provide Laundry valet service
LEVEL-3	
1.	Operate Reservation System
2.	Prepare sandwiches
3.	Prepare appetizers and salads
4.	Prepare egg dishes
4.	Prepare farinaceous dishes
5.	Prepare stocks and sauces
6.	Prepare and present fish and seafood
7.	Receive and greet the guests
8.	Present menu and Take order
9.	Serve food to guest

10.	Perform Inventory
11.	Perform Barista
12.	Provide Housekeeping Services To Guests
13.	Perform tagging and segregation of laundry items
14.	Perform washing and dry cleaning
15.	Perform pressing of laundry items
16.	Makeover Room & Check the supplies

LEVEL-4

1.	Conduct Night Audit
2.	Perform guest relation officer duties
3.	Cook poultry and game birds
4.	Cook meat dishes
5.	Prepare bakery products
6.	Process settlement of cheque
7.	Perform Butler service
8.	Perform Guerdon service
9.	Maintain housekeeping inventory
10.	Manage housekeeping store

LEVEL-5

1.	Perform duty manger responsibilities
2.	Manage kitchen operations
3.	Plan effectively the activities of housekeeping
4.	Control the activities of housekeeping department

12. OCCUPATIONS OF Hotel Management

	Name of Occupation/Nomenclature	Level	Digital Skills required	Soft Skills required	Entrepreneurship	Technical Skills required
FRONT OFFICE						
1.	Night Auditor					4,5
2.	Concierge Supervisor					1,2
3.	Reservation Officer					3,4
4.	Guest Relation Officer					4,7
5.	Receptionist					2,3,4
HOUSEKEEPING						
1.	Housekeeping Supervisor					33,34,35,36,37,39,41
2.	Housekeeping attendant/Maid					33,34,35,39,41
3.	Laundry Valet					42,43
FOOD & BEVERAGE SERVICES						
2.	Captain					20,21,22,23,25,27,28
3.	Host/Hostess					22
4.	Room Service Order Taker					23
5.	Barista					23,25,26,27,28,30
6.	Waiter					20,21,22,23,24,25,26,27,28
7.	Steward					29
FOOD PRODUCTION						
1.	Sous Chef					9,10,11,12,13,14,15,16,17,18
2.	Chef de Partie					9,10,11,13,15,16,17,19
3.	Demi chef de Partie					9,14,12
4.	Commis-I					9,10,11,12,14,19
5.	Commis-II					9,10,11,12,14,19
6.	Commis-III					9,10,11,12,14,19,8

Technical competencies (Core)

1. Prepare concierge services

Overview

This competency standard covers the required skills and knowledge to handle guest arrivals and departures, handling guest luggage and respond to request for bell desk services.

Competency Units	Performance Criteria
<p>CU1. Receive guest arrivals and departures</p>	<p>P1. Review plan arrivals, departures and requests for major guest movements in accordance with established standards</p> <p>P2. Receive the guest appropriately</p> <p>P3. Greet guest with a smile and by his/her name on arrival</p> <p>P4. Keep your body gestures as per hospitality norms</p> <p>P5. Guide the guest to the designated area for registration</p> <p>P6. Assist guest with luggage in accordance with established procedures and safety requirements</p> <p>P7. Explain necessary features as per SOPs</p>

<p>CU2. Handle guest luggage</p>	<p>P1. Handle guest luggage safely and accompany the luggage to the room with the guest</p> <p>P2. Explain the room facilities provided to the guest</p> <p>P3. Deliver to the correct location as per the customer’s requirement or establishment procedure</p> <p>P4. Follow organization rules for luggage storage system correctly</p> <p>P5. Mark luggage for delivery and storage as per the established rules</p>
<p>CU3. Respond to request for concierge services</p>	<p>P1. Provide concierge services promptly in accordance with establishment’s policy</p> <p>P2. Provide postal services, if required</p> <p>P3. Arrange transportation services to guest, if required</p> <p>P4. Provide tour guidance to guest, if required</p> <p>P5. Coordinate with supervisor and other departments to ensure effective response to bell desk requests, where required</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Providing courteous and friendly service to guests
 - Safe handling of luggage
 - Luggage storage systems
 - Team work
 - Lingual and Communication Skills
 - Problem solving skills
 - Interpersonal skills
 - Occupational Health and Safety (OHS) Regulations
 - Typical concierge services
 - Procedures and systems for the movement of luggage

Critical Evidence(s) Required:

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Proper Check out Procedures
- Perform Luggage Holding Procedures

List of Tools and Equipment:

The tools & equipment required for this competency standard are given below:

S. No.	Items
1.	Luggage Trolleys
2.	Check in / Check out & Luggage Holding Tags / Log book
3.	Paging board
4.	Computer / laptop and printer/ accessories
5.	Wheel chair
6.	PPE & Umbrellas
7.	First aid box & fire extinguisher

2. Provide information on recreational services

Overview

This competency standard covers the required skills and knowledge required to provide information on recreational services and process memberships and to guide entry and use of recreational facilities.

Competency Units	Performance Criteria
CU1. Provide information on recreational services and process memberships	<p>P1. Provide advice and information on recreational services and facilities to customers and club members as per SOPs</p> <p>P2. Explain and promote recreational membership and rules to the guest and members following the standard procedures</p> <p>P3. Explain membership application forms clearly and fill up completely in accordance with the enterprise requirements</p> <p>P4. Handover membership records according to standard procedures</p>
CU2. Assist guest for further reservations	<p>P1. Make reservation for dining areas within hotel or outside</p> <p>P2. Arrange city tours for the guest, if required</p> <p>P3. Arrange transportation for the guest, if required</p> <p>P4. Escort the guest to the recreational areas in accordance with established standards</p> <p>P5. Assist guest to “sign” in accordance with established procedure</p> <p>P6. Refer disputes over entry to relevant person according to established procedures</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- City tours
- Transportation

- Night life activities
- Shopping malls
- Special events
- Customer service skills for dealing tactfully and politely with customers
- Greeting skills
- Established procedures and standards
- Recreational facilities
- Recreational membership rules, conditions, benefits and entitlements

Critical Evidence(s) Required:

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Handle guests as per their needs

List of Tools and Equipment:

The tools & equipment required for this competency standard are given below:

S. No.	Items
1.	Local area maps and tourism information
2.	Computer / laptop and printer
3.	PPE
4.	First aid box & fire extinguisher
5.	Hotel promotional material

3. Perform reception and accommodation services

Overview

This competency standard covers the skills and knowledge required to prepare for guest arrival, welcome and register guests, organize guest departure, prepare front office records and reports, handle telephone calls and handle guest complain.

Competency Units	Performance Criteria
CU1. Prepare for guest arrival	<p>P1. Prepare reception area for service and check all necessary equipment prior to use as per establishment procedures</p> <p>P2. Check arrival details and review prior to guest arrival as per SOPs</p> <p>P3. Allocate rooms in accordance with guest requirements and as per SOPs</p> <p>P4. Compile accurate arrival lists and distribute to relevant personnel or departments as per SOPs</p> <p>P5. Inform colleagues and other departments of special situations or requests in a timely manner</p>
CU2. Welcome and register guests	<p>P1. Welcome guests warmly and courteously as per the establishment procedure</p> <p>P2. Confirm reservation details with guests as per job requirements</p> <p>P3. Register guest with or without reservations according to establishment system and procedure</p> <p>P4. Follow correct accounting procedures, where necessary in accordance with established policies with track of high balance of the in-house guests</p> <p>P5. Follow correct enterprise procedures, where rooms are not available immediately, or overbooking has occurred</p> <p>P6. Facilitate guest arrivals and report discrepancies between actual and expected arrivals as per SOPs</p>
CU3. Organize guest departures	<p>P1. Review departure list and check for accuracy as per SOPs</p> <p>P2. Seek information on departing guest from other departments in a timely manner to facilitate the preparation of guest folio</p> <p>P3. Prepare guest folio and check for accuracy as per SOPs</p> <p>P4. Explain the guest folio clearly and courteously to the guest</p>

	<p>P5. Recover key cards from the guest and process correctly as per SOPs</p> <p>P6. Check the room for missing belongings of the guest with the concerned departments</p> <p>P7. Follow group checkout procedures as per SOPs</p>
CU4. Prepare front office records and reports	<p>P1. Prepare front office records and update within designated timelines</p> <p>P2. Follow establishment policies related to room charges, no shows, extensions and early departure</p> <p>P3. Distribute reports and records to appropriate departments within designated timelines</p> <p>P4. Maintain log book and guest feedbacks</p>
CU5. Handle telephone calls	<p>P1. Receive calls promptly and courteously as per SOPs</p> <p>P2. Forward calls to relevant department, where necessary as per SOPs</p> <p>P3. Receive guest messages courteously and act on immediately</p> <p>P4. Follow up on the guest request as per SOPs</p>
CU6. Handle guest complaints	<p>P1. Attain guest complaints effectively and take necessary actions immediately as per SOPs</p> <p>P3. Record complaints, inform concerned department and follow up as per SOPs</p>

Knowledge and Understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- SOPs
- Products and services
- Occupational health and safety procedures

Critical Evidence(s) Required:

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Allocate the room for selling
- Explain the check-out procedures

List of Tools and Equipment:

The tools & equipment required for this competency standard are given below:

S. No.	Items
1.	Stationary, note pads and related registers
2.	Customer feedback / log book
3.	Computer / laptop and printer
4.	Telephone set & PABX system
5.	First aid box & fire extinguisher

4. Operate reservation System

Overview

This competency standard covers the skills and knowledge required to access information; create, process and communicate reservations.

Competency Units	Performance Criteria
CU1. Access reservation information	P1. Access and interpret reservation system as per SOPs P2. Use system features to access a range of information
CU2. Create and process reservations	P1. Create reservations containing customer details and full requirements as per SOPs and guest requirements P2. Encode all guest details using the format required by the enterprise P3. Retrieve booking as required using the format provided by the enterprise P4. Maintain daily updates and amendments to reservation as per SOPs
CU3. Communicate reservations	P1. Communicate reservation status as per SOPs P2. Follow up and update reservation status including relevant information

Knowledge and Understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- SOPs
- Computer operating skills
- Computerized Reservation System (CRS) within the tourism industry
- Range of products and services offered by CRS and their enterprise

Critical Evidence(s) Required:

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Prepare occupancy forecast

List of Tools and Equipment:

The tools & equipment required for this competency standard are given below:

S. No.	Items
1.	Stationary, note pads and related registers
2.	Computer / laptop and printer
3.	Telephone set & PABX system for calling
4.	File cabinet for company profiling

5. Conduct night audit

Overview

This competency standard covers the skills and knowledge required to carry out night audit & monitor financial transactions and complete routine records and reports.

Competency Units	Performance Criteria
CU1. Monitor financial transactions	P1. Check transaction to ensure that they have been carried out as per SOPs P2. Check balance prepared by others to ensure that they are accurate and as per SOPs P3. Identify financial and system discrepancies and resolve according to level of responsibility P4. Monitor systems and provide feedback to management on discrepancies
CU2. Complete routine records and reports	P1. Complete routine records and reports accurately within designated timelines P2. Compare house count report with occupancy report P3. Identify room rate discrepancies as per reservations or rack rates P4. Prepare break-up of sale (cash sale, credit card sale, bill to company sale etc) P5. Verify cash in hand P6. Prepare night audit report

Knowledge and Understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- SOPs
- Financial reporting cycles and procedures in a front office context.
- Checking and reporting
- Financial management of an enterprise
- Identification and rectification of typical variances and discrepancies.
- Computer skills

Critical Evidence(s) Required:

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform how to close the room revenue with average daily rate

List of Tools and Equipment:

The tools & equipment required for this competency standard are given below:

S. No.	Items
1.	Stationary, note pads and related registers
2.	Closing sheets of different outlets
3.	Computer / laptop and printer

6. Perform duty manager responsibilities

Overview

This Competency standard covers the knowledge and skills required to monitor and act as duty manager to supervise the guest related activities including front office shifts, billing, night audit, etc.

Competency Units	Performance Criteria
<p>CU1. Manage guest relations</p>	<p>P1. Interact with the guests in a friendly, cheerful and courteous demeanor</p> <p>P2. Respond to telephone and in-person inquiries regarding reservations, hotel information and guest concerns, if needed</p> <p>P3. Uses suggestive selling techniques to sell room nights, increase occupancy and revenue</p>
<p>CU2. Perform as a team leader</p>	<p>P1. Prepare weekly and monthly duty rosters</p> <p>P2. Supervise daily shift process ensuring all team members adhere to SOPs</p> <p>P3. Respond to guest complaints effectively (role play)</p> <p>P4. Adhere to company credit limit / floor limit policies</p> <p>P5. Allocate rooms to expected VIP arrivals</p> <p>P6. Demonstrate the operation of EPABX equipment</p>
<p>CU3. Monitor the billing process</p>	<p>P1. Cross Check all billing instructions are correctly updated</p> <p>P2. Controls cash transactions at the front desk</p> <p>P3. Supervise the operations of the front desk to ensure an optimal level of service and hospitality is provided to the guests</p> <p>P4. Perform other duties assigned by management time to time</p> <p>P5. Ensure Front office log book and hotel log book is always updated and auctioned upon</p> <p>P6. Follow security procedures and reporting suspicious activity to senior management</p> <p>P7. Assist all departments in serving the guests during busy hours</p> <p>P8. Take responsibility in the absence of the Front office manager</p> <p>P10. Supervise as a role model, sharing your expertise and continually</p>

	inspiring the front office team
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Knowledge and Understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Financial reporting cycles and procedures in a front office context.
- Identification and rectification of typical variances and discrepancies.

Critical Evidence(s) Required:

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Handle group arrival

List of Tools and Equipment:

The tools & the equipment's required for this competency standard are given below:

S. No.	Items
1.	Stationary, note pads and related registers
2.	PPE & Manuals
3.	Computer / laptop and printer

7. Perform guest Relation officer duty

Overview

This Competency standard covers the skills and knowledge required to coordinate, liaison and look after the guest related activities.

Competency Units	Performance Criteria
CU1. Welcome guest	P1. Review arrival lists to welcome guests P2. Attend to special guests (e.g. VIPs) and answer their inquiries P3. Help prepare room folders with collateral (e.g. room service menus, area descriptions)
CU2. Address guest complaints	P1. Address customer complaints by coordinating with other departments P2. Refer to management when needed P3. Provide feedback to the guest
CU3. Provide information about facilities and services	P1. Provide restaurants and special packages information to the guests P2. Provide information about privilege card P3. Provide information about SPA facilities

Knowledge and Understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Guest history
- Repeat guest preferences
- Regular guest likes and dislikes
- Regular guest anniversaries , special days

Critical Evidence(s) Required:

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform how to receive and escort the guest
- Perform how to handle VIP arrivals and their room blocking

List of Tools and Equipment:

The tools & the equipment's required for this competency standard are given below:

S. No.	Items
1.	Stationary, note pads and related registers
2.	Computer / laptop and printer

8. Clean kitchen premises

Overview:

This competency standard deals with the skills and knowledge to clean and maintain kitchens, food preparation and storage areas in commercial cookery or catering operations.

Competency Units	Performance Criteria
CU1. Clean, sanitize & store equipment	<p>P1. Select appropriate chemicals for cleaning and sanitizing kitchen equipment and utensils</p> <p>P2. Clean and sanitize kitchen equipment and utensils according to manufacturer's instructions</p> <p>P3. Store the cleaned equipment and utensils safely in the designated place</p> <p>P4. Use the cleaned equipment safely and according to manufacturer's instructions</p> <p>P5. Assemble and disassemble the cleaning equipment in a safe manner</p>
CU2. Clean & sanitize Premises	<p>P1. Follow the cleaning schedules correctly</p> <p>P2. Select and use the appropriate type of chemicals and equipment as per the instructions given by relevant manufactures</p> <p>P3. Clean and sanitize walls, floors, shelves and working surfaces without causing damage to health or property</p>
CU3. Empty garbage bins	<p>P1. Arrange a trolley to transport filled garbage bags to garbage area.</p> <p>P2. Collect fresh lining for waste bins.</p> <p>P3. Take waste bins away from food production.</p> <p>P4. Remove waste bin cover and tie the lining or garbage bags.</p> <p>P5. Ensure filled bags are not damaged or leaked.</p> <p>P6. Remove filled bags carefully from the bin and place them on garbage removal trolley.</p>

<p>CU4.Clean and prepare garbage bins</p>	<p>P1. Pull empty waste bins to washing area.</p> <p>P2. Wash bin with a pressure water hose using liquid soap and brush.</p> <p>P3. Dry bins preferably with air nozzle or keep them in some airy place.</p> <p>P4. Sanitize bins with odorless food safe spray.</p> <p>P5. Inspect fresh garbage bags for any damage.</p> <p>P6. Line fresh garbage bags in cleaned bins.</p> <p>P7. Bring cleaned waste bins back to food production area.</p>
<p>CU5. Remove & store garbage</p>	<p>P1. Use extra bag to transport any damaged or leaked filled bag to avoid any drippings on the way to garbage area.</p> <p>P2. Ensure garbage area or room used for storage of wet garbage is clean airy and dry.</p> <p>P3. Call the garbage removal company to remove garbage as soon as possible.</p>

Knowledge and understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out task cover in this competency standard. This include the knowledge of:

- Various types of chemicals and equipment and their uses for cleaning and sanitizing in a kitchen context
- Sanitizing and disinfecting procedures
- Requirements for bending, lifting, carrying and using equipment
- Correct and safe usage and storage of cleaning materials and chemicals
- Hygiene and cross-contamination issues related to kitchens
- Waste management and disposal procedures and practices
- Logical and time-efficient work flow
- Environmentally responsible products and practices in relation to kitchen cleaning
- Tools, equipment and their use
- Cleaning, sanitizing and storing equipment

Critical Evidences(s) Required:

The candidate needs to produce following critical evidence(s) to be completed in this competency standard

- Clean and sanitize work stations

List of Tools and equipment:

The tools and equipment required for this competency are as follow:

Sr.No	Names
1	Kitchen equipment
2	Pots
3	Pans
4	Dishes
5	Containers
6	chopping board
7	Cleaning Brush
8	Mops
9	Utensils
10	Garbage bins
11	floor scrubbers
12	Garbage bin liners
13	Garbage removal trolley
14	Mop squeezer
15	Floor cleaning detergents
16	Cleaning cloths
17	Cleaning Chemicals
18	Pressurized steam/water cleaners

9. Use basic cooking methods

Overview:

This competency standard covers the skills and knowledge required to use a range of cooking methods to prepare menu items for the kitchen or catering operation. This unit underpins effective performance in all other cookery units.

Competency Units	Performance Criteria
CU1. Identify cooking methods, Select utensils and collect ingredients to cook various food dishes	<p>P1. Identify different basic cooking methods</p> <p>P2. Select various cooking utensils to be used for different cooking methods</p> <p>P3. Collect ingredients to cook different food dishes</p>
CU2. Prepare mise en place, use utensils, equipment and cook various food dishes	<p>P1. Prepare mise en place to cook desired food dishes</p> <p>P2. Arrange Utensils & tools to be used</p> <p>P3. Prepare all kitchen equipment to be used for cooking methods</p> <p>P4. Use utensils, equipment and cooking methods and cook various food dishes as per standard recipe</p>
CU3. Ensure PPE's, observe food hygiene and kitchen safety	<p>P1. Use personnel protective equipment(chef's coat, cap, apron, shoes, gloves)</p> <p>P2. Ensure food is handled as per hygiene standards</p> <p>P3. Ensure cleanliness is maintained during and after cooking</p> <p>P4. Ensure kitchen tools & equipment is used in a safe professional way</p>

Knowledge and understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out task cover in this competency standard. This include the knowledge of:

- Food classification for the major food Groups
- Kitchen equipment
- Cooking methods

- Kitchen glossary
- Local and International Ingredients

Critical Evidences(s) Required:

The candidate needs to produce following critical evidence(s) to be completed in this competency standard

- Ability to prepare dishes within realistic time constraints using a range of cooking methods

List of Tools and equipment:

The tools and equipment required for this competency are as follow:

Sr.No	Names
1	Electric, gas or induction ranges
2	Ovens
3	Microwaves
4	Grills and griddles
5	Deep fryers
6	Salamanders
7	Food processors
8	Blenders
9	Mixers
10	Slicers
11	brat pan
12	Tilting fry pan
13	Steamers
14	Knives and Chef Tools
15	Cutting Boards

10. Prepare Sandwiches

Overview:

This competency standard deal with the skills and knowledge required to prepare and present a variety of sandwiches in a commercial kitchen or catering operation.

Competency Units	Performance Criteria
CU1. Prepare and present variety of sandwiches	P1. Select appropriate Knives and other equipment P2. Prepare variety of sandwiches including classical and contemporary P3. Select suitable bread as per recipe P4. Make sandwiches by using the correct ingredients as per recipe standard P5. Plate and present sandwiches
CU2. Store sandwiches	P1. Cover sandwiches with cling film P2. Keep sandwiches in a food grade plastic box P3. Use production time & date or use day wise colour coded stickers P4. Store sandwiches hygienically at the appropriate temperature

Knowledge and understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out task cover in this competency standard. This includes the knowledge of:

- Breads, fillings and appropriate food combinations for sandwiches
- Sandwich storage
- Portion size for sandwiches
- Knives and other equipment
- Creative presentation techniques for sandwiches

Critical Evidences(s) Required:

The candidate needs to produce following critical evidence(s) to be completed in this competency standard

- Prepare variety of sandwiches
- Present sandwiches attractively

List of Tools and equipment:

The tools and equipment required for this competency are as follow

Sr.No	Names
1	Knives
2	Tools
3	Utensils
4	Cutting Board

11. Prepare appetizers and salads

Overview:

This competency unit deals with the skills and knowledge required to prepare and present appetizers and salads in a kitchen

Competency Units	Performance Criteria
CU1. Preparation and presentation of salads	P1. Choose suitable ingredients as per recipe P2. Prepare <i>mise en place</i> for salad P3. Prepare appropriate dressing

	P4. Present salad attractively
CU2. Prepare and Present appetizers	P1. Prepare appetizers as per recipe P2. Precise and uniform cut of ingredients P3. Appropriate combinations of ingredient P4. Attractive use of service ware and garnishes. P5. Glaze the appetizers, if required P6. Select correct equipment and utensils P7. Present appetizers in an attractively way P8. Store appetizers and salads appropriately

Knowledge and understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out task cover in this competency standard. This includes the knowledge of:

- Regional, Local and International type of salads
- Salad Dressings
- Various appetizers

Critical Evidences(s) Required:

The candidate needs to produce following critical evidence(s) to be completed in this competency standard

- Prepare variety of appetizers and salads from different recipes
- Present appetizers and salads attractively

List of Tools and equipment:

The tools and equipment required for this competency are as follow:

Sr.No	Names
1	Crockery

2	Glassware
3	Cutlery
4	Utensils
5	Pots, pans, dishes
6	Containers
7	Chopping boards
8	Knives/ Chef Tools

12. Prepare Egg Dishes

Overview:

These competency standard deals with the skills and knowledge required to prepare various eggs dishes in a kitchen.

Competency Units	Performance Criteria
CU1. Preparation for egg dishes	P1. Sanitize eggs P2. Select ingredients as per the recipe P3. Prepare mise en place P4. Select appropriate utensil
CU2. Cook & Present Egg Dishes	P1. Prepare variety of egg dishes P2. Choose ingredients as per recipe P3. Choose correct cooking method P4. Choose appropriate crockery for presentation

Knowledge and understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out task cover in this competency standard. This includes the knowledge of:

- Egg Dishes and their presentation
- Temperature
- Cooking Methods
- Tools & equipment's

Critical Evidences(s) Required:

The candidate needs to produce following critical evidence(s) to be completed in this competency standard

- Prepare an egg dish using local ingredients

List of Tools and equipment:

The tools and equipment required for this competency are as follow

Sr.No	Names
2	Stoves
3	Steamers
10	Utensils
11	Knives
13	Whisks
14	Pots and pans

13. Prepare farinaceous dishes

Overview:

This competency standard deals with the skills and knowledge required to prepare various farinaceous dishes in a kitchen.

Competency Units	Performance Criteria
CU1. Prepare farinaceous dish	P1. Select a pasta dish to prepare P2. Select appropriate tools and utensils P3. Prepare <i>mise en place</i> for selected pasta dish according to standard recipe P4. Choose appropriate cooking method

	P5. Prepare selected pasta dish
CU2. Plate and present farinaceous dish	P1. Plate prepared pasta dish as per standard portion size P2. Present prepared pasta dish

Knowledge and understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out task cover in this competency standard. This include the knowledge of:

- Farinaceous dishes
A farinaceous dish refers to dishes made from pasta, noodles, rice, polenta or gnocchi. Farinaceous commodities are highly nutritious and provide energy and dietary fiber and they include starchy flours, cereals, pulses, starchy vegetables and even parts of trees.
- Cutting & knife handling techniques
- Ingredients
- Herbs & spices
- Pasta making
- Sauces & stocks
- Pasta cooking

Critical evidence(s) required:

The candidate needs to produce following critical evidence(s) to be completed in this competency standard

- Ability to prepare & cook a variety of Farinaceous dishes

List of Tools and equipment:

The tools and equipment required for this competency are as follow:

Sr.No	Names
1	Ovens
2	Stoves

3	Steamers
4	Fryers
5	Mixers
6	Blenders
7	Cutting board
8	Slicers
10	Utensils
11	Knives
12	Peelers
13	Whisks
14	Pots and pans
15	Chinaware

14. Prepare stocks and sauces

Overview:

This competency standard deals with the skills and knowledge required to prepare various types of stocks and sauces in kitchen.

Competency Units	Performance Criteria
CU1. Prepare stock	<p>P1. Identify types of stocks</p> <p>P2. Select ingredients for preparation of stock</p> <p>P3. Prepare <i>mise en place</i></p> <p>P4. Prepare the stock as per standard recipe</p>
CU2. Prepare mother sauce	<p>P1. Identify mother sauces</p> <p>P2. Select ingredients for preparation of mother sauces</p> <p>P3. Prepare <i>mise en place</i></p> <p>P4. Prepare the mother sauce as per standard recipe</p>
CU3. Prepare soup	<p>P1. Select ingredients for preparation of selected soup</p> <p>P2. Prepare <i>mise en place</i></p> <p>P3. Prepare the soup as per standard recipe</p> <p>P4. Present soup using appropriate garnishes and accompaniments</p>
CU4. Store stocks & mother sauces	<p>P1. Store Stocks using appropriate storage methods</p> <p>P2. Store mother sauces using appropriate storage methods</p>

Knowledge and understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out task cover in this competency standard. This include the knowledge of:

- Types of stocks
- Preparing stocks

- Types of basic mother sauces
- Preparing mother sauces
- Preparing soups
- Types of soups
- Storage methods for soups, stocks and mother sauces
- Types of roux
- Herbs & spices for soups stocks and mother sauces
- Ingredients for soups sauces & stocks

Critical Evidences(s) Required:

The candidate needs to produce following critical evidence(s) to be completed in this competency standard

- Ability to prepare a variety of stocks, soups and sauces

List of Tools and equipment:

The tools and equipment required for this competency are as follow:

Sr.No	Names
1	Stoves
2	Steamers
3	Mixers
4	Blenders
5	Cutting boards
6	Slicers
7	Peelers
8	Knives
9	Saucepans
10	Whisks

11	Pots and pans
12	Soup bowls and soup plates

15. Prepare and present fish and seafood

Overview:

This competency standard deals with the skills and knowledge of preparing and presenting fish and seafood in a kitchen.

Competency Units	Performance Criteria
CU1. Prepare and present fish	P1. Select a fish to prepare P2. Collect Ingredients P3. Prepare <i>mise en place</i> P4. Select appropriate cooking method P5. Choose appropriate cooking equipment P6. Prepare and present fish according to menu presentation
CU2. Prepare and present seafood	P1. Select a seafood to prepare P2. Prepare <i>mise en place</i> P3. Select appropriate cooking method P4. Choose appropriate cooking equipment P5. Prepare and present seafood according to menu presentation

Knowledge and understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out task cover in this competency standard. This include the knowledge of:

- Types and varieties of fish and seafood
- Appropriate cooking methods for fish and seafood
- Storage requirements for fish
- Cutting and presentation techniques

Critical Evidences(s) Required:

The candidate needs to produce following critical evidence(s) to be completed in this competency standard

- Ability to prepare a range of fish and seafood dishes

List of Tools and equipment:

The tools and equipment required for this competency are as follow:

Sr.No	Names
1	Ovens
2	Stoves
3	Fryers
4	Steamers
5	Mixers
6	Blenders
7	Cutting boards
8	Slicers
9	Peelers
10	Knives
11	Peelers
12	Whisks
13	Pots and pans
14	Chinaware

16. Cook poultry and game birds

Overview:

This competency standard deals with the skills and knowledge for selecting, preparing, cooking, presenting and storing poultry and game in a commercial kitchen or catering operation

Competency Units	Performance Criteria
CU1. Select/store poultry and game birds	<p>P1. Select poultry and game birds according to quality, seasonal availability, price and the requirements for specific menu items</p> <p>P2. Carryout butcher's yield test for poultry and game birds</p> <p>P3. Handle and store poultry and game birds efficiently and hygienically to minimize risk of food spoilage or cross- contamination</p> <p>P4. Thaw frozen poultry and game birds correctly to ensure maximum quality, hygiene and nutrition</p>
CU2. Prepare poultry and game dishes	<p>P1. Clean poultry and game birds, cut the fillet correctly and efficiently</p> <p>P2. Use poultry preparation techniques correctly</p> <p>P3. Use preparation techniques for game birds correctly including hanging</p> <p>P4. Prepare and cook poultry and game birds according to standard recipes, using appropriate cooking methods</p>
CU3. Present poultry and game dishes	<p>P1. Define appropriate portion size</p> <p>P2. Present dishes according to menu presentation</p>

Knowledge and understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out task cover in this competency standard. This includes the knowledge of:

- Varieties of poultry and game birds
- Appropriate cooking methods for preparation of poultry and game birds
- Butchers yield test for poultry and game birds
- Portion size control

Critical evidence(s) required:

The candidate needs to produce following critical evidence(s) to be completed in this competency standard

- Ability to prepare a variety of poultry and game dishes

List of Tools and equipment:

The tools and equipment required for this competency are as follow:

Sr.No	Names
1	Ovens
2	Stoves
3	Fryers
4	Steamers
7	Cutting boards
8	Slicers
9	Chef tools
10	Knives
13	Pots and pans
14	Chinaware

17. Cook meat dishes

Overview:

This competency standard deals with the skills and knowledge for preparing, cooking and presenting meat dishes in a kitchen.

Competency Units	Performance Criteria
CU1. Prepare meat for cooking	P1. Prepare different meat cuts according to standard portion size P2. Prepare <i>mise en place</i> P3. Select appropriate ingredients according to recipe P4. Prepare marinade according to standard recipe
CU2. Cook meat dishes	P1. Select appropriate cooking method P2. Select and arrange appropriate utensils and equipment P3. Cook variety of meat dishes
CU3. Present meat dishes	P1. Select appropriate portion size for plating P3. Present dishes according to menu presentation

Knowledge and understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out task cover in this competency standard. This include the knowledge of:

- Different meat cuts
- Quality parameters of meat selection
- Principles and practices of storage, freezing and aging of meat
- Appropriate preparation and cooking methods for various types of meat dishes
- Uses and characteristics of various knives and equipment
- Butchers yield test

Critical evidence(s) required:

The candidate needs to produce following critical evidence(s) to be completed in this competency standard

- Ability to use safe and accurate cutting techniques
- Ability to prepare a range of meat dishes

List of Tools and equipment:

The tools and equipment required for this competency are as follow

Sr.No	Names
1	Butcher and boning knives
2	Knife sharpening equipment
3	Mincers
4	Slicing machine
5	Choppers
7	Meat thermometer
8	Weighing scales
9	Meat bat
10	Larding needles
11	Meat hooks
12	Saws, meat cleaver
13	Cutting boards
14	Roasting pans
15	Cooking pot
16	Chinaware

18. Manage kitchen operations

Overview:

This competency standard covers the skills and knowledge to supervise profitable kitchen operation in a professional manner.

Competency Units	Performance Criteria
CU1. Organize the kitchen	P1. Describe the kitchen hierarchy P2. Identify current trends in food production P3. Explain the importance of kitchen layout to for a smooth work flow P4. Describe the importance of work flow in catering operations P5. Describe the responsibilities of specific job roles in a traditional kitchen organization.
CU2. Plan and prepare menus	P1. Prepare food production cycle P2. Prepare recipe cards for the menu P3. Plan butcher tests P4. Plan trial cooking for the menu P5. Plan presentation and food tasting
CU3. Apply basic calculations used in kitchen operations	P1. Prepare recipe cost card P5. Determine the selling price of different types of dishes and menu at specific percentages of food cost

Knowledge and understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out task cover in this competency standard. This includes the knowledge of:

- Type of customers
- Availability of food items
- Equipment available

- Sourcing and purchasing food items
- Quality of food items
- Wastage control

Critical evidences(s) required:

The candidate needs to produce following critical evidence(s) to be completed in this competency standard:

- Ability to manage kitchen operations

List of Tools and equipment:

The tools and equipment required for this competency are as follow

Sr.No	Names
1	Manuals
2	Different Menus

19. Prepare bakery products

Overview:

This competency standard covers the skills and knowledge required to make trainees able to prepare and produce a range of high-quality bakery products in hospitality setup.

Competency Units	Performance Criteria
<p>CU1. Prepare bakery products</p>	<p>P1: Select required ingredients according to bakery type/style, recipe and production requirements</p> <p>P2: Prepare a variety of bakery products to desired product characteristics</p> <p>P3: Produce a variety of bakery products according to standard recipes and enterprise standards</p> <p>P4: Use appropriate equipment to prepare and bake bakery Products</p> <p>P5: Use correct techniques to produce bakery products to enterprise standards</p> <p>P6: Bake bakery products to enterprise requirements and Standards</p> <p>P7: Select correct oven conditions for baking bakery products</p> <p>P8: Prepare a variety fillings, coatings/icing and decorations for bakery products</p>
<p>CU2. Decorate and present/display bakery products</p>	<p>P1: Decorate bakery products using coating, icing, and decorations to according to standard recipes and/or enterprise standards and/or customer requests</p> <p>P2: Present/display bakery products to enterprise standards using appropriate service equipment</p>
	<p>P1: Store at correct temperature and conditions of storage</p>

CU3. Store Bakery Products**P2:** Maintain maximum eating quality, appearance and freshness**Knowledge and understanding:**

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out task cover in this competency standard. This includes the knowledge of:

- Quality characteristics of bakery products, including classical, modern/contemporary and culturally specific
- Appropriate quality indicators, such as taste, texture, structure, shape and size to industry and/or enterprise standards
- The principles of the production of bakery products
- Hygiene and food safety requirements
- Bakery ingredients
- Historical and cultural aspects of bakery products and their role on the menu and in the industry.

Critical Evidences(s) Required:

The candidate needs to produce following critical evidence(s) to be completed in this competency standard

- Ability to understand how to prepare, cook and finish bakery products
- Ability to prepare, cook and finish bakery products

List of Tools and equipment:

The tools and equipment required for this competency are as follow:

Sr.No	Names
1	Bowls
2	Scales
3	Whisks
4	Rolling pin
5	Measuring spoons

6	Baking trays
7	Cooling racks
8	Piping bags
9	Nozzles
10	Knives
11	Peelers
12	Mixing machines
13	Cutting boards
14	Food processors
15	Blenders
16	Graters
17	Oven gloves
18	Dough scrapers
19	Measuring jugs
20	Sieve
21	Cutters
22	Oven
23	Ceramics/Glass Trays
24	Sugar work stands
25	Display cabinets
26	Chocolate stands
27	Crystal Mirrors
28	Croquant stands

20. Prepare Mise-en-place

Overview

This competency standard covers the knowledge and skills required to carry out the Mise-en-place. The trainee will be able to perform in preparing service tool, organizing condiments and linen preparation.

Competency Units	Performance Criteria
CU1. Prepare the Service tools	<p>P1. Select and use required tools and equipment as per job requirement</p> <p>P2. Check cleanliness of tools and equipment as per standard</p> <p>P3. Wash and polish Cutlery as per standard</p> <p>P4. Wash and Polish glassware as per standard</p> <p>P5. Prepare Mise-en-place for table set ups as per standard</p> <p>P6. Maintain the ambiance of the dining area as per standard</p>
CU2. Organize and prepare condiments for mise-en-place tasks	<p>P1. Identify ingredients/items that may be used for mise- en-place tasks</p> <p>P2. Prepare condiments in accordance with identified need</p>
CU3. Ensure Linen	<p>P1. Identify the napkin and table clothes</p> <p>P2. Layout the table clothes</p> <p>P3. Fold napkin</p>

Knowledge and understanding

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Different Food service styles
- General service principles

- Sequence of service
- Beverage service
- Banquet service
- Food safety principles
- Carrying plates and trays

Critical evidence (s) required:

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Washing and Cleaning Cutlery, glassware
- Layout the table clothes
- Napkin folding

Tools and Equipment:

The tools and equipment required for this competency standard are given below:

S. No.	Items
1	Trays and trolleys
2	Toasters
3	Food Warmers
3	Warming equipment / lids for Buffet
4	Chinaware
5	Linen
6	Bottle openers
7	Cutlery (knives, forks, Tongs and spoons)
8	Printed materials
9	Glassware
10	Condiments
11	Napkins
12	Flowers vases
13	Ash trays

21. Prepare dining/ restaurant area for service

Overview

This competency standard covers the competencies required skills and knowledge for preparation of food and beverage dining area. The candidate will be able to prepare service stations, table setup, ambiance of the dining area and linen.

Competency Units	Performance Criteria
CU1. Prepare service stations and equipment	<p>P1. Stock side stations with supplies necessary for service.</p> <p>P2. Ensure all tableware and dining room equipment are cleaned, wiped and put in their proper places</p> <p>P3. Display Special tent cards and similar special displays are put up for promotion</p>
CU2. Set up the tables in the dining area	<p>P1. Set Tables according to the standards of the food service establishment.</p> <p>P2. Prepare a set menu for four (04) people</p> <p>P3. Polish tableware and glassware before they are set up on the table.</p> <p>P4. Fold Cloth napkins properly and lay on the table appropriately according to napkin folding style</p> <p>P5. Cover table properly taking into account symmetry, balance and harmony in size and design</p>
CU3. Maintain mood and ambiance of dining area	<p>P1. Adjust Lights according to time of the day</p> <p>P2. Arrange Tables, chairs and other dining room furniture to ensure comfort and convenience of the guests</p> <p>P3. Appropriate music is played when applicable</p> <p>P4. Assure cleaned and dry Floors and carpets</p> <p>P5. Adjust Air-condition or cooling units are for the comfort of the guests</p> <p>P6. Decorate set-up according to theme or concept of the dining room</p> <p>P7. Use air freshener in mild quantity to ensure freshness of the dining area</p>
CU4. Change Linen and Ash tray	<p>P1. Change table cloth while guest is sitting</p>

P3. Replace the used ash tray

Knowledge and understanding:

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. These include the knowledge of:

- Menu
- Different Food service styles
- General service principles
- Sequence of service
- Handling guests with special needs
- Beverage services
- Banquet service
- Carrying plates and trays
- Coffee making

Critical evidence (s) required:

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Preparing service station
- Set table layout
- Change table cloth
- Replace the used ash tray

Tools and Equipment:

The tools and equipment required for this competency standard are given below:

S. No.	Items
1	Trays and trolleys

2	Toasters
3	Food Warmers
3	Warming equipment / lids for Buffet
4	Chinaware
5	Linen
6	Bottle openers
7	Cutlery (knives, forks, Tongs and spoons)
8	Printed materials
9	Glassware
10	Condiments
11	Napkins
12	Ash Tray
13	Coffee machine
14	Blender
15	Baby chair
16	Take away boxes

22. Receive and greet the guests

Overview

This competency standard covers the required skills and knowledge for receiving and greeting the guest. The candidate will be able to receive guest, inquire needs and about gender services practices.

Competency Units	Performance Criteria
CU1. Receive the guest	<p>P1. Welcome the guest with a smile P2. Use proper body posture P3. Address the guest in a respectable manner if possible by name P4. Do not eat or chew P5. Ensure not to be too loud while talking P6. Maintain fair and high standards of practice P7. Greet Customers according to enterprise procedure P8. Use Verbal communication according to the given situation P9. Use good postures while communicating to guest P10. Demonstrate Sensitivity to cultural and social differences P11. Maintain eye contact while working in restaurant P12. Look presentable and follow grooming standards P13. Keep in mind the profiles of customers</p>
CU2. Inquire the needs of customers	<p>P1. Listen carefully and interpret the requirement P2. Suggest possible solutions to the customer's problems P3. Manage time and be punctual P4. Manage distractions and maintain workplace discipline P5. Use interpersonal skills to ensure that customer needs are accurately noted and communicated P6. Take assistance from the supervisor in case of language barrier P7. Escort the guest as per the requirements P8. Speak with guest patiently</p>

	<p>P9. Ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers</p> <p>P10. Focus on enhancing brand value of company through customer satisfaction</p> <p>P11. Provide special attention to the customer at all time</p>
CU3. Follow gender and age sensitive service practices	<p>P1. Be aware of the customer unique needs and wants of each category of customer(infant, young woman, an old person, others)</p> <p>P2. Ensure safety and security of women at all levels</p>

Knowledge and understanding:

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Handling guests with special needs
- Menu
- Different Food service styles
- General service principles
- Gender specific requirements of different types of customer
- Specific requirements of different age-groups of customers
- Gender and age sensitive service practices

Critical evidence (s) required:

The candidates need to produce following critical evidences to be competent in this competency standard.

- Receive guest
- Verbal communication and use of body postures
- Inquire the customer

Tools and Equipment

The tools and equipment required for this competency standard are given below:

S. No.	Items
1	Trays and trolleys
2	Toasters
3	Food Warmers
3	Warming equipment / lids for Buffet
4	Chinaware
5	Linen
6	Bottle openers
7	Cutlery (knives, forks, and spoons)
8	Printed materials
9	Glassware
10	Condiments
11	Napkins
12	Ash Tray
13	Coffee machine
14	Blender
15	Reservation Sheets
16	Menu Folder

23. Present menu & take order

Overview

This competency standard deals with the knowledge and skills required for presenting menu and taking order. The candidate will be able to learn the procedures and methods involve in presenting menu, taking order and proceeding for further action.

Competency Units	Performance Criteria
CU1. Present the menu	P1. Present the menu to guests according to established standard P2. Give proper time to guest for deciding order P3. Maintain the appropriate physical distance with guest during conversation P4. Brief the customers clearly P5. Keep in mind the profiles of customers
CU2. Take order	P1. Note down the guest order P2. Take orders completely as per SOPs P3. Note special requests and requirements accurately P4. Repeat Orders back to the guests to confirm items P5. Ensure Tableware and cutlery appropriate for the menu P6. Provide Choices in menu adjust as per SOPs
CU3. Prepare Linen	P1. Identify the napkin and table clothes P2. Layout the table clothes P3. Fold napkin properly

Knowledge and understanding:

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Menu

- Order Taking Skills
- Communication Skills
- Suggestive Selling Skills
- Handling guests with special orders
- Different Food service styles
- General service principles

Critical evidence (s) required:

The candidates need to produce following critical evidences to be competent in this competency standard.

- Present menu
- Take order
- Suggestive selling
- Prepare Linen
-

Tools and Equipment

The tools and equipment required for this competency standard are given below:

S. No.	Items
1	Complete set of Menus
2	K.O.T
3	Printed materials

24. Bring food from production to side station

Overview

This competency standard deals with the knowledge and skills required in bringing the food from production area to service counter. This candidate will be able to learn and perform the carrying and placing of food from production to service counter.

Competency Units	Performance Criteria
CU1. Carry Food	P1. Perform how to carry a bussing tray P2. Perform how to carry pre-plated foods P3. Carry a tray P4. Carry food and beverage collected from production area, check presentation and bring to side station P5. Carry the drinks to the side station avoiding spillage as per the standard P6. Serve beverages as per standard
CU2. Place the food on side station	P1. Place the food on side station P2. Use appropriate cutlery for services

Knowledge and understanding

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Menu
- Different Food service styles
- General service principles
- Sequence of service
- Beverage service
- Carrying plates and trays

Critical evidence (s) required:

The candidates need to produce following critical evidences to be competent in this competency standard.

- Carry food
- Carry drinks
- Place food on side station

Tools and Equipment:

The tools and equipment required for this competency standard are given below:

S. No.	Items
1	Trays and trolleys
3	Food Warmers
3	Warming equipment / lids for Buffet
4	Chinaware
5	Linen
6	Bottle openers
7	Cutlery (knives, forks, and spoons)
8	Printed materials
9	Glassware
10	Plates
11	Under liners
12	Condiments
13	Napkins
14	Ash Tray

25. Serve food to guest

Overview

This competency standard deals with the knowledge and skills required in the serving of food and beverage to guests in various types of dining venues and diverse styles of service. The candidate will be able to learn the task required in serving and inquiring about the additional requirements in serving food.

Competency Units	Performance Criteria
CU1. Serve food from side station to guest	P1. Perform food service to the guests P2. Carry the drinks to the guest avoiding spillage as per the standard P4. Serve the drinks at required temperature as per the guest order P5. Brief guest about the food P6. Serve food and beverage at the table as per standards P7. Follow the service standards.
CU2. Provide Guerdon Service	P1- Prepare food in front of guest on a trolley P2. Serve prepared food from trolley to guest
CU3. Inquire the additional requirements	P1. Take the additional order as per standard P2. Assure timely service of additional orders P3. Ask about the un-consumed food for take away

Knowledge and understanding:

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Communications skills
- Order taking Skills
- Different Food service styles

- General service principles
- Sequence of service
- Beverage service
- Carrying plates and trays

Critical evidence (s) required:

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Serve different food
- Serve different drinks

Tools and Equipment:

The tools and equipment required for this competency standard are given below:

S. No.	Items
1	Trays and trolleys
2	Chinaware
3	Linen
4	Cutlery
5	Food tongs and ice tongs
6	Glassware
7	Condiments
8	Napkins
9	Ash Tray

10

Ice Bucket

26. Perform Table Clearance

Overview

This competency standard deals with the knowledge and skills required in the clearing food and drinks in various types of dining venues and diverse styles of service. The candidate will be able to learn method of clearance of unconsumed food.

Competency Units	Performance Criteria
CU-1. Ensure clearance of crockery	P1. Perform the clearance of plates as per Service standards P2. Stack the plates P3. Collect used cutlery
CU-2. Serve the dessert	P1. Present dessert menu and suggest P2. Take order P3. Place appropriate cutlery as per order P4. Serve the dessert P5. Perform table clearance

Knowledge and understanding:

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Communications skills
- Order taking Skills
- Different Food service styles
- General service principles
- Sequence of service
- Beverage service
- Carrying plates and trays

Critical evidence(s) required:

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Clearance of cutlery and crockery
- Clearance of unconsumed food

Tools and Equipment:

The tools and equipment required for this competency standard are given below:

S. No.	Items
1	Trays and trolleys
4	Chinaware
5	Linen
7	Cutlery
8	Food tongs and ice tongs
9	Glassware
10	Plates
11	Crumbers
13	Napkins
14	Ash Tray
15	Ice Bucket

27. Process Settlement of cheque

Overview

This competency standard deals with the knowledge and skills required in the cheque settlements. The candidate will be able to present cheque, process and settlement.

Competency Units	Performance Criteria
CU-1. Present cheque	P1. Collect cheque from cashier and verify with order P2. Present the cheque to guest as per the standard procedures P3. Collect cheque folder from the guest P4. Process the cheque settlement P5. Complete required documentation in accordance with establishment requirement
CU-2. Settle cheque	P1. Return the balance/change to the guest P2. Present credit card slips to the guest

Knowledge and understanding:

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Credit Card Processing
- Menu
- Communications skills
- Order taking Skills
- General service principles
- Sale Tax

Critical evidence (s) required:

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Writing skills
- Use credit card swipe machine

Tools and Equipment:

The tools and equipment required for this competency standard are given below:

S. No.	Items
1	Cheque folder
2	Credit card swipe machine
3	Pen
4	Ash Tray

28. Perform Inventory

Overview

This competency standard deal with the knowledge and skills required to perform inventory of cutlery, crockery and glass wares

Competency Units	Performance Criteria
CU-1.Segregate cutlery	<p>P1.Clean and Segregate the cutlery</p> <p>P2. Count and stack the cutlery</p> <p>P3. Maintain the par stock</p>
CU-2.Segregate Tableware	<p>P1. Clean table wears properly</p> <p>P2. Count and stock table wears</p> <p>P3. Maintain record as the par stock</p>

CU-3. Segregate Glassware	<p>P1. Clean all Segregations</p> <p>P2. Count and stock</p> <p>P3. Maintain record as per the par stock</p>
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Knowledge and understanding:

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Cutlery
- Table wares
- Crockery
- Cleaning and Polishing
- Cleaning and Polishing of Cutlery
- Cleaning and Polishing of glassware
- Cleaning and Polishing of tableware
- Cleaning and Polishing of Chinaware
- Securing glasses
- Securing crockery
- Securing cutlery

Critical evidence (s) required

The candidate needs to produce following critical evidences to be competent in this competency standard:

- Define segregation
- Table wear counting
- Define maintaining record as par stock

Tools and Equipment:

The tools and equipment required for this competency standard are given below:

S. No.	Items
1.	Chinaware
2.	Cutlery box
3.	Cutlery
4.	Chinaware box
5.	Glassware
6.	Glass Racks
7.	Inventory register

29. Perform Stewarding

Overview

This competency standard deals with the knowledge and skills required in performing washing, Cleaning, of dishes, china wares, glassware and cleaning of bar area floors and equipment and buffing of silverware and serving platters.

Competency Units	Performance Criteria
CU-1. Collect dirty china wares	P1. Remove the left over from the plates P2. Place china wares in washing racks P3. Place washing racks in dish washer
CU-2. Operate dish washing machine	P1. Check and adjust water temperature of dish washer P2. Check the washing and sanitizing chemicals in dishwasher P3. Operate the dish washer P4. Remove racks from the dish washer and place them on crockery shelves.
CU-3. Remove the garbage bag	P1. Remove the garbage bins from dining area P2. Remove the used garbage bags from garbage bins P3. Wash the garbage bins P4. Place the new bags in garbage bins P5. Bring the garbage bins back to dining area.
CU-4. Cleaning the bar area.	P1. Remove dry garbage from bar area P2. Wash the bar floor P3. Mop the bar floor

CU-5. Buff the silver wares**P1.**Segregate the silverwares**P2.** Use the buffing machine for silverwares**P3.** Buff the service platters**Knowledge and understanding:**

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Cutlery
- Cleaning and Polishing
- Cleaning and Polishing of Cutlery
- Cleaning and Polishing of glassware
- Cleaning and Polishing of Chinaware
- Cleaning and Polishing of hollowware
- Cleaning Chemicals

Critical evidence (s) required:

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Washing of chinaware
- Operate dishwasher
- Placing chinaware in washing racks
- Buffing and polishing of silverwares and service palters

Tools and Equipment

The tools and equipment required for this competency standard are given below:

S. No.	Items
1	Buffing machine

4	Chinaware
5	Cutlery box
7	Cutlery
8	Washing racks
9	Glassware racks
10	Racks
11	Mops
12	Squeezing Trolley
13	Dishwasher
14	Glass washer

30. Perform Barista

Overview

This competency standard deals with the knowledge and skills required in performing barista. Trainee should be able to mix different Mocktails, preparing juices, and serving various types of coffee.

Competency Units	Performance Criteria
CU-1. Prepare the bar for service	P1. prepare coffee machine P2. Collect ingredients for coffee making. P3. Collect ingredients for Mocktails and juices
CU-2. Operate coffee machine and juicer blenders	P1. Operate machine for coffee making as per order P2. Serve the coffee in appropriate coffee cups P3. Operate the juicer to prepare juices P4. Serve the juice in appropriate glass P5. Operate blenders to prepare Mocktails P6. Serve the Mocktails in appropriate glasses

Knowledge and understanding:

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Different Coffees
- Different Coffee Cups
- Juices
- Mocktails
- Cleaning and Polishing of glasses
- Ingredients for coffee, Mocktails and Juices
- Mocktails decorations
- Garnishes for juices & Mocktails

- Serving glasses for Mocktails & Juices

Critical evidence (s) required:

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Prepare and present coffee
- Prepare and present Juices
- Prepare and present Mocktails

Tools and Equipment:

The tools and equipment required for this competency standard are given below:

S. No.	Items
1	Coffee machine
2	Chinaware
3	Juicers
4	blenders
5	Coffee cups
6	Juice and Mocktails glasses
7	Stirrers
8	Mocktails decoration

31. Perform Butler Service

Overview

This competency standard covers the knowledge and skills to perform Butler Service that includes extended personalized service to a VIP guest and taking care of his needs and likings such as ordering guests food to room service receiving food from room service serving to guest in the room taking care of his laundry valet service providing housekeeping service etc.

Competency units	Performance criteria
CU-1. Prepare for Butler Service	P1. Obtain guest information from front desk P2. Identify guest likings and needs P3. Arrange for welcome drink in the room P4. Arrange fruit basket and other amenities
CU-2. Settle guest in room	P1. Unpack guest luggage and hang clothes in wardrobe P2. Give guest shoes for shoeshine to housekeeping P3. Fill bath tub for bath P4. Give dresses for pressing or laundry to laundry valet
CU-3. Meal arrangements	P1. Inquire about meals and place order to room service P2. Ask guest if he want to make any reservation in restaurants and proceed

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Knowledge and understanding

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

What is a butler?

The **butler** is a designated person to assist guest with all of his hospitality needs. They can arrange for certain menu items, unique cleaning and care of guest room, tour arrangements, reservations etc.

Butler responsibilities include greeting and checking in guests, making dining and entertainment arrangements and keeping guest rooms and suites up to the **hotel** and guest standards. Ultimately, butler will help us provide the best possible experience for guests during their stay

- Room directory
- Room Service menus
- Different type of food services
- Local ethics and culture
- Communication skills

Required critical evidence (s)

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Presenting menus
- Prepare table setup
- Perform French service

Tools and Equipment

The tools and equipment required for this competency standard are given below:

S. No.	Items
1	Room service trolley
2	Chinaware

3	Silver service platters
4	Silverware
5	Candle stand
6	Candles
7	Stirrers
8	Different type of glasses

32. Perform Guerdon Service

Overview

This competency standard covers the knowledge and skills to perform Guerdon Service that includes preparing, plating and serving different food dishes in front of the guest in the dining area or restaurant from a Guerdon trolley.

Competency units	Performance criteria
CU-1. Prepare Guerdon trolley	P1. Prepare raw material mise en place P2. Identify chinaware for service P3. Arrange electric, gas or fuel burner for cooking food P4. Identify frying pans or sauce pans as per menu P. Arrange fondue pots

<p>CU-2. Preparing food</p>	<p>P1. Prepare different sauces P2. Prepare main dish & perform plating P3. Prepare dessert & plating P4. Toss fresh salad in dressing & plate</p>
<p>CU-3. Serve food and perform clearance</p>	<p>P1. Follow service sequence and serve food P2. Perform table clearance</p>

Knowledge and understanding

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Preparing mise - en place
- Preparing salad dressings
- Dessert & sauces
- Main dishes
- Service sequence & styles
- Clearing the table

Required critical evidence (s)

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Preparing mise -en place
- Presenting & plating food
- Identifying cutlery

Tools and Equipment

The tools and equipment required for this competency standard are given below:

S. No.	Items
1	Guerdon trolley
2	Chinaware
3	Cutlery
4	Fondue pot
5	Electric, gas or fuel burner
6	Cutting board
7	Cooking utensils
8	Salad mixing bowl

33. Clean floor, washroom and restroom

Overview:

This competency unit covers the skills and knowledge for performing housekeeping operations manually. It includes selecting the most appropriate tools and materials for the job and preparing the assigned area for housekeeping.

Competency Units	Performance Criteria
CU-1 Clean floors manually	<p>P1. Choose equipment and cleaning agents that are right for the floor and the amount of ground-in soil/dirt, floors</p> <p>P2. Choose a method of removing the dust and debris that is right for the floor and the amount of dust and debris involved</p> <p>P3. Clear any large items of debris by hand, safely</p> <p>P4. Mix and apply the cleaning solution; go from mild to harsh treatment in case the stain is not identified</p> <p>P5. Carry out the cleaning as per organization's standards and procedure</p> <p>P6. Remove the ground-in soil/dirt without damaging the surface and leave the floor and the surrounding area dry and free of smears</p> <p>P7. Remove the loose dust and debris carefully and put the dust and debris into the correct container for disposal</p> <p>P8. Leave the floor clear of dust and debris and put everything back in the right place when work is finished</p> <p>P9. Choose a method of clearing up the spillage, if any, that is right for the floor and the size and type of spillage</p>

	<p>P10. Remove the spillage safely and leave the floor surface clean and dry</p> <p>P11. Empty all waste from the bins in the area of responsibility</p> <p>P12. Re-line or clean bins as per procedure</p> <p>P13. Put the garbage and debris in the correct container and remove the left-over cleaning solution aside</p> <p>P14. Report any stains that cannot be removed to the supervisor</p>
<p>CU-2 Clean toilets and washrooms manually</p>	<p>P1. Follow any special procedures for entering the toilets and washrooms</p> <p>P2. Make sure that there is enough ventilation in the area being cleaned</p> <p>P3. Follow any relevant codes of practice to make sure to protect oneself and others throughout the process e.g. Put-up appropriate signage</p> <p>P4. Choose equipment and cleaning agents that are suitable for the surface</p> <p>P5. Mix and apply cleaning agents</p> <p>P6. Clean toilets and washrooms</p> <p>P7. Clean basins and taps so that they are free of dirt and removable marks</p> <p>P8. Clean the inside and outside of the toilet so that it is free of dirt and removable marks</p> <p>P9. Check that toilets are free flushing and draining</p> <p>P10. Clean the fixtures and fittings in an order that is least likely to spread infection</p> <p>P11. Clean the appliances, surfaces, fixtures and fittings so that they are dry and free from dirt and removable marks</p> <p>P12. Clean the surrounding floors, walls, mirrors and other surfaces</p> <p>P13. Make sure waste bins are empty, clean and ready for use</p> <p>P14. Identify waste and get it ready for dispatch</p>

	<p>P15. Make sure that plug holes, waste outlets and over flows are free from blockages</p> <p>P16. Report any faults and problems to the appropriate person</p>
<p>CU-1. Replenish supplies in the toilets and Washroom</p>	<p>P1. Check that holders contain the correct amount of consumables</p> <p>P2. Check supplies and accessories in the toilets and washroom</p> <p>P3. Make sure that supplies and accessories are clean and free from damage</p> <p>P4. Replenish, replace and refill supplies as per organization procedure</p> <p>P5. Follow the manufacturers' instructions correctly when refilling or replacing items</p> <p>P6. Make sure the area has the right amount of consumables when work is finished</p> <p>P7. Report any stock shortages to the appropriate member of staff</p>
<p>CU-2. Complete assigned floor and toilets, washroom cleaning duties</p>	<p>P1. Ensure cleaning equipment is clean, dry and in working order when work is finished taking appropriate action to deal with any items that are not</p> <p>P2. Put everything back in the right place when work is finished</p> <p>P3. Remove or replace personal protective equipment following workplace</p> <p>P4. Ensure floor cleaning duties are conducted following workplace procedures and waste removed</p> <p>P5. Notify maintenance requirements of any damaged items to appropriate personnel</p> <p>P6. Complete and ensure checklists and records for housekeeping duties are maintained</p> <p>P7. Check work areas to ensure required workplace standards are met</p>

Knowledge and understanding

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Surface cleaning without causing injury or damage
- Selection of right cleaning techniques
- Range of cleaning agents and equipment available
- Mixing of cleaning solutions correctly
- Hazard signs and protect surrounding areas
- Efficient and safe use of equipment and materials

Required critical evidence (s)

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Correct cleaning sequence
- Health and safety requirements
- Job roles
- Mix cleaning solutions
- Cleaning methods and techniques
- Hazard signs information

List of Tools & Equipment

S. No.	Items
1	<p style="text-align: center;">Manual Cleaning Equipment</p> <ul style="list-style-type: none"> • Abrasives • Brushes • Chambermaid's Trolley/Housekeeping Trolley • Dustbins • Dusting Cloths • Dustpans • Janitor's trolley • Mops

	<ul style="list-style-type: none"> • Mop Wringer trolley • Scarifying machine • Spray Bottles
3	<p>Electric Cleaning Equipment</p> <ul style="list-style-type: none"> • Box Sweeper • Vacuum Cleaner • Polishing Machine • Scrubber • Vapor Cleaning Machine
4	<p>Cleaning Agents or Chemicals</p> <ul style="list-style-type: none"> • Water • Vinegar • Bathroom Cleaners • Clean Air Sprays • Degreaser • Floor Cleaners and Sealers • Surface Sanitizers • Toilet Blocks • Toilet Cleaners • Carpet Cleaning Agents • Swimming Pool Cleaners
6	<p>Materials for Guest Bathroom</p> <ol style="list-style-type: none"> 1. Bathroom Attachments 2. Towels 3. Dustbin 4. Non-slip Foot-mat 5. Slippers 6. Mirror 7. Hair Dryer 8. Vanity Tray

34. Clean furniture and surfaces

Overview:

This competency unit covers skills and knowledge to perform manually cleaning furniture, upholstery, fittings and other vertical surfaces such as walls, windows, doors, internal glass surfaces such as glass partitions and doors as per procedures and resources for different areas.

Competency Units	Performance Criteria
CUClean furniture and upholstery	<p>P1. Remove loose dust and debris making sure it spreads as little as possible</p> <p>P2. Examine the upholstered material to make sure that it is suitable for the planned treatment, given the nature of the material and the type, position, form and amount of soiling</p> <p>P3. Identify whether the material is colour fast and shrink-resistant for furnishings</p> <p>P4. Identify and report damaged or deteriorating surfaces and/or those which may require restorative work</p> <p>P5. Soften ground-in soil and stains before trying to remove them</p> <p>P6. Apply the treatment safely, according to the manufacturer's instructions and without over-wetting or damaging the material</p> <p>P7. Examine the treated area and apply more treatment if it will help to remove the stain safely</p> <p>P8. Leave the material free of excess moisture and ground-in soil</p> <p>P9. Make sure that furnished areas are free from unpleasant smells</p> <p>P10. Choose a cleaning agent and equipment appropriate for the marks, surface and type of dirt on the furniture</p>

	<p>P11. Scrape off anything that is stuck on to the furniture and fittings</p> <p>P12. Mix and apply the cleaning agent/solution smoothly and evenly</p> <p>P13. Leave the surface clear of the marks that can be reached and spot cleaned</p> <p>P14. Leave the surfaces dry and free of smears and dirt , when work is finished</p> <p>P15. Put everything back in the right place when work is finished</p> <p>P16. Report any marks that cannot be reached or spot cleaned to the person in charge</p> <p>P17. Deal with cleaning equipment correctly after use</p> <p>P18. Sort out and handle the waste safely and according to instructions</p> <p>P19. Make sure that waste containers are taken safely to the right collection/disposal point</p>
<p>CU-1. Clean vertical spaces, fittings and internal glass spaces</p>	<p>P1. Loosen dirt that is stuck on to the glass surface without causing damage</p> <p>P2. Remove loose dust and debris first making sure it spreads as little as possible</p> <p>P3. Clean walls (interior) so they are free from dust, cobwebs, dirt, grease, spots and stains</p> <p>P4. Choose a cleaning agent and equipment that are right for the surface and type of dirt</p> <p>P5. Follow manufacturer's instructions correctly when one mixes and apply the cleaning agent</p> <p>P6. Apply cleaning agents to fixtures and lights and ensure they are clean and workable</p> <p>P7. Check that heating, lighting and ventilation systems are set correctly after cleaning</p> <p>P8. Rub off the dirt thoroughly from the glass surface and remove it without damaging the surface</p> <p>P9. Put everything back in the right place when one have finished efficiently, correctly and safely</p> <p>P10. Collect and segregate waste according to instruction without causing any spillage or clutter</p>

CU-2. Clean desktops, workstations and office area

P1. Clean the area at regular intervals with appropriate dusters

P2. Use appropriate dusters and chemicals for cleaning workstation, desktops, printer, telephones etc.

P3. Ensure that papers and documents are kept in order on the workstation

P4. Ensure sound-proof cleaning

P5. Avoid cleaning at peak working hours

Knowledge and understanding

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Surface cleaning without causing injury or damage
- Selection of right cleaning techniques
- Range of cleaning agents and equipment available
- Mixing of cleaning solutions correctly
- Hazard signs and protect surrounding areas
- Efficient and safe use of equipment and materials

Required critical evidence (s)

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Correct cleaning sequence
- Mix cleaning solutions
- Cleaning methods and techniques
- Hazard signs information

List of Tools & Equipment

S. No.	Items
1	<p>Manual Cleaning Equipment</p> <ul style="list-style-type: none"> • Abrasives • Brushes • Chambermaid's Trolley/Housekeeping Trolley • Dustbins • Dusting Cloths • Dustpans • Janitor's trolley • Mops • Mop Wringer trolley • Scarifying machine • Spray Bottles
3	<p>Electric Cleaning Equipment</p> <ul style="list-style-type: none"> • Box Sweeper • Vacuum Cleaner • Polishing Machine • Scrubber • Vapor Cleaning Machine
4	<p>Cleaning Agents or Chemicals</p> <ul style="list-style-type: none"> • Water • Vinegar • Bathroom Cleaners • Clean Air Sprays • Degreaser • Floor Cleaners and Sealers • Surface Sanitizers • Toilet Blocks • Toilet Cleaners • Carpet Cleaning Agents • Swimming Pool Cleaners

6	Materials for Guest Bathroom 1. Bathroom Attachments 2. Towels 3. Dustbin 4. Non-slip Foot-mat 5. Slippers 6. Mirror 7. Hair Dryer 8. Vanity Tray
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35. Collect and dispose waste properly

Overview:

This competency unit covers the skills and knowledge to identify, removal, segregation and transportation of waste to collection and dispose of at dispose place, as per company policy or standard procedure.

Competency Units	Performance Criteria
CU-1. Remove and segregating waste	<p>P1. Wear appropriate protective clothing as required for the waste involved</p> <p>P2. Remove waste from the areas cleaning safely and according to regulations, Instructions and good practice</p> <p>P3. Collect waste according to instruction without causing any spillage or clutter</p>

	<p>P4. Sort out and segregate waste according to type, making sure it is handled safely</p> <p>P5. Reduce the volume of waste by breaking down, compressing or shredding as required</p> <p>P6. Pack waste and store in appropriate waste containers/ assigned bins</p> <p>P7. Clean the waste bins if dirty</p> <p>P8. Change waste bags regularly and promptly when full and to avoid foul smell</p> <p>P9. Keep waste areas and its contents clean, tidy and sanitized at all times</p> <p>P10. Make sure that sites of cleaning operations are clear of waste that is not to be left at the site</p> <p>P11. Make sure that waste containers are taken safely to the allocated collection point and made secure where necessary</p> <p>P12. Identify and report problems associated with the collection and storage of waste according to company procedures</p>
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Knowledge and understanding

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This include the knowledge of:

- Handle problem relating to waste disposal
- Personal protective equipment (PPE) required for different waste types
- How to locate PPE
- Hazards associated with typical waste
- Correct containers for the waste involved

- Allocated collection point for waste containers is
- Relevant hotel regulations and requirements

Required critical evidence (s)

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Types of wastes
- Waste disposal techniques
- Waste disposal equipment information
- Use of PPE

List of Tools & Equipment

S. No.	Items
1	Manual Cleaning Equipment <ul style="list-style-type: none"> • Abrasives • Brushes • Chambermaid's Trolley/Housekeeping Trolley • Dustbins • Dusting Cloths • Dustpans • Janitor's trolley • Mops • Mop Wringer trolley

	<ul style="list-style-type: none"> • Scarifying machine • Spray Bottles
3	<p>Electric Cleaning Equipment</p> <ul style="list-style-type: none"> • Box Sweeper • Vacuum Cleaner • Polishing Machine • Scrubber • Vapor Cleaning Machine
4	<p>Cleaning Agents or Chemicals</p> <ul style="list-style-type: none"> • Water • Vinegar • Bathroom Cleaners • Clean Air Sprays • Degreaser • Floor Cleaners and Sealers • Laundry Cleaners • Surface Sanitizers • Toilet Blocks • Toilet Cleaners • Carpet Cleaning Agents

	<ul style="list-style-type: none"> Swimming Pool Cleaners
5	<p>Materials and equipment for Guest Room</p> <ol style="list-style-type: none"> Furniture Bedding Bedside Supplies Bedside Table Supplies Center Table Supplies Clothing and Clothing Care Hospitality Tray Writing Desk Supplies
6	<p>Materials for Guest Bathroom</p> <ol style="list-style-type: none"> Bathroom Attachments Towels Dustbin Non-slip Foot-mat Slippers Mirror Hair Dryer Vanity Tray
7	Materials provided on request

1. Alarm clock
2. Comb
3. Crib or Cradle
4. Disposable Diapers
5. Disposable razor
6. Electric blanket
7. Electric fan
8. Extra blankets
9. First aid medical kit
10. Handheld shower attachment
11. Hearing equipment
12. Hot water bag
13. Iron
14. Ironing board
15. Pillow
16. Potty Ring for toilet
17. Raised toilet seat
18. Sanitary napkins
19. Sewing kit
20. Stationery items
21. Tampons
22. Wipes

36. Maintain housekeeping inventory

Overview:

This competency unit covers the skills and knowledge to conduct routine inspections on cleaning activities performed by housekeeping attendants. It also includes maintaining an appropriate level of the housekeeping materials stored.

Competency Units	Performance Criteria
CU-1. Oversee housekeeping activity performed	P1. Make note of the standards set for cleaning in housekeeping department P2. Ensure that the standards are being followed by the attendants while performing cleaning activity P3. Ensure that the linens are folded as per the standards of the company P4. Ensure that no dirt is left un-cleaned in the rooms P5. Ensure that the refrigerators, microwaves are working in the rooms P6. Identify whether the room temperature is maintained at the required level P7. Ensure that the beds, pillows, window screens are free from any dirt P8. Check for any leftovers in the drawers, cupboards P9. Inform the attendants immediately if any cleaning activity is required P10. Ensure that toiletries are replenished P11. Inspect whether the housekeeping attendants are well groomed and wearing the uniform provided by the organization

	<p>P12. Inform the front office associate about the rooms that are ready for check in</p>
<p>CU-2. Maintain appropriate inventory of housekeeping materials</p>	<p>P1. Check the quantity of housekeeping materials available in stock</p> <p>P2. Estimate the quantity of materials that will be required for cleaning in the next days</p> <p>P3. Inform the housekeeping supervisor / procurement department if any item is unavailable</p> <p>P4. Take measures not to over / under stock the materials</p> <p>P5. Maintain stock records of the items that are used</p> <p>P6. Report to the housekeeping supervisor if any of the cleaning equipment are not working</p> <p>P7. Check and report for the service routines of housekeeping equipment</p> <p>P8. Ensure that the equipment are utilized properly and achieve the cost benefit</p>

Knowledge and understanding

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Company's , standards, policies,
- Relevant occupational health and safety requirements
- Organization culture and typical customer profile
- Company's service level agreements and policies
- Company's code of conduct
- Organization pricing, discount policy
- . Organization policy on documentation, reporting, etc

Required critical evidence (s)

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Company's code of conduct
- Company's service level agreements and policies

List of Tools & Equipment

S. No.	Items
1	Computer / Laptop
2	Stationary

37. Manage housekeeping staff

Overview:

This competency unit covers the skills and knowledge to manage the staffs in the housekeeping department. It includes recruiting, training and recognizing the performance of the personnel in the housekeeping services.

Competency Units	Performance Criteria
<p>CU-1. Recruit and train housekeeping employees</p>	<p>P1. Identify the skills required for various roles in the housekeeping department</p> <p>P2. Attract applications from qualified candidates for any vacant roles in the department</p> <p>P3. Recruit and select job applicants based on the qualification</p> <p>P4. Provide orientation to new employees for accustoming to the organization culture</p> <p>P5. Provide adequate training facilities to the new recruits so that they are able to fulfill the work requirements</p> <p>P6. Provide adequate up skilling training facilities to existing employees so that the organization keeps in pace with the evolving trends in housekeeping department</p>
<p>CU-2. Recognize the efforts of housekeeping staffs</p>	<p>P1. Identify and allocate tasks of appropriate level to housekeeping staffs</p> <p>P2. Ensure that the employees belonging to same role are assigned similar tasks</p> <p>P3. Ensure fair pay of employees so that no employee is dissatisfied</p> <p>P4. recognize and reward employees who exceed the performance standards</p>

<p>CU-3. Resolve conflicts among employees and ensuring employee satisfaction</p>	<p>P1. Address the grievances of employees P2. Treat all employees in a fair and equal way P3. Resolve conflicts among employees in a fair manner so that it doesn't affects the activities of the department P4. Ensure that the employee morale is always high in the housekeeping department</p>
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Knowledge and understanding

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This include the knowledge of:

- Latest trends in housekeeping
- Relevant training facilities for employees
- Various employee requirements
- Various housekeeping department tasks
- Effective allocation of tasks
- Trust among the employees
- Resolve employee conflicts
- Impacts of employee conflicts
- Organizational rules and regulations

Required critical evidence (s)

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Assign effective task allocation
- Know resolving conflicts
- Awareness of organizational rules and regulations

List of Tools & Equipment

S. No.	Items
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1	Computer / Laptop
2	Stationary

38. Plan effectively the activities of housekeeping

Overview

This competency covers the skills and knowledge to plan the day to day activities of the housekeeping department in an efficient way. It includes maintaining inventory for housekeeping, preparing budget and scheduling the housekeeping tasks.

Competency Units	Performance Criteria
<p>CU-1. Maintain sufficient level of housekeeping inventory</p>	<p>P1. Estimate the quantity of items required for housekeeping department of the entire hotel</p> <p>P2. Ensure that the level of inventory never falls below the threshold level</p> <p>P3. Ensure that the ordered quantities are received on time</p> <p>P4. Set the frequency of housekeeping processes in the hotel</p> <p>P5. Prepare the list of various housecleaning activities that must be carried out</p> <p>P6. Estimate the amount of time it should take a housekeeping staff to carry out</p> <p>P7. Identify the appropriate vendor to procure necessary items</p>
<p>CU-2. Prepare and maintain the budget of housekeeping department</p>	<p>P1. Estimate the quantity and amount of recyclable and non-recyclable items required by the department for a given period of time.</p> <p>P2. Select appropriate vendors to get best rates and good quality materials</p>

	<p>P3. Prepare a budget for the entire department based on the quantity of products, amount of staffs in the department</p> <p>P4. Ensure that the budget is correctly maintained for the various activities carried out</p> <p>P5. Maintain a file of receipts of all the expense incurred for the department</p> <p>P6. Ensure the budget is align with the organizational objective and target</p>
<p>CU-3. Prepare weekly work schedules for all housekeeping staffs</p>	<p>P1. Set the performance standards for measuring effectiveness of other housekeeping staffs</p> <p>P2. Cooperate and coordinate with all housekeeping employees</p> <p>P3. Interact with employees and get their planned absence from the office for the week</p> <p>P4. Prepare a weekly work schedule based on employees availability</p> <p>P5. Intimate the employees about the schedule and ensure that it is accepted by all</p> <p>P6. Coordinate with banquet department and fulfill housekeeping requirement for events</p>

Knowledge and understanding:

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Site layout and obstacles
- Offered services available
- Type of rooms available
- Required housekeeping materials
- Company's code of conduct
- Organization pricing and discount policy

Required critical evidence(s):

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Organization pricing and discount policy
- Company's code of conduct
- Offered services available

List of Tools & Equipment:

S. No.	Items
1	Computer and related software
2	Printers
3	PABX System
4	Fax Machine
5	Cash Register
9	Safe Deposit Box
10	Stationary

39. Provide housekeeping services to Room guests

Overview:

This competency covers the skills and knowledge required to provide the housekeeping services to room guests those are essential to ensure guest satisfaction and maintaining establishment high service standards

Competency Units	Performance Criteria
<p>CU1.</p> <p>Receive housekeeping service requests from room guests</p>	<p>P1. Collect door knob room makeup cards</p> <p>P2. Verify room number with daily house count report</p> <p>P3. Answer guest calls at housekeeping desk and note guest requests About extra towels blankets or pillows</p> <p>P4. Listen to guest requests and note when making the room</p> <p>P5. Collect guest requests for ironing, dry-cleaning and laundry valet service direct from guests</p>
<p>CU2.</p> <p>Provide housekeeping services to room guests</p>	<p>P1. Collect guest requests for special needs from front desk and provide as per hotel set standards</p> <ul style="list-style-type: none"> • Room change • Extra bed or mattress • Bathroom Maintenance • A/C water dripping • Minibar • Tea/coffee replenish • Extra stationary <p>P2. Provide room makeover service</p>

	<p>P3. Provide laundry valet, ironing and dry clean service as requested</p> <p>P4. Provide turn down service as per hotel policy and time</p> <p>P5. Provide flowers or flower bouquets to guest as per hotel policy</p> <p>P6. Ensure fresh fruits and other amenities as per hotel standards</p>
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Knowledge and understanding

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This include the knowledge of:

- Enterprise’s policies and procedures (guest services)
- Standard housekeeping services and procedures
- Safety and security procedures
- Appropriate communication skills
- Negotiation and problem solving skills
- Liaison skills with internal and external providers

Required critical evidence (s)

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Organization pricing and discount policy
- Company’s code of conduct
- Offered services available

List of Tools & Equipment

S. No.	Items
1	Computer and related software
2	Printers
7	Key Racks

8	Related Form
9	Safe Deposit Box
10	Stationary
12	Luggage Trolleys

40. Control the activities of housekeeping

Overview

This competency unit is about controlling the activities of the housekeeping department including supervising staffs, conducting inspections, maintaining housekeeping equipment and addressing any guest grievances.

Competency Units	Performance Criteria
CU-1. Supervise housekeeping staffs	<p>P1. monitor that employees are punctual</p> <p>P2. Supervise the various activities performed by employees</p> <p>P3. Prepare duty rosters</p>
CU-2. Inspect areas under housekeeping department	<p>P1. Identify the areas that come under housekeeping department</p> <p>P2. ensure that all the areas under housekeeping department are maintained in such a manner that guests are always satisfied</p> <p>P3. Perform random inspection checks in rooms and public area and ensure they are well maintained</p>

	P4. Inspect rooms allocated for VIPs or regular customers before they check in
CU-3. Maintain all housekeeping equipment including laundry	P1. Ensure that all the housekeeping equipment are working properly P2. Provide adequate training to all employees regarding handling of equipment P3. Ensure that the equipment undergo routine service P4. Ensure that faulty equipment are repaired on time P5. Listen to the requirements of laundry manager and address them
CU-4. Addressing customer grievances	P1. Listen to grievances of guests and address them P2. ensure that guests are always satisfied P3. Escalate guest complaints beyond scope of manager's role to executive housekeeper P4. Receive feedback from guests and evaluate quality of service provided

Knowledge and understanding

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Enterprise's policies and procedures of guest services
- Standard housekeeping services and procedures
- Safety and security procedures
- Appropriate written, verbal and non-verbal communication skills
- Negotiation and problem solving skills
- Liaison skills with internal and external providers
- Research and acquisition skills

Required critical evidence (s)

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Problem solving skills
- Liaison skills
- Research and acquisition skills
- Appropriate written, verbal and non-verbal communication

List of Tools & Equipment

S. No.	Items
1	Computer and related software
2	Printers
3	Stationary

41. Make-up Room & Check the supplies

Overview

This competency standard develops the skills and knowledge required to enable trainee to stock & prepare a maid's trolley and make-up guest rooms and checking room supplies.

Competency Units	Performance Criteria
CUI. Stock & Prepare a maid's trolley.	P1. Check the house count list of assigned floor. P2. Prepare list of occupied rooms to be serviced. P3. Collect bedding linen, towels from housekeeping Store and stock maid's trolley. P4. Collect room supplies (stationary, laundry bags, cloth Hangers, tissue boxes, service directories etc as per Organization standards. P5. Collect and replenish maid's trolley with bathroom Supplies, (soaps, shampoo, shower gel, hand lotion, shower caps, Toilet rolls, tooth paste, tooth brush, bathroom slippers & bath robes etc as per organization Standards). P6. Collect all the cleaning supplies & martial.

	<p>P7. Ensure presence of PPE's on maid's trolley.</p>
<p>CU2. Make-up room, make bed and replenish room supplies</p>	<p>P1. Remove all linen and bed covering from the beds</p> <p>P2. Collect & remove all used towels, bath mat, bathrobe, Shower cap from Bathroom.</p> <p>P3. Collect & remove used soaps and bathroom Amenities.</p> <p>P4. Clean bathroom as per standard practice, place fresh Amenities, towels(bath, face & hand), bathrobe, Bathroom mat, toilet rolls etc as per organization Standard.</p> <p>P5. Check the bed base, bed headboard they are clean Intact and free of bugs or insects.</p> <p>P6. Open the window for fresh air, hover the floor, Complete dusting of bedside tables, dressing, Center and coffee table.</p> <p>P7. Place fresh bed sheets, pillow covers, blanket and Bedspread as per housekeeping standard.</p> <p>P8. Place clean water bottles, glasses, stationary, tea/coffee sachet, tissue boxes, cloth hangers and Laundry bags with laundry lists as per HK standards.</p> <p>P9. Replenish minibar as per standard.</p>

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| | <p>P10. Close window and pull day curtains.</p> <p>P11. Check all lights & A/C and coffee maker.</p> <p>P12. Call laundry valet boy to collect laundry.</p> <p>P13. Change dustbin liners.</p> <p>P14. Use air freshener to freshen-up the room.</p> |
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Knowledge and understanding:

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Organization’s standards for linen and bed covering
- Right way to sort different linen
- Organization’s procedures for making and re-sheeting beds
- Bedbugs or other infestations controlling procedures
- Procedure for disposal of linen
- Correct fabric sorting procedures

Required critical evidence (s):

The candidate needs to produce following critical evidences to be competent in this competency standard:

- 1: Clean bathroom as per standard practice, place fresh Amenities, towels (bath, face & hand), bathrobe, Bathroom mat, toilet rolls etc as per organization Standard.
- 2: Place fresh bed sheets, pillow covers, blanket and Bedspread as per housekeeping standard.

Tools & equipment	
1	<p>Manual Cleaning Equipment</p> <ul style="list-style-type: none"> • Abrasives • Brushes • Chambermaid's Trolley/Housekeeping Trolley/maid's trolley • Dustbins liners • Dusters
2	<p>Electric Cleaning Equipment</p> <ul style="list-style-type: none"> • Vacuum Cleaner • Scrubber • Carpet shampoo machine
3	<p>Cleaning Agents or Chemicals</p> <ul style="list-style-type: none"> • Surface Sanitizers
4	<p>Materials and equipment for Guest Room</p> <ul style="list-style-type: none"> • Bedding linen • Bedside Table Supplies • Dressing Table Supplies • Stationary & door knobs • Glass covers • Hospitality Tray

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| | <ul style="list-style-type: none">• Bathroom amenities |
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42. Provide Laundry valet service

Overview

This unit describes the performance outcomes, skills and knowledge required to launder linen and guest clothes. It requires the ability to operate laundry equipment safely, complete the laundering process for a variety of items and use resources efficiently to reduce

Competency Units	Performance Criteria
CU-1. Prepare laundry items	P1. Sort and process laundry items P2. Check nature and amount of soilage of laundry items P3. Select laundry method suited to fiber and fabric, dye fastness and soilage, and according to textile labeling instructions
CU-2. Process laundry items	: P1. procedures, and specific laundry equipment P2. Operate laundry equipment according to manufacturer instructions P3. Reduce negative environmental impacts through efficient use of energy, water and other resources P4. Safe dispose of waste and hazardous substances to minimize negative environmental impacts

<p>CU-3. Finish laundry items</p>	<p>:</p> <p>P1. Complete quality check, and record and report damage arising from laundering process according to organizational procedures</p> <p>P2. Complete ironing or pressing and finishing processes</p>
<p>CU-4. Package and store laundry items</p>	<p>P1. Present guest laundry and linen according to organizational standards and procedures.</p> <p>P2. Complete records and billing information.</p> <p>P3. Return finished items to guest within required timeframes.</p> <p>P4. Store processed guest laundry where required according to guest requests or where return to guest is not possible.</p>

Knowledge and understanding:

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This include the knowledge of:

- Processes required for different types of laundry
- Use of safe laundry equipment
- Organize resource for effective laundry cleaning
- knowledge of effective disposal methods for laundry waste

Required critical evidence (s)

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Chemicals required
- Equipment required
- Company's quality policy
- Waste disposal

List of Tools & Equipment:

S. No.	Items
1	<p data-bbox="283 267 514 292">Laundry equipment</p> <ul data-bbox="235 324 835 738" style="list-style-type: none"><li data-bbox="235 324 409 349">• Washers<li data-bbox="235 381 378 406">• Dryers<li data-bbox="235 446 357 470">• Irons<li data-bbox="235 511 493 535">• Steam presses<li data-bbox="235 576 682 600">• Sorting baskets and shelves<li data-bbox="235 641 835 665">• Heat sealing equipment and roll plastic<li data-bbox="235 706 409 730">• Hangers.
3	<p data-bbox="283 766 693 790">Packaging and presenting material</p> <ul data-bbox="235 823 634 1107" style="list-style-type: none"><li data-bbox="235 823 388 847">• Folding<li data-bbox="235 888 420 912">• Wrapping<li data-bbox="235 953 462 977">• Heat sealing<li data-bbox="235 1018 409 1042">• Labeling<li data-bbox="235 1083 634 1107">• Providing quality reports.
4	<p data-bbox="283 1140 640 1164">Cleaning Agents or Chemicals</p> <ul data-bbox="235 1196 535 1351" style="list-style-type: none"><li data-bbox="235 1196 367 1221">• Water<li data-bbox="235 1261 430 1286">• Degreaser<li data-bbox="235 1326 535 1351">• Laundry Cleaners

Knowledge and understanding

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard. This include the knowledge of:

- Enterprise's policies and procedures
- chemical handling and safety
- Basic maintenance of laundry equipment
- laundry cleaning techniques
- Knowledge of fabrics, fibers

Required critical evidence (s)

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Materials required
- Equipment required
- Company's quality policy
- Safety protocols
- Ability to use washing equipment/extractors
- Ability to dry clean nominated items
- Ability to use drying machines

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| | <ul style="list-style-type: none">• Surface Sanitizers |
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List o Tools & Equipment:

43. Perform tagging and segregation of laundry items

Overview

This competency provides skills and knowledge required for tagging and segregation of laundry items.

Competency Units	Performance Criteria
<p>CU1.</p> <p>Perform tagging of laundry items</p>	<p>P1. Collect bags of laundry from guest room</p> <p>P2. Verify quantity of cloths with laundry list</p> <p>P3. Record room number, brand, fiber type and color in laundry register and assign specific tag number</p> <p>P4. Complete tagging of laundry items of one room and then proceed for next</p> <p>P5. Use different colour tags for express laundry and pressing services</p>
<p>CU2.</p> <p>Perform sorting of laundry items</p>	<p>P1. Sort items for pressing, washing and dry-cleaning by putting them in their respective bins</p> <p>P2. Count items lodged for laundering</p> <p>P3. Assess stains on laundry items</p> <p>P4. Put items with bleeding color in hand-wash bin</p> <p>P5. Handover items for express laundry and pressing to respective section</p> <p>P6. Segregate clothes fabric and color wise</p> <p>P7. Check & return damaged cloths to room</p>

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Skills and Knowledge:

The candidate must be able to demonstrate the underpinning Knowledge and understanding required to carry out the tasks covered in this competency standard.

This include the knowledge of :

- The enterprise’s policies and procedures
- Ability to use a variety of tagging and sorting techniques

Required critical evidence (s):

The candidate needs to produce following critical evidences to be competent in this competency standard.

: Sort items for pressing, washing and dry-cleaning by putting them in their respective bins

List of Tools & Equipment:

44. Perform washing/dry cleaning

Overview

This unit covers the skills and knowledge required to perform washing/dry cleaning as well as aware of equipment and safety procedures for washing/dry cleaning and the importance of having neatly laundered clothing.

Competency Units	Performance Criteria
CU-1. Preparing for the laundry	P1. Select laundry procedure appropriate for type of clothes like cotton, wool, silk etc. P2. select the equipment required P3. select the cleaning agents and chemicals used

	<p>P4. monitor the documentation that is used to control and charge for items laundered</p>
<p>CU-2. Perform laundering functions</p>	<p>P1. Sort items lodged for laundering P2. Count items lodged for laundering P3. Assess stains on items P4. Spot clean stains as required P5. select appropriate cleaning method for items P6. Operate equipment to achieve intended cleaning result P7. Follow manufacturer's instructions P8. Adhere to occupational safety and health requirements P9. Select the correct wash program – by considering the most applicable:</p> <ul style="list-style-type: none"> • Wash water temperature • Rinse water temperature • Water level • Load weight • Agitation cycle <p>P10. Checking gauges during process P11. Requirement for re-washing (if required)</p>
<p>CU-3. Perform dry cleaning functions</p>	<p>P1. Receive and check items P2. Sort items for dry cleaning/washing</p> <ul style="list-style-type: none"> • Sorting by color/whites/darks/delicates • Sorting by fiber/fabric • Sorting by care label. <p>P3. Complete stain removal process down P4. Operate dry cleaning machine that include: Following manufacturer's instructions Complying with all occupational safety and health requirements</p> <ul style="list-style-type: none"> • Differentiating between solvents perchlorethylene and white spirit • Assessing between load service of machines

	<ul style="list-style-type: none"> • Loading machine correctly • Selecting correct program for load type/classification • Selecting additive dispensing and preparing dosing system (where applicable) • Monitoring additives and dosing systems • Monitoring machine operation and dry cleaning procedures • Unloading garments.
CU-4. Perform drying process	<p>P1.Select the sequence of the loads depending on urgency and client requirements</p> <p>P2.Select the correct temperature for each load</p> <p>P3.Select the time for the cycle</p>

S. No.	Items
1	<p>Equipment in an on-premise laundry may include:</p> <ul style="list-style-type: none"> • Washers/extractors • Washer/dryer • Dryers • Sorting baskets and shelves
2	<p>Cleaning agents and chemicals may include:</p> <ul style="list-style-type: none"> • Water • Alkalis • Detergents, all types • Bleaches

- | | |
|--|---|
| | <ul style="list-style-type: none">• Conditioners• Builders• Solvents, for dry cleaning (Petroleum, Perchloroethylene, Trichlorotrifluoroethane)• Mildewcide• Sequestrants• Iron control agents |
|--|---|

45. Perform pressing of laundry items

Overview

This competency unit covers the skills and knowledge required to pressing of laundry items and become aware of equipment and safety procedures for proper ironing and the importance of having neatly pressed clothing.

Competency Units	Performance Criteria
CU-1. Identify and align material and equipment required	P1. Check duty roster for day P2. Inspect the fabric for pressing P3. Identify the types of fabric to be pressed such cotton, wool, linin, silk etc P4. Check the care label on the garment P5. Adjust the ironing board to the right height P6. Clean the cover of the board P7. Pour distilled water in the appropriate amount in the steam iron P8. Identify workplace procedures for pressing P9. Choose the appropriate equipment and materials such as iron board, sprayer, spray starch
CU-2. Perform Ironing	P1. Prevent wrinkles, by ironing with the fabric grain lengthwise, instead of crosswise, on woven fabrics. P2. Use sprayer to lightly dampen the fabric before ironing with regular iron or sprinkling it with water Then roll the garment up and place it in a plastic bag for about an hour P3. Keep the heating surface (the “soleplate” or underside) of the iron clean.

	<p>P4. Use lint-free pressing cloth when pressing wool and dark colors, to prevent a shine from forming on the garment.</p> <p>P5. Iron small areas first, such as cuffs and collars, then iron the rest of the garment.</p> <p>P6. Spray starch will help your clothes look neat and wrinkle-free</p>
CU-3. Package and store pressed items	<p>P1. Package and present guest pressed items and linen according to organizational standards and procedures.</p> <p>P2. Complete records and billing information.</p>

Knowledge and understanding:

The candidate must be able to demonstrate the underpinning Knowledge and

understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Ironing processes required for different types of fabric
- To operate pressing equipment safely
- Organize resource for effective pressing
- Company's quality standards
- Proper safety precautions

Required critical evidence (s):

The candidate needs to produce following critical evidences to be competent in this competency standard.

- Materials required
- Equipment required
- Company's quality policy
- Safety protocols

List of Tools & Equipment:

S. No.	Items
1	Ironing accessories <ul style="list-style-type: none"> • Irons

	<ul style="list-style-type: none">• Steam presses• Sorting baskets and shelves• Heat sealing equipment and roll plastic• Hangers.
	<p>Packaging and presenting material</p> <ul style="list-style-type: none">• Paper envelops• Plastic envelops• Wrapping paper• Shrink wrap paper

Digital Skills

1. Operate digital media technology

Overview:

This unit describes the performance outcomes, skills and knowledge required to identify, select and use a digital media package and supporting technologies.

Unit of Competency	Performance Criteria
1. Use appropriate OHS office work practices	<p>P1. Use safe work practices to ensure ergonomic, work organization, energy and resource conservation requirements are addressed</p> <p>P2. Use wrist rests and document holders where appropriate</p> <p>P3. Use monitor anti-glare and radiation reduction screens where appropriate</p>
2. Identify and select appropriate digital media package	<p>P1. Identify the basic requirements of a design brief, including user environment</p> <p>P2. Research and review suitable available digital media packages</p> <p>P3. Select an appropriate digital media package to meet design brief requirements</p>
3. Use digital media package	<p>P1. Procure or create suitable data to meet requirements of the brief</p> <p>P2. Manipulate data using digital media package tools</p> <p>P3. Ensure naming and storing of documents in appropriate file format in directories or folders</p>
4. Review digital media	<p>P1. Evaluate design for creative, dramatic and technical quality,</p>

design	<p>file size, and suitability to meet the brief</p> <p>P2. Test and run any incorporated graphics, video or sound as part of a digital media presentation and present designs in the appropriate format</p> <p>P3. Review final product against design brief</p>
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Basic principles of visual design
- Functions and features of digital media packages and technologies
- Graphic design and stylistic language conventions
- OHS principles and responsibilities for ergonomics, such as work periods and breaks
- Principles of digital imaging and file formats, video and sound file formats, file management and transfer systems
- Vendor product directions in digital media hardware and software
- Visualization and interpreting creative information, scripts (text) and images

Critical Evidence(s) Required

A person who demonstrates competency in this unit must be able to provide evidence of the ability to identify, select and use a digital media package and supporting technologies. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence of the ability to:

- Identify basic requirements of a design brief
- Use digital media package to meet organizational requirements
- Use OHS principles and responsibilities for ergonomics, such as work periods and breaks
- Use help manuals and online help when appropriate
- Use digital media technologies to support design brief requirements.

2. Create user documentation

Overview:

This unit describes the performance outcomes, skills and knowledge required to create user documentation that is clear to the target audience and easy to navigate.

Unit of Competency	Performance Criteria
1. Determine documentation standards and requirements	<p>P1. Determine documentation requirements</p> <p>P2. Investigate documentation and industry standards for requirements and determine appropriate application to user documentation</p> <p>P3. Design documentation templates using appropriate software and obtain approval from appropriate person</p>
2. Produce user documentation	<p>P1. Conduct a review of the subject system, program, network or application in order to understand its functionality</p> <p>P2. Gather existing technical, design or user specifications and supporting documentation</p> <p>P3. Create user documentation based on template to record the operation of the subject system, program, network or application</p>
3. Review and obtain sign-off	<p>P1. Submit user documentation to target audience for review</p> <p>P2. Gather and analyze feedback</p> <p>P3. Make changes to user documentation</p> <p>P4. Submit user documentation to appropriate person for approval</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Content features, including clarity and readability
- Document design, web design and usability
- Functions and features of templates and style guides
- Instructional design principles

Critical Evidence(s) Required

A person who demonstrates competency in this unit must be able to provide evidence of the ability to create user documentation that is clear to the target audience and easy to navigate. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence is required of the ability to create user documentation that:

- Meets business requirements
- Caters for a diverse readership
- Is clear to the target audience
- Is easy to navigate.

3. Create technical documentation

Overview:

This unit describes the performance outcomes, skills and knowledge required to create technical documentation that is clear to the target audience and easy to navigate.

Unit of Competency	Performance Criteria
1. Identify and analyze documentation requirements and client needs	P1. Consult with client to identify documentation requirements P2. Interpret and evaluate documentation requirements and confirm details with client P3. Investigate industry and documentation standards for requirements P4. Define and document the scope of work to be produced P5. Consult with client to validate and confirm the scope of work

<p>2. Design documentation</p>	<p>P1. Identify information requirements with reference to layout and document structure</p> <p>P2. Create document templates and style guides consistent with information requirements</p> <p>P3. Conduct a review of the system in order to understand its functionality</p> <p>P4. Extract content that meets information requirements according to copyright restrictions</p> <p>P5. Develop the structure of the technical documentation giving focus to the flow of information, style, tone and content format</p> <p>P6. Validate the technical documentation structure with the client</p>
<p>3. Develop documentation</p>	<p>P1. Write technical documentation based on the template and scope of work using the information gathered</p> <p>P2. Translate technical terminology into plain English where appropriate</p> <p>P3. Apply content format and style according to documentation standards and templates</p>
<p>4. Evaluate and edit documentation</p>	<p>P1. Submit technical documentation to appropriate person for review</p> <p>P2. Gather and analyze feedback</p> <p>P3. Incorporate alterations into the technical documentation</p> <p>P4. Edit the technical documentation for technical and grammatical accuracy</p>
<p>5. Prepare documentation for publication</p>	<p>P1. Check that the completed technical documentation meets client requirements and scope of work</p> <p>P2. Submit the technical documentation to appropriate person for approval</p> <p>P3. Prepare the technical documentation for publication and</p>

	distribution using appropriate channels
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Content features, such as clarity and readability
- Document design, web design and usability
- Functions and features of templates and style guides
- Instructional design principles
- Organizational policies, procedures and standards that cover document design.

Critical Evidence(s) Required

A person who demonstrates competency in this unit must be able to provide evidence of the ability to create technical documentation that is clear to the target audience and easy to navigate. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence is required of the ability to:

- Establish customer needs
- Design and develop technical documentation, such as system, procedures, training material and user guides, incorporating appropriate standards
- Update document with client feedback
- Prepare documentation for publication.

4. Use social media tools for collaboration and engagement

Overview:

This unit describes the performance outcomes, skills and knowledge required to establish a social networking presence using social media tools and applications. The unit specifically identifies the requirement to review, compare and use different types of social networking tools and applications.

Unit of Competency	Performance Criteria
1. Describe different types of social media tools and applications	P1. Explain characteristics of the term social media P2. Identify different types of social-media tools and applications P3. Illustrate some of the issues associated with the use of social media tools and applications

2. Compare different types of social media tools and applications	<p>P1. Select one social media type for review</p> <p>P2. Review most popular tools and applications within that social media type</p> <p>P3. Itemize benefits across a range of the most popular tools and applications</p> <p>P4. Select most appropriate social media tool or application</p>
3. Set up and use popular social media tools and applications	<p>P1. Identify social media tools and applications for possible implementation</p> <p>P2. Initiate preferred social media tools and applications for use</p> <p>P3. Establish social media interface using text and file content</p> <p>P4. Initiate social networking interaction</p> <p>P5. Test and evaluate tools and applications for ease of use</p> <p>P6. Present findings</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Basic technical terminology in relation to social networking and social media applications and tools
- Basic knowledge of uploading images, text files, pdf files, audio files, video files and link associated files
- Features and functions of social media applications
- Import and export software functions
- Linking documents
- OHS principles and responsibilities for ergonomics, including work periods and breaks

- Tagging to facilitate collaborative folksonomy
- Social media applications and procedures for connecting to social networking sites
- Use of input and output devices
- Use of RSS feeds to connect a social network.

Critical Evidence(s) Required

A person who demonstrates competency in this unit must be able to provide evidence of the ability to create technical documentation that is clear to the target audience and easy to navigate. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence is required of the ability to:

- Establish customer needs
- Design and develop technical documentation, such as system, procedures, training material and user guides, incorporating appropriate standards
- Update document with client feedback
- Prepare documentation for publication.

5. E-Commerce – SEO (Search Engine Optimization)

Overview:

This competency unit covers to develop efficient E-Marketing strategies in accordance with the Vision and Mission statement of the organization driven by Electronic means.

Unit of Competency	Performance Criteria
1. SEO (Search Engine Optimization)	<p>P1. Apply SEO techniques</p> <p>P2. Employ SEO key words</p> <p>P3. Demonstrate SEO techniques to priorities their site or web application using automated tools</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- SEO Methods including but not limited to Getting Indexed, Preventing Crawling, and Increasing Prominence.
- White-hat, Black-hat SEO techniques for web application
- SEO key words for web pages' translation.

Critical Evidence(s) Required

A person who demonstrates competency in this unit must be able to provide evidence of the ability to write and edit copy that is clear to the target audience and easy to navigate. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

6. E-Commerce – SCM (Supply Chain Management)

Overview:

This competency unit covers to develop efficient E-Marketing strategies in accordance with the Vision and Mission statement of the organization driven by Electronic means.

Unit of Competency	Performance Criteria
1. SCM (Supply Chain Management)	<p>P1. Identity potential Suppliers</p> <p>P2. Select the appropriate supplier</p> <p>P3. Place order as per requirement/inventory</p> <p>P4. Inspect received order</p> <p>P5. Maintain Inventory as per Inventory Control / store keeping techniques</p> <p>P6. Identity different available transportation mode</p> <p>P7. Identify steps of reverse SCM i-e from consumer to organization</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Procurement Cycle (Launch of RFP/RFQ, Tender, Bidding, Comparative Statement, Award of Contract, Maintenance)
- Different techniques to manage
- Product delivery and their traceability
- Incorporation of Outsourcing in logistics.
- Electronic Data Interchange methodologies and format

Critical Evidence(s) Required

A candidate who demonstrates competency in this unit must be able to provide evidence of the ability to write and edit copy that is clear to the target audience and easy to navigate. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

7. E-Commerce – Social Media Marketing

Overview:

This competency unit covers to develop efficient E-Marketing strategies in accordance with the Vision and Mission statement of the organization driven by Electronic means.

Unit of Competency	Performance Criteria
1. Social Media Marketing	P1. Identify different Social media marketing techniques P2. Apply suitable Classified Advertisement techniques on social media P3. Perform Electronic Mail Marketing P4. Create Blogs

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

Describe Knowledge of different social media sites that is Facebook, Twitter, LinkedIn, Google+ etc., Comparative Statement, Award of Contract, Maintenance)

- Brand pages' creation on social media sites.
- Familiarity of banner ads integration on different web sites like newspaper site in any demographic region.
- Skills to regularly update brand/product/service blogs.
- Electronic Data Interchange methodologies and format
- Direct marketing techniques e.g. Email, SMS (Mobile- Commerce) for the projection of company newsletters

Critical Evidence(s) Required

A candidate who demonstrates competency in this unit must be able to provide evidence of the ability to implement e-marketing strategies that is clear to the target audience and easy to navigate. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Entrepreneurial Skills

1. Develop Entrepreneurial Skills

Overview:

This Competency Standard identifies the competencies required to develop entrepreneurial skills by Hotel manager, in accordance with the organization's approved guidelines and procedures. You will be expected to develop a business plan, collect information regarding revenue generation, develop a marketing plan and develop basic business communication skills. Your underpinning knowledge regarding entrepreneurial skills will be sufficient to provide you the basis for your work.

Unit of Competency	Performance Criteria
1. Develop a business plan	<p>P1. Conduct a market survey to collect following information</p> <ul style="list-style-type: none">• Business Model• Financials• Equipment Estimation• Revenue Generation Sources• Marketing strategy• Market Trends• Overall Expenses <p>P2. Select the best option in terms of cost, service, quality, sales, operational expenses</p> <p>P3. Compile the information collected through the market survey, in the business plan format</p>

2. Develop a marketing plan	<p>P1. Make a marketing plan for the service products, price, placement, promotion, people, packaging and positioning</p> <p>P2. Include the information of marketing plan in the business plan</p>
3. Develop basic business communication skills	<p>P1. Communicate with guests using effective communication skills</p> <p>P2. Use different modes of communication to communicate effectively e.g.: presentation, speaking, writing, listening, visual representation, reading etc.</p> <p>P3. Use specific business terms used in the market</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- 7Ps of marketing including product, price, placement, promotion, people, packaging and positioning
- 7Cs of business communication
- Different modes of communication and their application in the industry
- Specific business terms used in the industry
- Available funding sources
- Low interest loans to start a new business
- Market survey and its tools e.g: questionnaire, interview, observation etc
- Market trends for specific product offering
- State the main elements of business plan
- Business plan format

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

- List 7Ps

- List 7Cs

2. Apply project information management and communications techniques

Overview:

This unit describes the skills and knowledge required to provide a critical link between people, ideas and information at all stages in the project life cycle. It involves assisting the project team to plan communications, communicating information related to the project, and reviewing communications. It applies to individuals who are project practitioners working in a project support role.

Unit of Competency	Performance Criteria
1. Contribute to communications planning	<p>P1. Identify, source and contribute relevant information requirements to initial project documentation</p> <p>P2. Contribute to developing and implementing the project communications plan and communications networks</p>
2. Conduct information-management activities	<p>P1. Act on and process project information according to agreed procedures as directed, to aid decision-making processes throughout project life cycle</p> <p>P2. Maintain information to ensure data is secure and auditable</p>
3. Communicate project information	<p>P1. Communicate with clients and other stakeholders during project using agreed networks, processes and procedures to ensure flow of necessary information</p> <p>P2. Ensure reports are prepared and released according to authorization, or produced for release by others</p> <p>P3. Seek information and advice from appropriate project authorities as required</p>
4. Contribute to assessing effectiveness of communication	<p>P1. Assist in ongoing review of project outcomes to determine effectiveness of communications-management activities</p> <p>P2. Report communications-management issues and responses to higher project authorities for application of lessons learned to</p>

	future projects
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Summarize models and methods of communications management in context of project life cycle and other project management functions
- Importance of managing risk by treating information securely
- Methods of reviewing outcomes
- Organizational policies and procedures relevant to this role in a specific context.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to apply project information management and communications techniques. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

3. Apply Project Human Resources Management

Overview:

This unit describes the skills and knowledge required to assist with aspects of human resources management of a project. It involves establishing human resource requirements, identifying the learning and development needs of people working on the project, facilitating these needs being met, and resolving conflict in the team. It applies to individuals who are project practitioners working in a project support role.

Unit of Competency	Performance Criteria
1. Assist in determining human resource requirements	<p>P1. Analyze work breakdown structure to determine human resource requirements</p> <p>P2. Prepare a skills analysis of project personnel against project task requirements</p> <p>P3. Assist in assigning responsibilities for achieving project deliverables</p>
2. Contribute to establishing and maintaining productive team relationships	<p>P1. Actively seek views and opinions of team members during task planning and implementation</p> <p>P2. Promote cooperation and effective activities, goals and relationships within team</p> <p>P3. Communicate with others using styles and methods appropriate to organizational standards, group expectations and desired outcomes</p> <p>P4. Communicate information and ideas to others in a logical, concise and understandable manner</p> <p>P5. Regularly seek feedback on nature and quality of work relationships, and use feedback as basis for own improvement and development</p>
3. Assist with human resource monitoring	<p>P1. Monitor work of project personnel against assigned roles and responsibilities within delegated authority levels</p>

	<p>P2. Monitor and control actual effort against project plan</p> <p>P3 Review skill levels against allocated tasks and recommend solutions, where required, to others</p> <p>P4. Advise others within delegated authority when assigned responsibilities are not met by project personnel</p> <p>P5. Undertake work in a multi-disciplinary environment according to established human resource management practices, plans, guidelines and procedures</p> <p>P6. Resolve conflict within delegated authority according to agreed dispute-resolution processes</p> <p>P7. Assist in offering human resource development opportunities to individuals with skill gaps</p>
4. Contribute to evaluating human resource practices	<p>P1. Contribute to assessing effectiveness of project human resources management</p> <p>P2. Document lessons learned to support continuous improvement processes</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Alternative project personnel engagement options
- Job design principles and work breakdown structures
- Learning and development approaches that can be incorporated into project life cycle
- Methods for skills analysis
- Project roles, responsibilities and reporting requirements for human resources.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A candidate who demonstrates competency in this unit must be able to provide evidence of the ability to apply project human resources management approaches. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

4. Develop Project Management Plan

Overview:

This unit describes the skills and knowledge to develop a plan for a hotel management plan, including assessing project requirements and planning for all stages to completion and final documentation.

Unit of Competency	Performance Criteria
<p>1. Prepare project management plan</p>	<p>P1. Evaluate and assess project brief and related documents</p> <p>P2. Produce document on project tasks and associated timelines, including installation processes and test requirements</p> <p>P3. Assess and produce document on resource requirements to assist allocation of appropriate resources</p> <p>P4. Produce training plan assessing training needs and associated timelines for efficient project implementation</p> <p>P5. Determine and document budgetary requirements</p> <p>P6. Discuss roles of all identified parties associated with project to ensure their involvement</p> <p>P7. Produce project verification document, including monitoring and control processes, and review processes such as quality audits</p> <p>P8. Consult with all relevant parties prior to finalizing draft plan and make changes as appropriate</p>
<p>2. Develop and evaluate management plan</p>	<p>P1. Produce preliminary plan for consultation, including identified factors that may impact on realization of project and observance of relevant legislation, codes, regulation and standards</p> <p>P2. Consult with client and clarify any amendments</p> <p>P3. Develop final plan with recommendations</p>
<p>3. Communicate project information</p>	<p>P1. Produce and document final plan to include implementation details and training needs</p>

	P2. Present plan to client and obtain sign off
4. Contribute to assessing effectiveness of communication	<p>P1. Assist in ongoing review of project outcomes to determine effectiveness of communications-management activities</p> <p>P2. Report communications-management issues and responses to higher project authorities for application of lessons learned to future projects</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Key attributes of common telecommunications applications and related equipment
- Evaluate the connections to carrier infrastructure or equipment
- Current legislation relating to the design of installation of telecommunications equipment and connection to carrier services
- Advantages of leasing and purchase options to assist in delivering cost effective solutions
- Evaluate network and transmission equipment
- Network topologies, and interface and interconnect solutions
- Workplace health and safety (WHS) issues that need to be built into a plan, with consideration of:
 - electrical safety
 - materials handling
 - physical hazards
 - confined spaces
 - heights
 - lifting
- Evaluate the power requirements and electrical safety aspects of the installation plan
- Performance parameters and typical faults that may be encountered in client equipment and related connection and transmission media
- Various test equipment types suitable for tests to be made
- Warranty information for equipment supplies and contractor work guarantees.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to develop a project management plan. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

- determine the project attributes and specifications
- prepare a coherent draft project management plan
- consult on and revise a project management plan
- document final project management plan and obtain sign off

5. Develop sales Plan

Overview:

This unit describes the skills and knowledge required to develop a sales plan for a product or service for a team covering a specified sales territory based on strategic objectives and in accordance with established performance targets. It applies to individuals working in a supervisory or managerial sales role who develop a sales plan for a product or service.

Unit of Competency	Performance Criteria
1. Identify organizational strategic direction	<p>P1. Obtain and analyze assessment of market needs and strategic planning documents</p> <p>P2. Review previous sales performance and successful approaches to identify factors affecting performance</p> <p>P3. Analyze information on market needs, new opportunities, customer profiles and requirements as a basis for decision making</p> <p>P4. Carry out competitor analysis for rate structure</p>
2. Establish performance targets	<p>P1. Determine practical and achievable sales targets</p> <p>P2. Establish realistic timelines for achieving targets</p> <p>P3. Determine measures to allow for monitoring of performance</p> <p>P4. Ensure objectives of the sales plan and style of the campaign are consistent with organizational strategic objectives and corporate image</p>
3. Develop a sales plan for a product	<p>P1. Determine approaches to be used to meet sales objectives</p> <p>P2. Identify additional expertise requirements and allocate budgetary resources accordingly</p> <p>P3. Identify risks and develop risk controls</p> <p>P4. Develop advertising and promotional strategy for product</p> <p>P5. Identify appropriate distribution channels for product</p> <p>P6. Prepare a budget for the sales plan</p> <p>P7. Present documented sales plan to appropriate personnel for</p>

	approval
4. Identify support requirements	<p>P1. Identify and acquire staff resources to implement sales plan</p> <p>P2. Develop an appropriate selling approach</p> <p>P3. Train staff in the selling approach selected</p> <p>P4. Develop and assess staff knowledge of product to be sold</p>
5. Monitor and review sales plan	<p>P1. Monitor implementation of the sales plan</p> <p>P2. Record data measuring performance versus sales targets</p> <p>P3. Make adjustments to sales plan as required to ensure required results are obtained</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Outline principles and techniques for selling
- Outline methods for monitoring sales outcomes
- Statistical techniques for analyzing sales and market trends
- Internal and external sources of information that are relevant to identifying organizational strategic direction and developing a product sales plan.
- Competitors intelligence

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to develop a sales plan. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

- analyze information from a range of sources to develop a sales plan for a product and sales territory that meets organizational strategic direction including:
 - resource requirements and budget
 - achievable sales targets
 - performance measures

- approaches to be used to meet objectives
- risk management
- advertising and promotional strategy
- product distribution channels
- acquire staff, develop selling approach and provide training support on product knowledge and sales approach
- Monitor and evaluate performance and adjust the plan as appropriate.

6. Address customer needs

Overview:

This unit describes the skills and knowledge required to manage an ongoing relationship with a customer over a period of time. This includes helping customers articulate their needs and managing networks to ensure customer needs are addressed. It applies to individuals who are expected to have detailed product knowledge in order to recommend customized solutions. In this role, individuals would be expected to apply organizational procedures and be aware of, and apply as appropriate, broader factors involving ethics, industry practice and relevant government policies and regulations.

Unit of Competency	Performance Criteria
<p>1. Assist customer to articulate needs</p>	<p>P1. Ensure customer needs are fully explored, understood and agreed</p> <p>P2. Explain and match available services and products to customer needs</p> <p>P3. Identify and communicate rights and responsibilities of customers to the customer as appropriate</p>
<p>2. Satisfy complex customer needs</p>	<p>P1. Explain possibilities for meeting customer needs</p> <p>P2. Assist customers to evaluate service and/or product options to satisfy their needs</p> <p>P3. Determine and prioritize preferred actions</p> <p>P4. Identify potential areas of difficulty in customer service delivery and take appropriate actions in a positive manner</p>
<p>3. Manage networks to ensure customer needs are addressed</p>	<p>P1. Establish effective regular communication with customers</p> <p>P2. Establish, maintain and expand relevant networks to ensure appropriate referral of customers to products and services from within and outside the organization</p> <p>P3. Ensure procedures are in place to ensure that decisions about targeting of customer services are based on up-to-date information about the customer and the products and services available</p> <p>P4. Ensure procedures are put in place to ensure that referrals are based on the matching of the assessment of customer needs</p>

	<p>and availability of products and services</p> <p>P5.Maintain records of customer interaction in accordance with organizational procedures</p>
4. Convert customer enquiries into sales	<p>P1. Use information provided by customers or accessed from the customer relationship management (CRM) system to identify any needs</p> <p>P2. Identify suitable products/services to meet needs</p> <p>P3. Make convincing sales pitches to customers following standard scripts</p> <p>P4. Handle customer queries, objections and rebuttals following standard scripts</p> <p>P5. Adapt your approach and style to customer preferences, within the limits of your competence and authority</p> <p>P6. Refer issues outside your area of competence and authority to appropriate people, following your organization's procedures</p> <p>P7. Identify and act on opportunities to up-sell or cross-sell other products/services to customers</p> <p>P8. Confirm customer wishes and needs in order to close sales</p> <p>P9. Obtain required financial information from customers, following your organization's procedures</p> <p>P10.Complete your organization's post-sales procedures in order to complete/ fulfill sales</p> <p>P11. Comply with relevant standards, policies, procedures and guidelines when converting customer enquiries into sales</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Organizational procedures and standards for establishing and maintaining customer service relationships
- Consumer rights and responsibilities
- Ways to establish effective regular communication with customers
 - Outline details of products or services including with reference to:
 - possible alternative products and services
 - Variations within a limited product and service range.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to address customer needs. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

. Demonstrated evidence is required of the ability to:

- address customer s needs
- check your work is complete and free from errors
- use organizational procedures to document customer satisfaction
- develop and maintain networks to support meeting customer needs
- Identify potential difficulties in meeting customer needs and taking appropriate action.
- communicate effectively with customers including
 - helping customers to articulate their needs and evaluate options
 - explaining products/services and how they match customer needs
 - establishing regular communication
 - explaining customer rights and responsibilities

7. Manage personal finances

Overview:

This unit of competency describes the outcomes required to develop, implement and monitor a personal budget in order to plan regular savings and manage debt effectively.

Unit of Competency	Performance Criteria
1. Develop a personal budget	<p>P1. Calculate current living expenses using available information to prepare a personal budget.</p> <p>P2. Keep a record of all income and expenses for a short period of time to help estimate ongoing expenses.</p> <p>P3. Subtract total expenses from total income to determine a surplus or deficit budget for the specified period.</p> <p>P4. Find reasons for a deficit budget and ways to reduce expenditure identified.</p> <p>P5. Identify ways to increase income, if possible</p>
2. Develop longer term personal budget	<p>P1. Analyze income and expenditure and set longer term personal, work and financial goals.</p> <p>P2. Develop a longer-term budget based on the outcomes of short-term budgeting, and adjust to meet living, work and future career requirements.</p> <p>P3. Identify obstacles that might affect finances such as job loss, sickness or unexpected expenses contingency savings</p> <p>P4. Formulate a regular savings plan based on budget, using secure savings products and services.</p> <p>P5. Monitor expenditure against budget and identify areas of possible expenditure saving</p>
3. Identify ways to maximize future finances	<p>P1. Determine sources and ways to maximize personal income, including from work, investments or available government payments/allowances.</p> <p>P2. Get further education or training to maintain or improve future income.</p> <p>P3. Identify the need for debt to finance living and other expenses, and determine the appropriate levels of debt and repayment.</p> <p>P4. Consolidate existing debt, where possible, to minimize</p>

	interest costs and fees.
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	P5. Seek professional money management services, where available, to ensure financial plans are effective and achievable.
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Abilities to plan and organize to keep records and monitor a personal budget
- Abilities to set and review goals
- Basic financial management and record keeping to enable development and management of a personal budget
- Benefits of financial goal setting and personal budgeting to enable effective management of personal finances
- Numeracy skills to compare income and expenditure

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A candidate who demonstrates competency in this unit must be able to provide evidence of the ability to manage personal finances. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence is required of the ability to:

- develop a personal budget based on analysis of expenditure and income;
- formulate goals and identify financial contingency plans; and
- Monitor expenditure for a period of up to 2 weeks.

8. Solve problems which jeopardize safety and security

Overview:

This unit is focus on negotiation in critical incidents and the development of strategic responses designed to resolve threatening incidents.

Unit of Competency	Performance Criteria
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<p>1. Identify a problem</p>	<p>P1. Form a problem statement and analyze root cause.</p> <p>P2. Take initiative in tackling problems rather than relying solely on directives</p> <p>P3. Follow logic steps in understanding root cause and analyzing potential solutions.</p>
<p>2. Determine strategies for a required solution</p>	<p>P1. Analyze all aspects of the incident for degree of hazard, priorities, optional outcomes and appropriate strategies</p> <p>P2. Analyze and determine strategies and priorities on the incident sought from a range of sources</p> <p>P3. Assess long term objectives against resources and priorities</p> <p>P4. Apply a range of communication techniques to make and maintain contact with the key people</p> <p>P5. Provide clear and factual information to enable an honest and realistic assessment of the interests of the key people and their positions</p> <p>P6. Resolve the conflict and express their likely consequences clearly and do an analysis of the benefits</p> <p>P7. Reassess points of disagreements for common positive Positions</p>
<p>3. Coordinate support services</p>	<p>P1. Assess the need for support services in terms of the determined strategies and priorities</p> <p>P2. Negotiate the resources of support services according to established procedures and availability</p> <p>P3. Provide information on strategies to support services and maintain the communication</p> <p>P4. Delegate roles and responsibilities according to expertise and resources</p>

<p>4. Restore order</p>	<p>P1 .Assess the incidents for degree of risk and take appropriate action to reduce and remove the impact of the incident and restore order</p> <p>P2 .Take action designed to minimize risk and the preserve the safety and security of all involved</p> <p>P3 .Take action to prevent the escalation of the incident appropriate to the circumstances and agreed procedures.</p> <p>P4 .Carry out the use of force for the restoration of control and the maintenance of security in the least restrictive manner.</p> <p>P5 .Complete reports accurately and clearly provided to the appropriate authority promptly</p> <p>P6 .Review, evaluate and analyze the incident and the organizational response to it and report it promptly and accurately.</p>
<p>5. Provide leadership. direction and guidance to the work group</p>	<p>P1. Link between the function of the group and the goals of the organization</p> <p>P2 .Participate in decision making routinely to develop, implement and review work of the group and to allocate responsibilities where appropriate</p> <p>P3 .Give opportunities and encouragement to others to develop new and innovative work practices and strategies</p> <p>P4. Identify conflict and resolve with minimum disruption to work group function</p> <p>P5.Provide staff with the support and supervision necessary to perform work safely and without risk to health</p> <p>P6 .Allocate tasks within the competence of staff and support with appropriate authority, autonomy and training</p> <p>P7 .Supervise appropriately the changing priorities and situations and takes into account the different needs of individuals and the</p>

	requirements of the task
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Organization's policies, guidelines and procedures related to control and surveillance, safety and preventing and responding to incidents and breaches of orders covered in the range of variables.
- Organization's management and accountability systems
- Teamwork principles and strategies
- Principles of effective communication
- Guidelines for use of equipment and technology
- Code of conduct

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A candidate who demonstrates competency in this unit must be able to provide evidence of the ability to resolve problems which jeopardize safety and security. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Soft Skills

1. Manage meetings

Overview:

This unit describes the skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organizing the minutes and reporting meeting outcomes. It applies to individuals employed in a range of work environments who are required to organize and manage meetings within their workplace, including conducting or managing administrative tasks in providing agendas and meeting material. They may work as senior administrative staff or may be individuals with responsibility for conducting and chairing meetings in the workplace.

Unit of Competency	Performance Criteria
<p>1. Prepare for meetings</p>	<p>P1. Develop agenda in line with stated meeting purpose</p> <p>P2. Ensure style and structure of meeting are appropriate to its purpose</p> <p>P3. Identify meeting participants and notify them in accordance with organizational procedures</p> <p>P4. Confirm meeting arrangements in accordance with requirements of meeting</p> <p>P5. Dispatch meeting working papers to participants within designated timelines</p>
<p>2. Conduct meetings</p>	<p>P1. Chair meetings in accordance with organizational requirements, agreed conventions for type of meeting and legal and ethical requirements</p> <p>P2. Conduct meetings to ensure they are focused, time efficient and achieve the required outcomes</p> <p>P3. Ensure meeting facilitation enables participation, discussion, problem-solving and resolution of issues</p> <p>P4. Brief minute-taker on method for recording meeting minutes in accordance with organizational requirements and conventions for type of meeting</p>
<p>3. Follow up meetings</p>	<p>P1. Check transcribed meeting notes to ensure they reflect a true and accurate record of the meeting and are formatted in accordance with organizational procedures and meeting conventions</p> <p>P2. Distribute and store minutes and other follow-up</p>

	documentation within designated timelines, and according to organizational requirements
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	P3. Report outcomes of meetings as required, within designated timelines
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Outline meeting terminology, structures, arrangements
- Outline responsibilities of the chairperson and explain group dynamics in relation to managing meetings
- Describe options for meetings including In-person/physical, teleconferencing, web-conferencing and using webcams
- Identify the relevant organizational procedures and policies regarding meetings, chairing and minutes including identifying organizational formats for minutes and agendas.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A candidate who demonstrates competency in this unit must be able to provide evidence of the ability to manage meetings. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence is required of the ability to:

- apply conventions and procedures for formal and informal meetings including:
 - developing and distributing agendas and working papers
 - identifying and inviting relevant meeting participants
 - organizing and confirming meeting arrangements
 - running the meeting and following up
- organize, take part in and chair a meeting
- record and store meeting documentation
- Follow organizational policies and procedures

2. Manage workforce planning

Overview:

This unit describes the skills and knowledge required to manage planning in relation to an organization's workforce including researching requirements, developing objectives and strategies, implementing initiatives and monitoring and evaluating trends. It applies to individuals who are human resource managers or staff members with a role in a policy or planning unit that focuses on workforce planning.

Unit of Competency	Performance Criteria
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1. Identify workforce	<p>P1. Review current data on staff turnover and demographics</p> <p>P2. Assess factors that may affect workforce supply</p> <p>P3. Develop organization's requirement for skilled workforce</p>
2. Develop workforce objectives and strategies	<p>P1. Review organizational strategy and establish aligned objectives for modification</p> <p>P2. Prepare strategies to address unacceptable staff turnover, if required</p> <p>P3. Define objectives to retain required skilled labor</p> <p>P4. Define objectives for workforce diversity and cross-cultural management</p> <p>P5. Obtain agreement and endorsement for objectives and establish targets</p> <p>P6. Develop contingency plans to cope with extreme situations</p>
3. Implement initiatives to support workforce planning objectives	<p>P1. Implement action to support agreed objectives for recruitment, training, redeployment and redundancy</p> <p>P2. Develop and implement strategies to assist workforce to deal with organizational dynamics</p> <p>P4. Implement succession planning model to ensure desirable workers are developed and retained</p> <p>P5. Implement programs to ensure workplace is an employer of choice</p>
4. Monitor and evaluate workforce trends	<p>P1. Evaluate workforce plan against patterns in exiting employee and workforce changes</p> <p>P2. Monitor labor supply trends for areas of high turnover in external environment</p> <p>P3. Monitor effects of labor trends on demand for labor</p>

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| | <p>P4. Survey organizational climate to gauge worker satisfaction</p> <p>P5. Refine objectives and strategies in response to national and international changes and make recommendations in response to global trends.</p> <p>P6. Regularly review government policy on labor jobs according to labor rights.</p> <p>P7. Evaluate effectiveness of change processes against agreed objectives</p> |
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Explain current information about external labor supply relevant to the specific industry or skill requirements of the organization
- Outline industrial relations relevant to the specific industry
- Describe labor force analysis and forecasting skills

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in department must be able to provide evidence of the ability to manage workforce planning. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence is required of the ability to:

- review and interpret information from a range of internal and external sources to identify:
 - current staff turnover and demographics
 - labor supply trends factors that may affect workforce supply
 - organization's workforce requirements objectives and strategies
- manage workforce planning including developing, implementing, monitoring and reviewing strategies to meet workforce needs
- review relevant trends and supply and demand factors that will impact on an organization's workforce
- Develop a workforce plan that includes relevant research and specific strategies to ensure access to a skilled and diverse workforce.

3. Undertake project work

Overview:

This unit describes the skills and knowledge required to undertake a straightforward project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalizing the project and reviewing the project to identify lessons learned for application to future projects. This unit applies to individuals who play a significant role in ensuring a project meets timelines, quality standards, budgetary limits and other requirements set for the project.

Unit of Competency	Performance Criteria
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<p>1. Define project</p>	<p>P1. Assess project scope and other relevant documentation</p> <p>P2. Identify project stakeholders</p> <p>P3. Seek clarification of discrepancies from delegating authority related to project and project parameters</p> <p>P4. Determine and access available resources to undertake project</p>
<p>2. Develop project plan</p>	<p>P1. Develop project feasibility report</p> <p>P2. Develop project plan in line with the project parameters</p> <p>P3. Develop and approve project budget</p> <p>P4. Formulate risk management plan for project, including Workplace Health and Safety (WHS)</p>
<p>3. Administer and monitor project</p>	<p>P1. Ensure project team members are clear about their responsibilities and the project requirements</p> <p>P2. Ensure outcomes and documented time lines of the project are met</p> <p>P3. Maintain required recordkeeping systems throughout the project</p> <p>P4. Implement and monitor plans of project finances and resources</p> <p>P5. Prepare project progress reports as required to stakeholders</p> <p>P6. Monitor risk management as required to ensure project outcomes are met</p>
<p>4. Finalize the project</p>	<p>P1. Complete financial recordkeeping associated with project for audit</p> <p>P2. Maintain proper record of unused items during project</p> <p>P2. Complete project documentation and obtain necessary sign-</p>

	offs for concluding project
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Give examples of project management tools and how they contribute to a project
- Outline types of documents and other sources of information commonly used in defining the parameters of a project
 - Explain processes for identifying and managing risk in a project
 - Explain the organization's procedures and processes that are relevant to managing a project including:
 - lines of authority and approvals
 - quality assurance
 - human resources
 - budgets and finance
 - recordkeeping
 - reporting
- Outline the legislative and regulatory context of the organization in relation to project work, including workplace health and safety (WHS) requirements.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to undertake project work. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence is required of the ability to:

- define the parameters of the project including:
 - project scope
 - project stakeholders
 - relationship of project to organizational objectives
 - reporting requirements
 - resource requirements

- use project management tools to develop and implement a project plan including:
 - deliverables
 - work breakdown
 - budget and allocation of resources
 - timelines
 - risk management
 - recordkeeping and reporting
- consult and communicate with relevant stakeholders to generate input and engagement in planning, implementing and reviewing the project
- provide support to team members to enable them to achieve deliverables and to transition them as appropriate at completion of the project
- finalize the project including documentation and reporting
- review and document the project outcomes

4. Identify and communicate trends in career development

Overview:

This unit describes the skills and knowledge required to conduct research to identify and communicate career trends. It establishes the need to interact professionally with others in assessing career needs, to effectively assist clients identify competencies they require for a career and employability in a given context. It also examines how to maintain quality of career development services and professional practice. It applies to individuals seeking to identify and communicate trends in career development.

Unit of Competency	Performance Criteria

<p>1. Research and explore career trends</p>	<p>P1. Apply knowledge of changing organizational structures, lifespan of careers and methods of conducting work search, recruitment and selection processes</p> <p>P2. Analyze changing worker and employer issues, rights and responsibilities in context of changing work practices</p> <p>P3. Examine importance of quality careers development services</p> <p>P4. Maintain all research, documentation, sources and references (digital or physical).</p> <p>P5. Analyze implications of relevant policy, legislation, professional codes of practice and national standards relating to worker and employer issues</p> <p>P6. Confirm cluster employability skills and preferences that may open employment options in other career pathways</p>
<p>2. Assess and confirm ongoing career development</p>	<p>P1. Assess success of previous career development services</p> <p>P2. Maintain privacy and security of all data, research and personal records according to relevant policy</p> <p>P3. Establish existing work-life balance and friendly environment</p>
<p>3. Maintain quality of career development services and professional practice</p>	<p>P1. Analyze and review relevance of career theories, models, frameworks and SOPs</p> <p>P2. Incorporate into career development services and professional practice</p> <p>P3. Comply with all relevant policies</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Diversity and its potential effects on career choices
- Outline human psychological development and needs in relation to career development

- Outline relevant policy, legislation, codes of practice and standards relevant to career development
- Explain recruitment and selection processes in the context of career development services
- Describe a range of data gathering and research techniques
- Explain techniques used to analyze trends.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to identify and communicate trends in career development. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence is required of the ability to:

- research and analyze current economic, labor market, employment, career and vocational educational and training trends
- identify choices and career development needs for individuals within a given context
- report and document management of research and career development materials
- Comply with all relevant local, state/territory and national legislation, policies and practices.

5. Apply interpersonal skills

Overview:

This unit describes the skills and knowledge required to use advanced and specialized communication skills in the client-counselor relationship. This unit applies to individuals whose job role involves working with clients on personal and psychological issues within established policies, procedures and guidelines.

Unit of Competency	Performance Criteria
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1. Communicate effectively	<p>P1. Identify communication barriers and use strategies to overcome these barriers in the client-counselor relationship</p> <p>P2. Facilitate the client-counselor relationship through selection and use of micro skills</p> <p>P3. Observe and respond to non-verbal communication cues</p> <p>P4. Integrate case note taking with minimum distraction</p>
2. Use specialized counseling skills interviewing	<p>P1. Select and use communication skills according to the sequence of a counseling interview</p> <p>P2. Identify points at which specialized counseling interviewing skills are appropriate for inclusion</p> <p>P3. Use specialized counseling communication techniques based on their impacts and potential to enhance client development and growth</p> <p>P4. Identify and respond appropriately to strong client emotional reactions</p>
3. Evaluate own communication	<p>P1. Reflect on and evaluate own communication with clients</p> <p>P2. Recognize the effect of own values and beliefs on communication with clients</p> <p>P3. Identify and respond to the need for development of own skills and knowledge</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Legal and ethical considerations for communication in counseling practice, and how these are applied in individual practice:
 - codes of conduct/practice
 - discrimination
 - human rights

- practitioner/client boundaries
- privacy, confidentiality and disclosure
- rights and responsibilities of workers, employers and clients
- work role boundaries responsibilities and limitations of the counselor role
- workplace health and safety
- **Communication techniques and micro-skills including:**
 - attending behaviors active listening, reflection of content feeling, summarizing
 - questioning skills open, closed, simple and compound questions
 - client observation skills
 - noting and reflecting skills
 - providing client feedback
- **Components of the communication process including:**
 - encoder
 - decoder
- **Primary factors that impact on the communication process including:**
 - context
 - participants
 - rules
 - messages
 - channels
 - noise
 - feedback
- **Communication barriers and resolution strategies, including:**
 - environmental
 - physical
 - individual perceptions
 - cultural issues
 - language
 - age issues
 - disability
- **Observational techniques including:**
 - facial expressions
 - non-verbal behavior

- posture
- silence
- **Ways including:**
 - visual in which different people absorb information
 - auditory
 - kinesthetic
- **Impacts of trauma and stress on the communication process, including on:**
 - concentration and attention
 - memory
 - Intelligence
 - use of verbal and written language
 - use of body language
 - challenging within the counseling session
- **Self-evaluation practices, including:**
 - how to recognize own biases
 - Impact of own values on the counseling relationship.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to apply specialist interpersonal and counseling interview skills. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence is required of the ability to:

- interviewed at least 3 different clients using specialized interpersonal communication and counseling interviewing skills, including:
- micro-skills and communication techniques, including:
 - attending behaviors active listening,
 - reflection of content, summarizing
 - questioning skills open, closed, simple and compound questions
 - client observation skills
 - noting and reflecting skills
 - providing client feedback
- specialized counseling interviewing skills, including:

- challenging
- reframing
- focusing
- integrated clear case note taking into the interview process
- Completed a structured process of self-reflection and evaluation of own communication used during the 3 interviews.

6. Work safely in an office environment

Overview:

This unit describes the performance outcomes, skills and knowledge required to participate in workplace occupational health and safety (OHS) processes to protect workers own health and safety, and that of others.

Unit of Competency	Performance Criteria
1. Work safely	<p>P1. Follow established safety procedures when conducting work</p> <p>P2. Carry out pre-start systems and equipment checks in accordance with workplace procedures</p>
2. Implement workplace safety requirements	<p>P1. Identify designated persons for reporting queries and concerns about safety in the workplace</p> <p>P2. Identify existing and potential hazards in the workplace, report them to designated persons and record them in accordance with workplace procedures</p> <p>P3. Identify and implement workplace procedures and work instructions for controlling risks</p> <p>P4. Report emergency incidents and injuries to designated persons</p> <p>P5. Maintain emergency contact list</p>
3. Participate in OHS	P1. Contribute to workplace meetings, inspections or other

consultative processes	consultative activities P2. Raise OHS issues with designated persons in accordance with organizational procedures P3. Take actions to eliminate workplace hazards or to reduce risks
4. Follow safety procedures	P1. Identify and report emergency incidents P2. Follow organizational procedures for responding to emergency incidents P3. Check of safety tools

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Explain responsibilities of employers and employees under relevant health and safety regulation
- Describe emergency procedures including procedures for fires, accidents and evacuation
- Outline commonly used hazard signs and safety symbols.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A candidate who demonstrates competency in this unit must be able to provide evidence of the ability to participate in workplace OHS processes. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Assessment must ensure the safety processes; hazards and risk are relevant to the area of work. Evidence of the following is essential:

- Accurately following all relevant safety procedures
- Identifying and reporting hazards to designated personnel
- Knowledge of relevant health and safety regulations
- Knowledge of relevant materials, equipment and work processes.

7. Develop workplace documents

Overview:

This unit covers interpreting and composing a range of workplace documents from a number of sources. It includes interpreting written information for workplace purposes as well as planning, drafting and reviewing a basic document before writing the final version. The focus is on the content and structure of written materials and not on the use of computer technology

Unit of Competency	Performance Criteria
1. Interpret written information	<p>P1. Read workplace materials to identify the subject and key information for using or reporting to others.</p> <p>P2. Read procedural manuals and codes of practice to locate specific information to carry out work functions in accordance with policy and standards.</p> <p>P3. Read a range of written materials to locate and select required information for summaries, short reports and response to requests.</p> <p>P4. Identify the cultural context and prior knowledge required to interpret workplace information and obtain assistance when required.</p> <p>P5. Determine candidate and purpose for the document</p> <p>P6. Seek assistance with interpretation of complex materials in accordance with organizational procedures.</p>
2. Develop written materials	<p>P1. Identify and comply with established requirements for a range of written materials</p> <p>P2. Determine format and structure</p> <p>P3. Identify organizational requirements</p> <p>P4. Establish method of communication</p> <p>P5. Develop introductory guide for incumbents</p>
3. Draft document	<p>P1. Develop draft document to communicate key points</p>

	P2. Obtain and include any required additional information
4. Review document	<p>P1. Check draft for suitability of tone for audience, purpose, format and communication style</p> <p>P2. Check draft for readability, grammar, spelling, sentence and paragraph construction and correct any inaccuracies or gaps in content.</p> <p>P3. Check draft for sequencing and structure</p> <p>P4. Check draft to ensure it meets organizational requirements</p> <p>P5. Ensure draft is proofread, where appropriate, by supervisor or colleague</p>
5. Write final document	<p>P1. Make and proofread necessary changes</p> <p>P2. Ensure document is sent to intended recipient within required time frames</p> <p>P3. File copy of document in accordance with organizational policies and procedures</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Reading and writing procedures at a level to cope with a range of workplace materials
- Integration of information from a number of sources in order to generate meaning
- Ways to write and sequence paragraphs according to the required purpose of written material
- Outline the linking ideas in written material through selection and use of words, grammatical structures, headings and punctuation appropriate to the purpose
- Spelling, punctuation and grammar for workplace documents at an experienced level
- Response to diversity, including gender and disability
- Implementation of ergonomic requirements for office work
- Environmental policies such as those relating to paper use/wastage/recycling
- Preparation of general information and papers according to target audience
- Problem solving skills to determine document design and production processes

- Usage of resources to assist in document production, such as dictionary, thesaurus, templates, style sheets
- Ways to produce business letters, memos, job applications, resumes, meeting agendas and minutes
- Ways to handle courier/postal services

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to interpret written information for workplace purposes and plan, draft and review a basic document before writing the final version. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Evidence of the following is essential:

- Producing a range of documents that accurately convey required information including single and multipage business letters, memos, job applications, resumes, meeting agendas and minutes.
- Knowledge of organizational policies and procedures for document production

8. Maintain professionalism at workplace

Overview:

This unit of competency describes the outcomes required maintain a professional image in the workplace, including behaving ethically, demonstrating motivation, respecting timeframes and maintaining personal appearance.

Unit of Competency	Performance Criteria
1. Respect work timeframes	<p>P1. Demonstrate punctuality in meeting, set working hours and times.</p> <p>P2. Utilize working hours only for working and follow company regulations.</p> <p>P3. Complete work tasks within deadlines according to order of priority</p> <p>P4. Perform extra ordinary during working hours</p>
2. Maintain personal appearance and hygiene	<p>P1. Clean hair, body and nails regularly.</p> <p>P2. Wear suitable cloths for the workplace, and respect local and cultural contexts</p> <p>P3. Meet specific company dress code requirements</p> <p>P4. Keep smiling and have positive body language during working hours</p>
3. Maintain adequate distance with colleagues and clients	<p>P1. Respect personal space of colleagues and clients with reference to local customs and cultural contexts.</p> <p>P2. Avoid cross transmission of infections (especially through respiration).</p>
4. Work in an ethical manner	<p>P1. Follow company values/ethics codes of ethics and/or conduct, policies and guidelines.</p> <p>P2. Use company resources in accordance with company ethical standards.</p>

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| | <p>P4. Undertake work practices in compliance with company ethical standards, organizational policy and guidelines.</p> <p>P5. Instruct co-workers on ethical, lawful and reasonable directives.</p> <p>P6. Share company values/practices with co-workers using appropriate behavior and language.</p> <p>P7. Report work incidents/situations and/or resolved in accordance with company protocol/guidelines.</p> |
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Application of good manners and right conduct
- Basic practices for oral and personal hygiene
- Common products used for oral and personal hygiene
- Outline the company code of conduct/values
- Outline the Company regulations, performance and ethical standards
- Work responsibilities/job functions
- Communication skills
- Workplace hygiene standards

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A candidate who demonstrates competency in this unit must be able to provide evidence of the ability to maintain professionalism in the workplace. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Evidence of the following is essential:

- clarify and affirm work values/ethics/concepts consistently in the workplace;
- comply with required working times;
- conduct work practices satisfactorily and consistently, in compliance with work ethical standards, organizational policy and guidelines;
- Keep adequate distance while interacting with colleagues and clients.