Competency Standards for Caribbean Vocational Qualifications (CVQ)

CCTHH20102   **Level II in Food and Beverage - Bar Service (Bartending)**
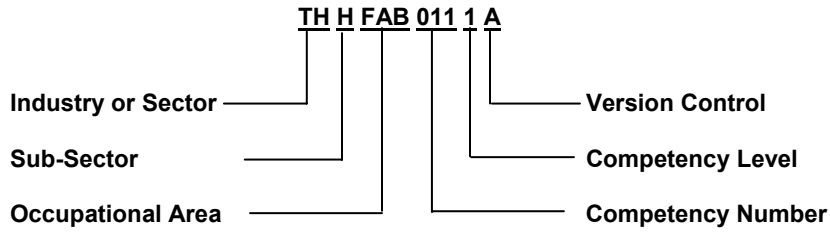
Unit Number	Unit Title	Mandatory/Elective	Hours
THHCOR0011A	Work with colleagues and customers	Mandatory	20
THHCOR0021B	Follow health, safety and security procedures	Mandatory	20
THHCOR0031A	Develop and update hospitality industry knowledge	Mandatory	10
THHCOR0041A	Follow workplace hygiene procedure	Mandatory	5
THHCOR0051A	Communicate on the telephone	Mandatory	10
THHCOR0061A	Operate in a culturally diverse work environment	Mandatory	10
THHFAB0151A	Prepare and serve non-alcoholic beverages	Mandatory	15
THHFAB0082A	Operate a bar	Mandatory	35
THHGAD0141A	Receive and store stock	Mandatory	15
ITICOR0011A	Carry out data entry and retrieval procedures	Mandatory	40
THHFAB0142A	Provide responsible service of alcohol	Mandatory	10
THHFAB0192A	Prepare and serve cocktails	Mandatory	20
THHGFA0042A	Process cash and non-cash transactions	Mandatory	15
THHFAB0182A	Provide specialist wine service	Mandatory	40
THHFAB0162A	Develop and update food and beverage knowledge	Mandatory	10
THHFAB0071A	Clean and tidy bar areas	Elective	10
THHFAB0111A	Provide table service of alcoholic beverages	Elective	50
THHGHS0172A	Provide first aid	Elective	24
THHFAB0132A	Provide room service	Elective	15
BSBSBM0012A	Craft personal entrepreneurial strategy	Elective	50
THHGCS0222A	Promote products and services to customers	Elective	45
THHGAD0153A	Control and order stock	Elective	25
THHGCS0023A	Deal with conflict situations	Elective	20
THHTRA0133A	Coach others in job skills	Elective	20

To obtain this qualification, all Mandatory competencies plus a minimum of one level one elective, two electives from level two and one elective from level three must be achieved.

Nominal Training Hours (Institutional Delivery) include total hours of Mandatory competencies and Electives selected.

Legend to Unit Code

Example: THHFAB0111A

<u>TH H FAB 011 1 A</u>

Industry or Sector ——————————— Version Control

Sub-Sector ——————————— Competency Level

Occupational Area ——————————— Competency Number

KEY: COR – Mandatory; FAB – Food & Beverage   Service; GAD – General Administration;
SBM – Small Business Management; GHS – General Heath Service;
TRA – Training; GCS – General Customer Service;
GFA - General Financial Administration; BSB - Business Sector (Business);
ITI - Information Technology (Information); THH – Tourism & Hospitality (Hospitality

THHCOR0011A: **Work with colleagues and customers**

Competency Descriptor: This unit deals with the interpersonal, communication and customer service skills required by all people working in the tourism and hospitality industries.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Communicate in the workplace	1.1 Communications with customers and colleagues are conducted in an open, professional and friendly manner.
	1.2 Appropriate language and tone is used.
	1.3 Effect of personal body language is considered.
	1.4 Sensitivity to cultural and social differences is shown.
	1.5 Active listening and questioning are used to ensure effective two-way communication.
	1.6 Potential and existing conflicts are identified and solutions sought with assistance from colleagues where required.
2. Provide assistance to internal and external customers	2.1 Trust, support and respect is shown to team members in day to day work activities.
	2.2 Cultural differences within the team are accommodated.
	2.3 Work team goals are jointly identified.
	2.4 Individual tasks are identified, prioritised and completed within designated time frames.
	2.5 Assistance is sought from other team members when required.
	2.6 Assistance is offered to colleagues to ensure designated work goals are met.
	2.7 Feedback and information from other team members is acknowledged.
	2.8 Changes to individual responsibilities are re-negotiated to meet reviewed work goals

RANGE STATEMENTS

This unit applies to all tourism and hospitality sectors.

Depending upon the organisation and the specific situation customers may include but are not limited to:

- members of other tourism and hospitality industry sectors
- internal individuals or groups
- local residents
- visitors
- media
- workmates/colleagues

Customers with specific needs may include:

- those with disability
- special cultural needs
- unaccompanied children
- parents with young children
- single women

EVIDENCE GUIDE

Competency is to be demonstrated by effectively applying interpersonal, communication and customer service skills in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

- evidence should include a demonstrated ability to communicate effectively with customers and colleagues (including these with special needs) within the range of situations required for the relevant job role
- evidence of competency should relate to different communication and customer service contexts and may need to be collected over a period of time
- the focus of this unit will vary depending upon the cultural context of the workplace. Assessment should take account of the variances and special requirements that apply in particular situations

(2)   Pre-requisite Relationship of Units

This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- needs and expectations of different customers as appropriate to industry sector
   .

Skills
The ability to apply:

- listening skill
- questioning techniques
- non verbal communication skills
- understanding of teamwork principles

(4)   Resource Implications

The following resources should be made available:

- fully equipped hospitality and tourism environment (simulated or actual enterprise)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team. Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level -	
Solve problems	Level -	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHCOR0021B: Follow health, safety and security procedures

Competency Descriptor: This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in the tourism and hospitality industries. It also covers basic first aid

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Follow workplace procedures on health, safety and security	1.1	Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant regulations and insurance requirements.
	1.2	Breaches of health, safety and security procedures are identified and promptly reported.
	1.3	Any suspicious behaviour, packages or occurrences are promptly reported to the designated person.
2. Deal with emergency situations	2.1	Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility.
	2.2	Emergency procedures are correctly followed in accordance with enterprise procedures.
	2.3	Basic first aid is performed following recommended procedures.
	2.4	Assistance is promptly sought from colleagues and/or other authorities where appropriate.
	2.5	Details of emergency situations are accurately reported in accordance with enterprise policy.
3. Maintain safe personal presentation standards	3.1	Personal presentation takes account of the workplace environment and health and safety issues.
4. Provide feedback on health, safety and security	4.1	Issues requiring attention are promptly identified.
	4.2	Issues are raised with the designated person in accordance with enterprise and legislative requirements.

RANGE STATEMENTS

This unit applies to all tourism and hospitality sectors.

Health, safety and security procedures may include but are not limited to procedures for:

- emergency, fire and accident
- hazard identification and control
- use of personal protective clothing and equipment
- safe sitting, lifting and handling
- security of documents, cash, equipment, people
- key control systems

Emergency situations may include but are not limited to:

- bomb threats
- deranged customers
- accidents
- robbery
- fire
- armed hold up
- floods
- earthquakes

Basic first aid is applied to:

- cuts
- simple burns (water, steam, fire)
- bruises
- choking
- sprains

First aid applications include:

- bandages
- cold pack
- Heimlich maneuver
- removing/lifting injured persons

Workplace environment and health and safety issues include but are not limited to:

- appropriate personal grooming and hygiene
- appropriate clothing and footwear

EVIDENCE GUIDE

Competency is to be demonstrated by applying health, safety and security procedures in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the potential implications of disregarding those procedures

(2)   Pre-requisite Relationship of Units

This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

(3)   Underpinning Knowledge and Skills

Knowledge   Skills
Knowledge of: The ability to:

- industry/sector insurance and liability
  requirements in relation to individual
- staff responsibilities
- relevant occupational health and safety
  regulations in relation to obligations of
  employers and employees
- common health, safety and activity
  procedures in tourism and hospitality
  workplaces
- major causes of workplace accidents
  relevant to the work environment
- Basic first aid applied to cuts, simple
  burns (fire, water, steam); bruises,
          choking, sprains

- follow health, safety and security
  procedures in tourism and hospitality
  workplaces
- identify major causes of workplace
  accidents relevant to the work
  environment
- identify and appropriately deal with
  security risks in the work
  environment

(4)   Resource Implications

The following resources should be made available:

- hospitality environment (simulated or actual enterprise)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular
checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently.

Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off-the-job. Assessment should include practical demonstration
either in the workplace or through a simulation. This should be supported by a range of methods
to assess underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHCOR0031A: Develop and update hospitality industry knowledge

Competency Descriptor: This unit deals with the skills and knowledge required to access, Increase/update and share knowledge of the hospitality industry including different industry sectors and relevant information on heritage and cultural practices. This knowledge underpins effective performance in all sectors.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Update hospitality industry knowledge	1.1 Informal and/or formal research is used to update general knowledge of the hospitality industry.
	1.2 Specific information on sector of work is accessed and updated.
2. Seek and share information on the hospitality industry	2.1 Sources of information on the hospitality industry are correctly identified and accessed.
	2.2 Information to assist effective work performance within the industry is obtained.
	2.3 Information is shared with customers and colleagues as appropriate and incorporated into day to day working activities.
	2.4 Industry information is correctly applied to day to day work activities.

RANGE STATEMENTS

This unit applies to all tourism and hospitality sectors.

Information sources may include but are not limited to:

- media
- reference books
- libraries
- unions
- maps
- resource person
- industry associations
- industry journals
- internet
- personal observation and experience

EVIDENCE GUIDE

Competency is to be demonstrated by accessing, increasing, updating and sharing knowledge of the Hospitality Industry in accordance with the performance criteria and the range listed within the Range of Variables Statement.

(1)   Critical Aspects and Evidence

- the specific focus of this unit will depend upon the industry sector
- evidence should include a demonstrated broad knowledge of the hospitality industry plus a more detailed knowledge of the issues that relate to
  - a specific sector or workplace
  - local heritage and cultural practices
  - expectations of tourists as conditioned by their cultural habits

(2)   Pre-requisite Relationship of Units

- THHGAD0101A   Source and Present Information

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

Different sectors of the hospitality industry
and their interrelationships   including a
general knowledge of the role and function
of but not limited to the following:

- food and beverage
- front office
- food production
- housekeeping
- clubs
- entertainment
- overview of quality assurance in the
- hospitality industry and the role of
- individual staff members
- industry information sources
- local heritage
- local cultural practices
- general expectations of various category
  of tourists as influenced by their own
  cultural background and peculiarities in
  relating to each
- the role of trade unions and employer
- groups in the industry

Skills
The ability to:

- apply questioning techniques to obtain
  information
- sort and summarise information
- share information with colleagues
- communicate
- relate information on local heritage
- apply and explain various cultural
  practices as relevant to area of work
- relate to tourists from various cultures
- locate places on a world map
- give directions using a local map

(4)   Resource Implications

The following resources should be made available:

- a hospitality environment (simulated or actual enterprise)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular
checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently.

Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off-the-job. Assessment should include practical demonstration
either in the workplace or through a simulation. This should be supported by a range of methods
to assess underpinning knowledge

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
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Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level -	
Solve problems	Level -	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHCOR0041A: Follow workplace hygiene procedure

Competency Descriptor:

This unit deals with the skills and knowledge required to follow the key hygiene procedures, which apply in many sectors of the hospitality industry. It is particularly relevant to the Kitchen, Housekeeping, Food & Beverage and some Tour Operations.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Follow hygiene procedures	1.1	Workplace hygiene procedures are strictly followed in accordance with enterprise standards.
	1.2	Handling and storage of all items is completed in accordance with enterprise standards and proper hygiene practices.
2. Identify and prevent hygiene risks	2.1	Potential hygiene risks are promptly identified and dealt with appropriately.
	2.2	Action is taken to minimise or remove risks identified within the scope of individual responsibility.
	2.3	Hygiene risks beyond the control of individual staff members are promptly reported to the appropriate person for follow up.

RANGE STATEMENTS

This unit applies to various hospitality sectors.

Hygiene procedures may be related to:

- food
- beverage
- linen
- handling of garbage
- cleaning procedures
- personal activities on-the-job

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively follow workplace hygiene procedures in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

Look for:

- understanding of the importance of following hygiene procedures and of the potential implications of
- disregarding those procedures
- knowledge of practical workplace examples
- ability to follow established procedures

(2)   Pre-requisite Relationship of Units

- Nil

(3)   Underpinning Knowledge and Skills

Knowledge	Skill
Knowledge of:	The ability to:
- factors which contribute to hygiene problems - general hazards in the handling of food, including major causes of food poisoning - overview of relevant regulations in relation to food hygiene - typical hygiene control procedures in the hospitality industry	- follow hygiene procedures - identify and prevent hygiene risks

(4)   Resource Implications

The following resources should be made available:

- food and beverage service environment (simulated or actual enterprise)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently.

Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off-the-job. Assessment should include a range of methods to assess underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
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Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level -	
Solve problems	Level -	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHCOR0051A: **Communicate on the telephone**

Competency Descriptor:

> This unit deals with the skills, knowledge and attitudes required to effectively communicate on the phone. It is an essential skill for large numbers of people working in all sectors of the tourism and hospitality industries.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Respond to incoming telephone calls	1.1 Calls are answered promptly, clearly and politely in accordance with enterprise standards.
	1.2 Friendly assistance is offered to the caller and the purpose of the call is accurately established.
	1.3 Details are repeated to caller to confirm understanding.
	1.4 Callers' enquiries are responded to or transferred promptly to the appropriate location/person.
	1.5 Requests are accurately recorded and passed to the appropriate department/person for follow up.
	1.6 Where appropriate, opportunities are taken to promote enterprise products and services.
	1.7 Messages are accurately relayed to the nominated person within designated timelines.
	1.8 Threatening or suspicious phone calls are promptly reported to the appropriate person in accordance with enterprise procedures.
2. Make telephone calls	2.1 Correct telephone numbers are obtained.
	2.2 Purpose of the call is clearly established prior to calling.
	2.3 Equipment is used correctly to establish contact.
	2.4 Relevant information, for example, personal and/or company names and reason for calling, is clearly communicated.
	2.5 Telephone manner is polite and courteous at all times.

RANGE STATEMENTS

This unit applies to all hospitality and tourism sectors:

Telephone communication may take place in a
range of different contexts including but not limited
to:

- office
- reception area
- on tour

- on site
- on mobile phone
- with customers
- with colleagues

EVIDENCE GUIDE

Competency is to be demonstrated by effectively communicating on the phone in accordance with the
performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects of Evidence

Look for:

- ability to effectively operate telephone equipment
- ability to provide courteous and friendly telephone service
- clarity in oral communication

(2)   Pre-requisite Relationship of Units

- Nil

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- specific telephone system operation
- enterprise products and services
- oral communication skills
- basic written skills for taking
- messages

Skill
The ability to:

- respond to incoming telephone calls
- make telephone calls

(4)   Resource Implications

The following resources should be made available:

- service environment (simulated or actual enterprise)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently.

Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
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Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHCOR0061A: Operate in a culturally diverse work environment

Competency Descriptor: This unit deals with the cultural awareness that is required by all people working in the tourism and hospitality industries. It includes the cultural awareness required for serving customers and working with colleagues from diverse backgrounds.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Communicate with customers and colleagues from diverse backgrounds	1.1 Customers and colleagues from all cultural groups are valued and treated with respect and sensitivity.
	1.2 Verbal and non-verbal communication takes account of cultural differences.
	1.3 Where language barriers exist, efforts are made to communicate through use of gestures or simple words in the other person's language.
	1.4 Assistance from colleagues, reference books or outside organisations is obtained when required.
2. Deal with cross cultural misunderstandings	2.1 Issues, which may cause conflict or misunderstanding in the workplace, are identified.
	2.2 Difficulties are addressed with the appropriate people and assistance is sought from team leaders.
	2.3 When difficulties or misunderstandings occur, possible cultural differences are considered.
	2.4 Efforts are made to resolve the misunderstanding, taking account of cultural considerations.
	2.5 Issues and problems are referred to the appropriate team leader/supervisor for follow up.

RANGE STATEMENTS

This unit applies to all tourism and hospitality sectors

Cultural differences may include but are not limited to those of the following nature: (examples only):

- race
- language
- special needs
- disabilities
- family structure
- gender
- age
- sexual preference

Possible cultural differences may include but are not limited to:

- language spoken
- forms of address
- levels of formality/informality
- non-verbal behaviour
- work ethics
- personal grooming
- family obligations
- recognised holidays
- customs
- special needs
- product preferences

Attempts to overcome language barriers may be made to:

- meet and greet/farewell customers
- give simple directions
- give simple instructions
- answer simple enquiries
- prepare for, serve and assist customers
- describe goods and services

Outside organisations may include but are not limited to:

- interpretative services
- diplomatic services
- local cultural organisations
- appropriate government agencies

EVIDENCE GUIDE

Competency is to be demonstrated by communicating effectively with customers and colleagues in accordance with the performance criteria and the range listed within the range of variables statement.

(**1**)   **Critical Aspects and Evidence**

- evidence should include a demonstrated knowledge of what it means to be 'culturally aware' and a demonstrated ability to communicate effectively with customers and colleagues from a broad range of backgrounds as required for the relevant job role
- evidence of competency should relate to different communication and customer service contexts and may need to be collected over a period of time
- the focus of this unit will vary depending upon the cultural context of the workplace and the cultural background of the individual
- assessment should take account of the cultural variances and requirements that apply in particular situations

(**2**)   **Pre-requisite Relationship of Units**

This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units

This unit also has a very strong link with THHCOR011 A Work with Colleagues and Customers and repetition in training should be avoided

(**3**)   **Underpinning Knowledge and Skills**

Knowledge
Knowledge of:

- principles that underpin cultural awareness
- recognition of the different cultural groups in the Jamaican society

Skills
The ability to:

- basic knowledge of the culture of persons from the main places where Jamaica's tourists come from including but not limited to USA, Canada, Japan, Germany, England
- recognition of various international tourist groups (as appropriate to the sector and individual workplace)

(**4**)   **Resource Implications**

The following resources should be made available:

- fully equipped food and beverage service environment (simulated or actual enterprise)

(**5**)   **Method of Assessment**

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently.

Assessment must be in accordance with the performance criteria.

(**6**)   **Context of Assessment**

This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
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Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level -	
Solve problems	Level 1	
Use technology	Level -	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHFAB0151A: Prepare and serve non-alcoholic beverages

Competency Descriptor: This unit deals with the skills and knowledge required to prepare and serve a range of teas, coffees and other non-alcoholic beverages.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Prepare and serve a range of teas and coffees	1.1	The name and style of coffee or tea requested is identified in response to customer request or agreed with customer prior to serving.
	1.2	Correct ingredients and equipment are selected and used in accordance with manufacturer's specifications and enterprise practices.
	1.3	Beverages are correctly prepared in accordance with customer requests and required timeframe.
	1.4	Strength, taste, temperature and appearance are considered.
	1.5	Beverages are attractively presented in appropriate crockery or glassware in accordance with enterprise standards.
2. Prepare and serve cold beverages	2.1	Ingredients are correctly selected.
	2.2	Machinery and equipment is correctly selected and used in accordance with manufacturer's specifications.
	2.3	Beverages are correctly prepared in accordance with standard recipes, customer requests and required time frame.
	2.4	Beverages are served and garnished attractively in appropriate container.
3. Use, clean and maintain equipment and machinery for non-alcoholic drinks	3.1	Machinery and equipment are safely used in accordance with manufacturer's specifications and hygiene/safety requirements.

3.2   Machinery and equipment are regularly cleaned and maintained in accordance with manufacturer's specifications and enterprise cleaning and maintenance schedules.

3.3   Problems are promptly identified and reported to the appropriate person.

RANGE STATEMENTS

This unit applies to the serving of coffee, tea and other non-alcoholic beverages.

Cold beverages may include but are not limited to:

- shakes
- flavoured milks
- hot/iced chocolate
- juices
- cordials and syrups
- waters
- soft drinks
- non-alcoholic cocktails

Coffee methods may include but are not limited to:

- filter
- iced
- espresso

Teas may include but are not limited to:

- traditional
- specialty

EVIDENCE GUIDE

Competency is to be demonstrated by effectively prepare and serve non-alcoholic beverages in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

- evidence should include demonstrated ability to prepare and serve a range of coffees, teas and non-alcoholic beverages with enterprise acceptable timeframes
- the extent and nature of the range will vary according to the needs of the workplace
- knowledge of drinks products, hygiene requirements and equipment usage must be demonstrated

(2)   Pre-requisite Relationship of Units

This unit should be assessed with or after the following unit:

- THHCOR0041A   Follow workplace hygiene procedures.

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- origins and characteristics of a range of different types of coffees and teas
- the processes involved in the production and preparation of teas and coffees
- variety of non-alcoholic beverages
- procedures in preparing a range of natural juices
- characteristics of, and ingredients used in non-alcoholic beverages commonly available in the Jamaican market

Skill
The ability to:

Prepare and serve non-alcoholic beverages which include but are not limited to:

- coffee
- teas
- shakes
- flavored milk
- hot/iced chocolate
- juices
- syrups
- soft drinks
- non-alcoholic cocktails

(4)   Resource Implications

The following resources should be made available:

- food service facility (simulated or actual enterprise)

Equipment may include but is not limited to:

- espresso machines
- grinders
- percolators/urns
- drip filter systems
- tea pots

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently.

Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit must be assessed on-the-job or in a simulated environment, where beverage preparation equipment is provided. This should be supported by a range of methods to assess underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHFAB0082A: Operate a bar

Competency Descriptor: This unit deals with the skills and knowledge required to carry out bar operations in a range of hospitality enterprises.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Prepare bar for service	1.1	Bar display and work area is set up in accordance with enterprise requirements.
	1.2	Bar products and materials are checked and restocked where necessary using correct documentation.
	1.3	All items are stored in the correct place at the correct temperature.
	1.4	A suitable range of decorations, coasters and edible and non-edible garnishes are prepared and stocked in accordance with enterprise requirements.
2. Take drink orders	2.1	Orders are taken and either noted or memorised correctly.
	2.2	Products and brand preferences are checked with the customer in a courteous manner.
	2.3	Clear and helpful recommendations or advice is given to customers on selection of drinks.
3. Prepare and serve drinks	3.1	Drinks are served promptly and courteously in accordance with customer preferences.
	3.2	Drinks are prepared in accordance with enterprise standards, using the correct equipment, ingredients and measures.
	3.3	Coffee and tea are prepared and served as appropriate.
	3.4	Industry standard glassware and garnishes are correctly handled and used.
	3.5	Wastage and spillage are minimised.

		3.6	Beverage quality is checked during service and corrective action taken when required.
		3.7	Where appropriate, beverage quality issues are promptly reported to the appropriate person.
		3.8	Where appropriate tray service is provided in accordance with enterprise standards.
		3.9	Any accidents during service are attended to promptly and safely.
4.	Close down bar operations	4.1	When appropriate, equipment is shut down in accordance with enterprise safety procedures and manufacturer's instructions.
		4.2	Bar areas are cleared, cleaned or dismantled in accordance with enterprise procedures.
		4.3	Left over garnishes, suitable for storage, are stored hygienically and at the correct temperature.
		4.4	Stock is checked and re-ordered in accordance with enterprise procedures.
		4.5	Bar is correctly set up for next service.
		4.6	Where appropriate, handover is made to incoming bar staff and relevant information is shared.

RANGE STATEMENTS

This unit applies to bar operations in all hospitality sectors.

Bars may be:

* permanent
* temporary

Relevant information may include but is not limited to:

* current customer information (preferences, any problems etc)
* issues relating to beverage quality
* drink recipes
* stock requirements

Bar products and materials may include but are not limited to:

* all types of drinks – (alcoholic and non-alcoholic beverages, rums, wines, liqueurs, beers, pre-packaged and prepared fruit punch etc)
* garnishes
* fruits
* cleaning equipment

* refrigeration equipment
* utensils
* bar towels
* display items

EVIDENCE GUIDE

Competency is to be demonstrated by effectively operating a bar in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- to set up bar equipment
- to prepare standard drinks
- to operate bar equipment

(2)   Pre-requisite Relationship of Units

- THHFAB0071A   Clean and tidy bar areas
- THHFAB0142A   Provide responsible service of alcohol
- THHGFA0042A   Process financial transactions.

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- requirements of the relevant Regulations in relation to service of alcohol
- hygiene issues of specific relevance to beverage service
- different types of bars
- typical bar equipment
- major types of alcoholic beverages
- standard drinks including preparation and serving techniques (local and international)
- tea and coffee preparation
- major drink manufacturers (local, international)

Skill
The ability to:

- set up bar display and work area
- check and restock bar products and materials
- store items
- prepare and stock decorations, coasters and edible and non-edible garnishes
- take customer orders
- give recommendations or advice to customers on selection
- serve drinks
- prepare drinks
- prepare and serve coffee and tea
- handle and use glassware and garnishes
- minimise wastage and spillage
- check beverage quality
- provide tray service
- attend to accidents during service
- clear, clean or dismantle bar areas
- store left over garnishes
- set up bar for next service
- handover to incoming bar staff

(4)   Resource Implications

The following resources should be made available:

- fully equipped bar (simulated or actual enterprise), necessary equipment, utensils and supplies

(5)   Method of Assessment

Evidence should include a demonstrated ability to set up and operate bar equipment in accordance with established procedures and systems. Correct preparation of standard drinks should be demonstrated within enterprise acceptable range and timelines

(6)   Context of Assessment

This unit should be assessed on-the-job or in a simulated workplace environment where a fully equipped bar is provided. This should be supported by assessment of underpinning knowledge

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 3	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHGAD0141A: **Receive and store stock**

Competency Descriptor: This unit deals with the knowledge to receive and store stock in a range of tourism and hospitality enterprises. It focuses on the general stock handling procedures required in many different contexts.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Take delivery of stock	1.1	Incoming stock is accurately checked against orders and delivery documentation in accordance with enterprise procedures.
	1.2	Variations are accurately defined, recorded and communicated to the appropriate person.
	1.3	Items are inspected for specifications to include damage, quality, use by dates, breakages or discrepancies and records are made in accordance with enterprise policy.
2. Store stock	2.1	All stock is promptly and safely transported to the storage area without damage.
	2.2	Stock is stored in the appropriate area.
	2.3	Stock levels are accurately recorded in accordance with enterprise procedures.
	2.4	Stock is labelled in accordance with enterprise procedures.
3. Rotate and maintain stock	3.1	Stock is rotated in accordance with enterprise policy.
	3.2	Stock is moved in accordance with safety and hygiene requirements.
	3.2	Quality of stock is checked and reported.
	3.3	Excess stock is placed in storage or disposed in accordance with enterprise and/or government requirements, and any problems are promptly identified and reported.

RANGE STATEMENTS

This unit applies to all establishments where food is prepared and served

Stock may include but is not limited to:

- food
- beverage
- equipment
- stationery
- brochures
- vouchers and tickets

This unit may refer to stock received from both internal and external suppliers.

Stock control systems may be:

- manual
- computerised

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to correctly receive and store stock in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects of Evidence

- evidence should include a demonstrated ability to efficiently and safely receive and store stock in the appropriate industry context. For those individuals working in an environment dealing with the storage of food and beverage
- evidence must also include a demonstrated understanding of the health and hygiene issues to be considered

(2)   Pre-requisite Relationship of Units

- THHCOR0041A   Follow workplace hygiene procedures

(3)   Underpinning Knowledge and Skills

Knowledge	Skill

Knowledge   Skill
Knowledge of: The ability to:

- safe lifting and handling procedures
- basic stock knowledge
- Occupational Health and Safety
- hygiene
- logical and time efficient work flow
- principles of stock control
- common examples of stock control documentation and systems

- follow establishment's procedures in receiving and storing stock
- record information accurately
- transport items safely
- store items to allow for first in first out

(4)   Resource Implications

- record keeping instruments, stocks, Actual or simulated work environment

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently.

Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated work Place environment where stock receiving and storage can be demonstrated.

This should be supported by assessment of underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITICOR0011A: **Carry out data entry and retrieval procedures**

Competency Descriptor:

> This unit deals with the skills and knowledge required to operate computer, to enter, manipulate and retrieve data and to access information and communicate via the Internet.

Competency Field: Information Technology and Communications - Operations

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Initiate computer system	1.1	Equipment and work environment are correctly checked for readiness to perform scheduled tasks.
	1.2	The hardware components of the computer and their functions are correctly identified.
	1.3	Equipment is powered up correctly.
	1.4	Access codes are correctly applied.
	1.5	Appropriate software is selected or loaded from the menu.
2. Enter data	2.1	Types of data for entry correctly identified and collected.
	2.2	Input devices selected and used are appropriate for the intended operations.
	2.3	Manipulative procedures of Input device conform to established practices.
	2.4	Keyboard/mouse is operated within the designated speed and accuracy requirements.
	2.5	Computer files are correctly located or new files are created, named and saved.
	2.6	Data is accurately entered in the appropriate files using specified procedure and format.
	2.7	Data entered is validated in accordance with specified procedures.

		2.8	Anomalous results are corrected or reported in accordance with specified procedures.
		2.9	Back-up made in accordance with operating procedures.
3.	Retrieve data	3.1	The identity and source of information are established.
		3.2	Authority to access data is obtained where required.
		3.3	Files and data are correctly located and accessed.
		3.4	Integrity and confidentiality of data are maintained.
		3.5	The relevant reports or information is retrieved, using approved procedure.
		3.6	Formats to retrieved report or information conform to requirements.
		3.7	Copy of the data is printed where required.
4.	Amend data	4.1	Source of data/information for amendment is established.
		4.2	Data to be amended is correctly located within the file.
		4.3	The correct data/Information is entered, changed or deleted using appropriate input device and approved procedures.
		4.4	The Integrity of data is maintained.
5.	Use document layout and data format facilities	5.1	Requirements for document are verified where necessary.
		5.2	The given format and layout are appropriately applied.
		5.3	Facilities to achieve the desired format and layout are correctly identified, accessed and used.
		5.4	Data manipulating facilities are used correctly.
		5.5	Format reflects accuracy and completeness.

6.	Monitor the operation of equipment	6.1	The system is monitored to ensure correct operation of tasks.
		6.2	Routine system messages are promptly and correctly dealt with.
		6.3	Non-routine messages are promptly referred in accordance with operating requirements.
		6.4	Error conditions within level of authority are dealt with promptly, and uncorrected errors are promptly reported.
		6.5	Output devices and materials are monitored for quality.
7.	Access and transmit information via the Internet	7.1	Access to the Internet is gained in accordance with the provider's operating procedures.
		7.2	Evidence of the ability to negotiate web sites to locate and access specified information and other services is efficiently demonstrated.
		7.3	E-Mail is sent and retrieved competently.
8.	Close down computer system	8.1	The correct shut down sequence is followed.
		8.2	Problem with shutting down computer is reported promptly.
		8.3	All safety and protective procedures are observed.
		8.4	The system integrity and security are preserved.
9.	Maintain computer equipment	9.1	Cleaning materials and/or solutions used meet specified recommendation.
		9.2	The equipment is cleaned as directed.
		9.3	Wear and faults identified are promptly reported to the appropriate personnel.

RANGE STATEMENT

This unit applies to activities associated with essential operations linked to using and maintaining basic computer equipment.

Equipment:

- install supplied computer
- install supplied peripherals

Work environment:

- equipment
- furniture
- cabling
- power supply

Input devices:

- keyboard
- mouse
- scanner
- microphone
- camera

Data:

- textual
- numerical
- graphical

Software systems to include for:

- word processing
- spread sheet
- internet access

File operations:

Naming, updating, archiving, traversing field and records in database, use of search, sort, print

Files save on:

- network
- magnetic media
- personal PC

Maintenance:

- cleaning: enclosures, screen, input devices, output devices
- checking cables, etc

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to accurately carry out basic data entry and retrieval operations on a computer system in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- Initiate the use on the equipment.
- Use document layout and data format facilities.
- Locate and access data.
- Use file operations.
- Manipulate input devices.
- Key-in and format reports.
- Access to the internet.

(2)   Pre-requisite Relationship of Units

- Nil

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- safety for working with and around computers
- computer hardware and software systems
- procedure for initiating and closing down computer
- the operation of the data entry
  - management system
- methods of locating files
- organisation's standards applicable to
  - accessing files
- files operations and their applications
- file operation in database setting
- creating, locating and saving files
- using input devices
- using data checking devices
- formatting functions of software
- layout function of software
- graphic productions and manipulation
- regard for accuracy and security of
  - information
- functions on the internet

Skills
The ability to:

- identify computer hardware
- manipulate data input devices
- access data
- use file operations
- key-in and format reports and letters
- retrieve data
- amend data
- print data
- save data
- search and receive data from the internet
- send and receive E-Mail

(4)   Resource Implications

Files saved on network, magnetic media, and personal Computer

Input devices: Keyboard, mouse, other selection devices

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level -	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level -	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHFAB0142A: Provide responsible service of alcohol

Competency Descriptor:

This unit deals with the skills and knowledge required to satisfy the requirements for responsible service of alcohol. All staff involved in the service of alcohol should complete this unit.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Identify customers to whom service may be refused	1.1	Customers to whom service may be refused are identified and the appropriate action is taken.
	1.2	Where appropriate proof of age is requested and obtained prior to service.
2. Prepare and serve alcoholic beverages	2.1	Standard drinks are prepared and served.
	2.2	Requests for drinks which exceed standard limits are politely declined and customers advised on the reasons for the refusal.
	2.3	When requested, accurate advice is given to customers on alcoholic beverages.
	2.4	Service to intoxicated customers is refused in a suitable and consistent manner, minimising confrontation and arguments.
3. Assist customers to drink within appropriate limits	3.1	Customers are courteously and diplomatically encouraged to drink within appropriate limits.
	3.2	Where appropriate food and non alcoholic beverages are offered.
4. Assist alcohol affected customers	4.1	Intoxication levels of customers are correctly assessed using a number of methods.
	4.2	Offers of assistance are politely made to intoxicated customers.
	4.3	Difficult situations are referred to the appropriate person.
	4.4	Situations that pose a threat to safety or security of colleagues, customers or property are promptly identified and assistance is sought from appropriate colleagues.

RANGE STATEMENTS

This unit applies to all establishments where alcoholic beverages are served. It is a required unit for all staff serving alcoholic beverages.

Action taken, with respect to customers who are intoxicated or who are contravening policy, is dependent upon:

- enterprise procedures
- the level of responsibility of individual
- staff members

Advice given on alcohol include:

- types
- strengths
- standard drinks
- effects

Offers of assistance include:

- organising transport for customers wishing to leave
- offering non-alcoholic drinks
- assisting customers to leave

Methods used to assess customers intoxication levels include:

- observation of changes in behaviour
- monitoring noise levels
- monitoring drink orders

EVIDENCE GUIDE

Competency is to be demonstrated by effectively provide responsible service of alcohol in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

- evidence should include a demonstrated understanding of the principles of responsible service of alcohol. Understanding of the ramifications of non-compliance on the enterprise and individual staff members must be demonstrated

(2)   Pre-requisite Relationship of Units

- Nil

(3)   Underpinning Knowledge and Skills

<u>Knowledge</u>
Knowledge of:

- major requirements controlling the operations of bars and drinking salons including:
  - general licensing requirements and regulations
- responsibilities of individual staff members serving alcohol and their role in contributing to the reduction of :
  - alcohol abuse and crime
  - violence and anti-social behaviour associated with alcohol abuse
  - costs to stakeholders of alcohol abuse
  - benefits of responsible service of alcohol
  - benefits and profitability of food and soft drink service
  - issues relating to service of alcohol to specific groups
- knowledge of standard drinks including:
  - rationale for standard drinks
  - contribution to blood alcohol levels
  - and percentages of a range of frequently
  - served drinks
  - safe drinking levels
  - legal drink and drive limits
- effects of alcohol on:
  - emotional state
  - health
  - pregnancy
  - physical alertness
- factors which affect individual responses to alcohol including:
  - gender
  - weight
  - metabolic rates
  - hormone cycles
  - other drugs taken
- ways of assessing intoxication of customers

<u>Skill</u>
The ability to:

- Identify customers to whom service may be refused
- prepare and serve standard drinks
- refuse service to intoxicated customers
- assess intoxication levels of customers
- make offers of assistance to intoxicated customers

(4)   Resource Implications

The following resources should be made available:

- fully equipped establishment where alcoholic beverages are served (simulated or actual enterprise)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level -	
Solve problems	Level 2	
Use technology	Level -	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHFAB0192A: Prepare and serve cocktails

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Competency Descriptor:	This unit deals with the skills and knowledge required to prepare and serve cocktails in a range of hospitality enterprises.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Promote cocktails to customers	1.1	Customers are encouraged to buy cocktails in accordance with enterprise policy.
	1.2	Display materials are used to promote cocktails.
	1.3	Customers are courteously offered accurate information about the range and style of cocktails available.
2. Prepare cocktails	2.1	Cocktail glassware and equipment is correctly selected and used in accordance with enterprise and industry standards.
	2.2	Cocktails are correctly and efficiently made in accordance with recipes.
	2.3	Quality checks are correctly applied in preparing cocktails.
	2.4	Options for new cocktail recipes are considered and developed in accordance with enterprise policy.
3. Present cocktails	3.1	Cocktails are attractively presented and eye appeal is maximised.
	3.2	Wastage and spillage are avoided during service.

RANGE STATEMENTS

This unit applies to establishments where cocktails are served.

Cocktail equipment may include but is not limited to:

- shakers
- jugs
- stirrers and swizzles
- blenders

Cocktails include those which are:

- blended
- shaken
- stirred
- built
- floated

- ice crushers
- glass chillers
- cleaning equipment
- bar towels

Quality checks include:

- eye appeal
- texture
- flavour
- required temperature

EVIDENCE GUIDE

Competency is to be demonstrated by effectively preparing and serving cocktails in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

- evidence should include a demonstrated ability to correctly prepare and present standard cocktails within acceptable enterprise range and timelines

(2)   Pre-requisite Relationship of Units

- THHFAB0142A   Provide responsible service of alcohol
- THHFAB0082A   Operate a bar.
- THHGFA0042A   Process cash and non-cash transactions

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- safe cocktail preparation
- a range of the most popular traditional cocktail recipes
- the typical alcoholic ingredients of cocktails
- the typical non-alcoholic ingredients of cocktails
- the range and variety of cocktail making equipment
- the range and variety of cocktail glassware
- the range and variety of presentation methods
- the origins, nature and characteristics of:
- spirits and liqueurs
- vermouths, bitters and fortified wines

Skill
The ability to:

- use display materials to promote cocktail
- select cocktail glassware and equipment
- prepare cocktails including but not limited to those that are:
- Blended
- Shaken
- Stirred
- Built
- Floated
- develop cocktail recipes
- present cocktails attractively

(4)   Resource Implications

The following resources should be made available:

- food and beverage service environment (simulated or actual enterprise)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently.

Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where cocktail ingredients and equipment are provided. This should be supported by assessment of underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 3	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHGFA0042A: **Process cash and non-cash transactions**

Competency Descriptor: This unit deals with the skills and knowledge required to process and balance financial transactions in a range of tourism and hospitality contexts.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Process receipts and payments	1.1	Cash float is received and accurately checked, using correct documentation.
	1.2	Cash received is accurately checked and correct change is given.
	1.3	Receipts are accurately prepared and issued.
	1.4	Non-cash transactions are processed in accordance with enterprise and financial institution procedures.
	1.5	Transactions are correctly and promptly recorded.
	1.6	When payments are required, documents are checked and cash is issued according to enterprise procedures.
	1.7	All transactions are conducted in a manner, which meets enterprise speed and customer service standards.
2. Reconcile takings	2.1	Balancing procedures are performed at the designated times, in accordance with enterprise policy.
	2.2	Cash float is separated from takings, prior to balancing procedure, and secured in accordance with enterprise procedures.
	2.3	Register/terminal reading or print-out is accurately determined, where appropriate.
	2.4	Cash and non-cash documents are removed and transported, in accordance with enterprise security procedures.

2.5   Cash is accurately counted.

2.6   Non-cash documents are accurately calculated.

2.7   Balance between register/terminal reading and sum of cash and non-cash transactions is accurately determined.

2.8   Takings are recorded in accordance with enterprise procedures.

RANGE STATEMENTS

This unit applies to all tourism and hospitality sectors:

Transactions may include but are not limited to:

- credit cards
- cheques
- deposits
- advanced payments
- vouchers
- company charges
- refunds
- travellers cheques
- foreign currency

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to process financial transactions in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects of Evidence

Look for:

- ability to conduct accurate and secure financial transactions within acceptable enterprise timeframes
- knowledge of basic cash handling principles and security procedures

(2)   Pre-requisite Relationship of Units

- Nil

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- basic numeracy skills
- cash counting procedures
- procedures for processing non-cash transactions
- security procedures for cash and other financial documentation

Skill
The ability to:

- prepare receipts
- manage cash float
- process non-cash transactions
- make cash payments
- perform balancing procedures
- maintain cashier records

(4)   Resource Implications

The following resources should be made available:

- hospitality environment (simulated or actual enterprise)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently.

Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation
Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 3	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHFAB0182A: **Provide specialist wine service**

Competency Descriptor: This unit deals with the skills and knowledge required to provide specialist advice on wine and to evaluate and develop wine lists in a hospitality enterprise.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Advise customers on local and imported wines	1.1 Assistance with making wine selections is courteously offered to customers.
	1.2 Specific advice is offered on the compatibility of different wines for menu items.
	1.3 Correct and current information about different wine options is provided.
	1.4 Where appropriate, styles and production methods are discussed with customers in clear and simple language.
2. Evaluate wines	2.1 Wines are evaluated using accepted sensory evaluation techniques.
	2.2 Wine evaluations are used to enhance the quality of information provided to customers and to inform wine selections.
	2.3 Impaired wine quality is promptly recognised and appropriate action is taken.
3. Develop wine lists	3.1 Discussions are held with appropriate kitchen staff to obtain information on menu items.
	3.2 Wines selected take account of compatibility with menu items.
	3.3 Wine lists are balanced to ensure an appropriate selection.
	3.4 Wine lists are developed to ensure required profit margin is obtained for the enterprise.
	3.5 Format and design of wine lists are clear, accurate and appropriate to enterprise needs.

4	Store and handle wines	4.1	Wines are correctly stored at recommended temperatures and humidity.
		4.2	Sediments are controlled in the storage and transportation of wines.
		4.3	Wine quality issues are identified and correctly acted upon.
5	Update wine knowledge	5.1	Informal and formal research is used to access current, accurate and relevant information about wines.
		5.2	Trends in customer needs are identified based on direct contact and workplace experience.
		5.3	General trends in the wine market are identified and information is applied to the workplace.

RANGE STATEMENTS

This unit applies to all operations where specialist wine knowledge is required.

Imported wines may include wines from:

- France
- Italy
- Germany
- Spain and Portugal
- Central and South Eastern Europe
- North America
- South America
- South Africa
- New Zealand

Sensory evaluation techniques include:

- colour, appearance and other sight variables
- aroma, bouquet and odour
- taste and mouth feel

Informal and formal research may include but is not limited to:

- talking to product suppliers
- reading general and trade media
- attending trade shows
- attending wine tastings
- reading wine reference books
- internet

EVIDENCE GUIDE

Competency is to be demonstrated by effectively providing specialist advice on wine and to evaluate and develop wine lists in a hospitality enterprise in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects of Evidence

- evidence should include a demonstrated detailed knowledge of wine including all those areas of knowledge covered in the Evidence Guide
- evidence of the ability to update and maintain current and relevant knowledge of wines and to apply that knowledge to the workplace must also be demonstrated

(2)   Pre-requisite Relationship of Units

- THHCOR0031A   Follow workplace hygiene procedures
- THHFAB0082A   Maintain communication between kitchen and service areas
- THHFAB0101A   Provide food and beverage service
- THHFAB0111A   Provide table service of alcoholic beverages
- THHFAB0162A   Develop and update food and beverage knowledge
- THHGCS0222A   Promote products and services to customers
- THHFAB0212A   Provide silver service

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- flow of service within a food and beverage service environment
- ordering and service procedures
- typical food and beverage service styles and types of menus
- typical industry table set ups for different types of service
- range and usage of standard restaurant equipment
- knowledge of menus as appropriate to enterprise
- hygiene and safety issues of specific relevance to food and beverage service

Skill
The ability to:

- provide assistance in making wine selections
- evaluate wines
- recognise impaired wine quality
- develop wine lists
- store wines
- controll sediments
- identify trends in customer needs
- identify trends in the wine market

(4)   Resource Implications

The following resources should be made available:

- food and beverage service environment (simulated or actual enterprise)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 3	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 2	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHFAB0162A: Develop and update food and beverage knowledge

Competency Descriptor:

This unit deals with the skills required to develop and maintain general knowledge in the area of food and beverage. It brings together much of the product knowledge that underpins effective work performance in a range of food service roles. The unit also focuses on the need for ongoing updating of knowledge by all food and beverage staff. Please note that the specific product knowledge that applies to bar staff is found in other units.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Research general information on food and beverage	1.1 Individual information needs to assist in fulfilling day to day duties are identified and followed up.
	1.2 Sources of information on food and beverage are correctly identified and accessed.
	1.3 A range of methods are used to update knowledge in accordance with market trends and enterprise requirements.
2. Share information with customers	2.1 Assistance is provided to customers on selection of food and beverage items.
	2.2 Advice is offered on appropriate combinations of food and beverages when appropriate.
	2.3 Customer questions on menus and drinks lists are courteously and correctly answered.

RANGE STATEMENTS

This unit applies to all food and beverage operations.

Sources of information on:

- chefs and cooks
- product suppliers
- general and trade media (print and electronic)
- food and beverage reference books
- internet

Types of beverage including but not limited to:

- wines
- spirits
- liqueurs
- beers
- non alcoholic drinks

Types of food including but not limited to:

• appetisers	• snacks
• soups	• cheeses
• meat and fish	• fruit
• vegetables	• salads
• sweets	• pre-packaged

EVIDENCE GUIDE

Competency is to be demonstrated by effectively providing Food and Beverage Service in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects of Evidence

- evidence should include a general knowledge of food and beverage as appropriate to a particular industry sector or workplace. This knowledge will vary but should include all areas mentioned in the Evidence Guide
- evidence of the ability to update and maintain current and relevant knowledge and apply this to the workplace must also be demonstrated

(2)   Pre-requisite Relationship of Units

- THHCOR0021A   Follow health, safety and security procedures
- THHFAB0031A   Provide a link between kitchen and service areas
- THHFAB0041A   Provide food and beverage service

(3)   Underpinning Knowledge and Skills

Knowledge	Skill
Knowledge of:	The ability to:
• commonly prepared dishes as appropriate to the industry sector	• identify and access sources of information on food and beverage
• traditional accompaniments	• update knowledge
• service styles for different types of food	• provide assistance to customers on selection of food and beverage items
• compatibility of common food and beverage items	• offer advice on appropriate combinations of food and beverages
• specific food safety issues for different types of food	• answer customer questions on menus and drinks lists

(4)   Resource Implications

The following resources should be made available:

- food and beverage service environment (simulated or actual enterprise)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level -	
Solve problems	Level -	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHFAB0071A: **Clean and tidy bar areas**

Competency Descriptor:	This unit deals with the skills and knowledge required to provide general assistance in a bar area.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Clean bar and equipment	1.1	Bar surfaces and equipment are cleaned in accordance with enterprise standards and hygiene regulations.
	1.2	Equipment is operated in accordance with manufacturer's instructions.
	1.3	Condition of utensils and glassware is checked during the cleaning process and broken and cracked items are safely disposed of in accordance with enterprise standards.
	1.4	Cleaning of bar and equipment is completed in consultation with other bar operators and with minimum disruption to bar operations.
2. Clean and maintain public areas	2.1	Public areas which require attention are promptly identified and appropriate action is taken.
	2.2	Empty and unwanted glasses are cleared on a regular basis with minimum disruption to customers.
	2.3	Tables and public areas are cleaned hygienically and prepared in accordance with enterprise requirements.
	2.4	Where appropriate, opportunities to interact with customers are taken in accordance with enterprise customer service standards.
	2.5	Unusual, suspicious or unruly behaviour is identified and reported to the appropriate person.

RANGE STATEMENTS

This unit applies to all establishments where alcoholic beverages are served.

Bar surfaces and equipment may include but are not limited to:

- service counters
- beer, wine and post mix service points
- utensils
- glassware/glass washing machines
- mixing equipment including blenders, juicers

Public areas may be indoor or outdoor and include but are not limited to:

- bar areas
- restaurant areas
- function areas
- gaming areas

EVIDENCE GUIDE

Competency is to be demonstrated by effectively cleaning and tidying bar areas in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

- evidence should include a demonstrated understanding of the importance of maintaining the cleanliness and tidiness of bar areas and an ability to safely and hygienically follow enterprise bar cleaning procedures within appropriate timeframes

(2)   Pre-requisite Relationship of Units

- THHCOR0041A   Follow workplace hygiene procedures.

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

Cleaning Methods including but not
limited to:

- washing by machine or by hand and
  polishing glassware, arranging bar
  areas furniture, equipment and utensils
- mopping, sweeping, disinfecting, removal
  of stains and marks from floors, tables,
  counters and lavatories and urinals
  relating to the bar area
- requirements of the Public Health
  Regulations in relation to basic hygiene
  requirements in bar areas

Skill
The ability to:

- clean bar surfaces and equipment
- operate equipment
- dispose of broken and cracked items
- clean bar equipment
- carry out cleaning with minimum disruption
  to bar operations
- clear empty and unwanted glasses
- interact with customers
- identify unusual, suspicious or unruly
  behaviour

(4)   Resource Implications

The following resources should be made available:

- fully equipped bar (simulated or actual enterprise), necessary cleaning supplies, equipment
  and tools, safety supplies including gloves and dust masks where required

(5)   Method of Assessment

Evidence should include a demonstrated understanding of the importance of maintaining the
cleanliness and tidiness of bar areas and an ability to safely and hygienically follow enterprise
bar cleaning procedures within appropriate timeframes.

(6)   Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated
workplace environment where a fully equipped bar is provided. This should be supported by
assessment of underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHFAB0111A: Provide table service of alcoholic beverages

Competency Descriptor: This unit deals with the skills and knowledge required to advise on and serve a range of bottled alcoholic beverages within a dining or restaurant setting.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Advise customers on alcoholic beverages	1.1	Advice and recommendations on beverages is courteously offered to customers when appropriate.
	1.2	Products are promoted to customers in accordance with enterprise requirements.
2. Serve alcoholic beverages	2.1	Where appropriate, glassware and other items for beverage service are selected, prepared and placed in accordance with enterprise and/or industry standards.
	2.2	Beverages are selected and both temperature and bottle condition are checked prior to serving.
	2.3	Selection is checked with the customer prior to opening.
	2.4	Beverages are correctly and safely opened and poured.
	2.5	Where appropriate glasses are refilled during service with minimal disruption to customers.
	2.6	Used and unused glassware is removed from tables at the appropriate time and in the correct manner.

RANGE STATEMENTS

This unit applies to all establishments where alcoholic beverages are served at the table

Alcoholic beverages may include but are not limited to:

- wines (still, sparkling and fortified)
- beers
- spirits

Items for beverage service may include but are not limited to:

- ice buckets
- stands
- napkins

EVIDENCE GUIDE

Competency is to be demonstrated by effectively operating an establishment where alcoholic beverages are served at tables in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

- evidence should include a demonstrated ability to correctly serve a range of alcoholic drinks within enterprise acceptable timeframes and provide courteous advice on those drinks to customers

(2)   Pre-requisite Relationship of Units

- THHFAB0142A   Provide responsible service of alcohol.
- THHFAB0151A   Prepare and serve non alcoholic beverages
- THHFAB0162A   Develop and update food and beverage knowledge

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

Wines in relation to:

- major international wine styles
- compatibility of major international wine styles with different types of food
- general features of wine from the major wine categories, beers and spirits in relation to:
- flavour
- differences between local and imported products
- knowledge of glassware required for
- different types of beverages
- beverage serving techniques for appropriate range including:
- bottled beer
- wine
- spirits
- liqueurs
- safety issues in relation to table service of beverages

Skill
The ability to:

- offer advice and recommendations on beverages to customers
- promote products to customers
- select, prepare and place glassware and other items for beverage service
- select beverages
- check temperature and bottle condition prior to serving
- check selection with the customer
- open and pour beverages
- refill glasses during service
- remove used and unused glassware from tables

(4)   Resource Implications

The following resources should be made available:

- fully equipped establishment where alcoholic beverages are served at tables (simulated or actual enterprise), necessary equipment, utensils and supplies to include but not limited to wines (still, sparkling and fortified), beers, and spirits

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated service environment where beverages and beverage service equipment is provided. This should be supported by assessment of underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHGHS0172A: **Provide first aid**

Competency Descriptor: This unit deals with the skills and knowledge required to provide first aid. It complies with standards, practices and procedures of St John Ambulance Association and equivalent first aid bodies.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Assess and respond to emergency first aid situations	1.1	Emergency situations are quickly and correctly recognised.
	1.2	The situation is assessed and a decision promptly made regarding action required.
	1.3	Assistance from emergency services/colleagues/customers is organised where appropriate.
2. Provide appropriate treatment	2.1	Patient's physical condition is assessed from visible vital signs.
	2.2	First Aid is provided to stabilise the patient's physical and mental condition in accordance with organisation policy on provision of first aid and recognised first aid procedures.
3. Monitor the situation	3.1	Back up services appropriate to the situation are identified and notified.
	3.2	Information on the victim's condition is accurately and clearly conveyed to emergency services personnel.
4. Prepare an incident report	4.1	Emergency situations are documented according to company procedures.
	4.2	Reports provided are clear, accurate and timely.

RANGE STATEMENTS

This unit applies to all tourism and hospitality sectors.

First aid treatment is that defined in Common
Law as emergency assistance provided to a second party in the absence of medical or paramedical care.

Factors which affect the provision of first aid are:

legal issues that affect the provision of first aid in different industry sectors:

- the type of site where the injury occurs
- the nature of the injury and its cause
- availability of first aid equipment, medications and kits or other suitable alternative aids
- proximity and availability of trained paramedical and medical assistance
- the patient's cardio-vascular condition as indicated by body temperature, pulse rate and breathing rates
- chemical contamination

Injuries may include:

- cardio-vascular failure
- wounds and infections
- bone and joint injuries
- eye injuries
- burns
- external bleeding
- unconsciousness
- effects of heat or cold temperatures
- pre-existing illness
- bites

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to provide first aid in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

Look for:

- ability to correctly apply a range of first aid techniques for all situations described in the Range of Variables

(2)   Pre-requisite Relationship of Units

This unit should be assessed alone.

(3)   Underpinning Knowledge and Skills

- to demonstrate competence, attendance at and successful completion of an accredited
- first Aid course is required

(4)   Resource Implications

The following resources should be made available:

- hospitality environment (simulated or actual enterprise)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team. Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit will generally be assessed off-the-job

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 2	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHFAB0132A: Provide room service

Competency Descriptor:

This unit deals with the skills and knowledge required to provide room service in commercial accommodation establishments.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Take and process room service orders	1.1	The telephone is answered promptly and courteously in accordance with enterprise procedures and customer service standards.
	1.2	The customer's name is checked and used in the interaction.
	1.3	Details of orders are clarified, repeated and checked with the guest.
	1.4	Suggestive selling techniques are used.
	1.5	Approximate time for delivery is advised to the customer.
	1.6	Orders are accurately recorded and the information is checked.
	1.7	Doorknob dockets are correctly interpreted.
	1.8	Where necessary, orders are promptly transferred to the appropriate location for preparation.
2. Set up trays and trolleys	2.1	Food and beverage items are correctly prepared for service periods.
	2.2	General room service equipment is prepared for use.
	2.3	Trays and trolleys are set up in accordance with enterprise standards.
	2.4	Correct and sufficient service equipment is selected and checked for cleanliness, and damage.
	2.5	Trays and trolleys are set up so that they are balanced, safe and attractively presented.

		2.6	All food items and beverages are collected promptly and in the right order.
		2.7	Orders and trays are checked before leaving the kitchen and before entering room.
3	Present room service meals and beverages	3.1	Rooms are approached and guests greeted in accordance with enterprise service standards.
		3.2	Customers are consulted about where trays or trolleys should be placed in the room and advised of potential hazards.
		3.3	Trays or trolleys are placed safely and conveniently.
		3.4	Furniture is correctly positioned where required.
		3.5	Meals and beverages are correctly served and placed if required by the customer and in accordance with enterprise procedures.
4.	Present room service accounts	4.1	The customers account is checked for accuracy and presented in accordance with enterprise procedure.
		4.2	Cash payments received are presented to the cashier.
		4.3	Charge accounts are presented to the guest for signing and charged to the account.
5	Clear room service area	5.1	Floors are checked and promptly cleared of used room service trolleys and trays.
		5.2	Trays and trolleys are returned to the room service area and dismantled/cleaned in accordance with enterprise procedures.
		5.3	Equipment and food and beverage items are re-stocked in accordance with enterprise procedures.

RANGE STATEMENTS

This unit applies to all establishments where room service is provided.

Meals include but not limited to:

- breakfast
- lunch
- dinner

- complimentaries
- special requests.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively provide room service in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects and Evidence

To demonstrate competence, evidence of skills and knowledge in the following areas is required:

- taking and processing guests' orders
- delivering room service meals and beverages

(2) Pre-requisite Relationship of Units

- THHCOR0021B   Follow health, safety and security procedures
- THHFAB0101A   Provide food and beverage service.

(3) Underpinning Knowledge and Skills

Knowledge
knowledge of:

- room service procedures
- typical set ups for room service trays
- and/or trolleys
- security and safety issues in relation
- room service

Skill
The ability to:

- take and process room service orders
- set up trays and trolleys for:
- breakfast
- lunch
- dinner
- complimentaries
- special requests
- present room service meals and beverages
- check and present room service accounts
- clear room service areas

(4) Resource Implications

The following resources should be made available:

- Food and beverage service environment (simulated or actual enterprise), necessary equipment, utensils and supplies.

(5) Method of Assessment

Evidence should include a demonstrated ability to correctly set up and present a range of room service meals as appropriate to the workplace.

Knowledge of room service procedures and hygiene requirements must also be demonstrated.

(6) Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment room service equipment is provided. This should be supported by assessment of underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

BSBSBM0012A: Craft personal entrepreneurial strategy

Competency Descriptor: This unit deals with the skills and knowledge required to craft an entrepreneurial strategy that fits with the attitudes, behaviours, management competencies and experience necessary for entrepreneurs to meet the requirements and demands of a specific opportunity.

Competency Field: Small Business Operations

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1.	Demonstrate knowledge of the nature of entrepreneurship	1.1	Concepts associated with entrepreneurship are clearly defined.
		1.2	Factors, which influence entrepreneurship in and outside of Jamaica, are correctly identified and explained.
		1.3	The importance of entrepreneurship to economic development and employment is explained clearly.
		1.4	The findings of research conducted on entrepreneurial ventures and successes in the Caribbean region are clearly presented in an appropriate format.
		1.5	Differences between wage employment and entrepreneurial ventures are correctly stated.
2.	Identify and assess entrepreneurial characteristics	2.1	Relevant research is carried out and required entrepreneurial characteristics identified.
		2.2	Entrepreneurial characteristics identified are assessed and ranked.
		2.3	An understanding of the process and discipline that enable an individual to evaluate and shape choices and to initiate effective action is correctly demonstrated.
		2.4	Factors that will help an entrepreneur to manage the risk and uncertainties of the future, while maintaining a future orientated frame of mind, are identified.
3.	Develop self-assessment profile	3.1	Self-assessment tools/methods to identify personal entrepreneurial potential are identified and properly used.
		3.2	The ability to apply creativity, problem-solving techniques and principles to solve business related problems are demonstrated.

	3.3 Feedback from others for the purpose of becoming aware of blind spots and for reinforcing or changing existing perceptions of strengths/ weaknesses is appropriately obtained.
4. Craft an entrepreneurial strategy	4.1 A profile of the past that includes accomplishments and preferences in terms of life and work styles, coupled with a look into the future and an identification of what one would like to do is developed.
	4.2 Commitment, determination and perseverance; orientation towards goals; taking initiative and accepting personal responsibility; recognizing management competencies and identifying areas for development are determined.
	4.3 Written guidelines to obtain feedback that is solicited, honest, straightforward, and helpful but not all positive or negative are developed to facilitate reviews.
	4.4 Framework and process for setting goals which demand time, self-discipline, commitment, dedication and practice are developed.
	4.5 Goals established are specific and concrete, measurable, relate to time, realistic and attainable.
	4.6 Priorities, including identifying conflicts and trade-offs and how these may be resolved are established.
	4.7 Potential problems, obstacles and risks in meeting goals are identified.
	4.8 Specified action steps that are to be performed in order to accomplish goals are identified.
	4.9 The method by which results will be measured is indicated.
	4.10 Milestones for reviewing progress and tying these to specific dates on a calendar are established.
	4.11 Sources of help to obtain resources are identified.
	4.12 Evidence of the ability to review process and periodically revise goals is demonstrated.

RANGE STATEMENT

At this stage of the entrepreneurial process the entrepreneur must be able to conduct a self-assessment profile, examine the frame work for self assessment, develop a personal entrepreneurial strategy, identify data to be collected in the self-assessment process and learn about receiving feedback and setting goals.

Concepts associated to include:

- risk
- entrepreneurship
- macro-screening
- micro-screening
- competition
- wage employment

Influencing factors to include:

- market conditions
- markets – demand/supply
- global trends
- level of economic activities
- funding
- economic stability
- social stability
- resources availability

The entrepreneur must be able to:

- understand the extreme complexity in predicting or aligning him/herself to specific careers in an environment of constant change
- determine the kind of entrepreneur he or she wants to become based on attitudes, behaviours, competencies, experience and how these fit with the requirements and demands for a specific opportunity
- evaluate thoroughly his or her attraction to entrepreneurship
- effectively develop personal plan
- utilize available information that will enhance his or her ability to achieve success

The entrepreneur may encounter setbacks if the planning process is not effectively pursued.

Pitfalls may include:

- proceeding without effective planning which may result in commitment to uncertainty
- personal plans fail for the same reasons as business plans including frustration if the plan appears not to be working immediately and the challenges of changing behaviour from an activity-oriented routine to one that is goal oriented
- developing plans that fail to anticipate obstacles, and those that lack progress commitment to a premature path with the desirability of flexibility can lead to disaster
- milestones and reviews

EVIDENCE GUIDE

Competency is to be demonstrated when the entrepreneur is able to undertake a personal entrepreneurial assessment exercise to determine if he or she possesses the necessary credentials to be a successful entrepreneur. This stage of the entrepreneurial process is critical since experience has shown that the founder is one of the deciding forces if the venture is to succeed and prosper.

(1)   Critical Aspects of Evidence

The entrepreneur will be assessed by his/her action in developing an orchestrated plan in order to effectively pursue the business concept.

(2)   Pre-requisite Relationship of Units

- Nil

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- personal entrepreneurial profile systems
- effective management systems: marketing, operations/productions, finance, administration, law
- how to measure feedback
- the method of developing a personal plan
     o and a business plan
- understanding the difference between entrepreneurial culture and management culture

Skills
The ability to:

- determine barriers to entrepreneurship
- minimize exposure to risk
- exploit any available resource pool
- tailor reward systems to meet a particular situation
- effectively plan and execute activities
- use computer technology to undertake assessments

(4)   Resource Implications

The following resources should be made available:

Personal computer with access to the Internet and appropriate software that will enable one to conduct the necessary analysis using the Internet.

(5)   Method of Assessment

A useful method of assessment is to determine if the venture can stand up to the test of critical evaluation.

(6)   Context of Assessment

This stage of the entrepreneurial process is assessed when comparisons are made between actual outcomes and plans/projections.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1	Level 2	Level 3
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHGCS0222A: Promote products and services to customers

Competency Descriptor: This unit deals with the skills and knowledge required to promote products and services to customers. It relates to situations where the sales function is not the primary focus of work activity.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Develop product/service and market knowledge	1.1 Opportunities are taken to develop product/service knowledge.
	1.2 Informal and formal research methods are used to update knowledge.
	1.3 Customer feedback and workplace observation are used to evaluate products, services and promotional initiatives.
	1.4 Knowledge obtained is shared with colleagues to enhance the sales effectiveness of the team.
	1.5 Information gained from workplace experience and direct customer contact is passed to the appropriate person for consideration in future planning.
	1.6 Changes in customer preferences are identified.
	1.7 Ideas for product and service adjustments to meet customer needs are suggested to the appropriate person in accordance with enterprise policy.
2. Encourage customers to use and buy products and services	2.1 Accurate information about products and services is offered to customers.
	2.2 Selling techniques are employed to encourage usage and purchase.
	2.3 Customers are made aware of possible 'extras' and 'add-ons'.
	2.4 Products and services are promoted in accordance with current enterprise goals and promotional focus.

RANGE STATEMENTS

This unit applies to all hospitality and tourism sectors.

Products and services may include but are not limited to:

- tours and transport
- conferences and conventions
- function facilities
- entertainment
- shopping services
- restaurant facilities
- food and beverage services
- 'add-on' services

Informal and formal research may include but is not limited to:

- discussions with colleagues
- reading enterprise information
- research of product and service information brochures
- general media

EVIDENCE GUIDE

Competency is to be demonstrated by effectively promoting products and services to customers in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects of Evidence

Look for:

- ability to use selling techniques to promote products and services within a specific tourism or hospitality context
- knowledge of contexts in which this promotion may apply

(2) Pre-requisite Relationship of Units

- THHCOR0051A   Communicate on the telephone

(3)   **Underpinning Knowledge and Skills**

<u>Knowledge</u>
Knowledge of:

- any legal issues which impact on the sale of products and services
- in depth knowledge of enterprise products and services
- selling techniques

<u>Skill</u>
The ability to:

- conduct informal and formal research to update product knowledge
- use customer feedback to evaluate products
- identify changes In customer preferences
- promote products and services
- apply selling techniques

(4)   **Resource Implications**

The following resources should be made available:

- in a simulated or actual workplace environment

(5)   **Method of Assessment**

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently.

Assessment must be in accordance with the performance criteria.

(6)   **Context of Assessment**

This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 2	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHGAD0153A: Control and order stock

Competency Descriptor:

> This unit deals with the skills and knowledge required to control and order stock in a range of tourism and hospitality enterprises.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Maintain stock levels and records	1.1 Stock levels are monitored and maintained at levels prescribed by enterprise levels.
	1.2 Stock security systems are monitored and adjusted as required.
	1.3 Stock re-order cycles are maintained, monitored and adjusted as required.
	1.4 Colleagues are informed of their individual responsibilities in regard to recording of stock.
	1.5 Stock storage and movement records are maintained in accordance with enterprise procedures.
	1.6 Stock performance is monitored and fast/slow selling items are identified and reported in accordance with enterprise procedures.
2. Organise and administer stock takes	2.1 Stock takes are organised at the appropriate time and responsibilities allocated to staff.
	2.2 Accurate reports on stocktake data are produced within designated timelines.
3. Identify stock losses	3.1 Losses are accurately identified, recorded and assessed against potential loss forecast on a regular basis.
	3.2 Losses are reported in accordance with enterprise procedure.
	3.4 Avoidable losses are identified and reasons are established.
	3.5 Solutions are recommended and implemented to prevent future avoidable losses.

4.	Process stock orders	4.1	Orders for stock are accurately processed in accordance with enterprise procedures.
		4.2	Stock ordering and recording systems are accurately maintained.
		4.3	Purchase and supply agreements are correctly used and appropriate details recorded
5.	Follow up orders	5.1	Delivery process is monitored to meet agreed deadlines.
		5.2	Liaison is undertaken with colleagues and suppliers to ensure continuity of supply.
		5.3	Routine supply problems are followed up or referred to the appropriate person in accordance with enterprise policy.

RANGE STATEMENTS

This unit applies to all tourism and hospitality sectors

This unit may apply to stock from both internal and external suppliers.
Stock control systems may be:

- manual
- computerised.

Stock may include but is not limited to:

- food
- beverage
- equipment
- linen
- stationery
- brochures
- vouchers and tickets
- souvenir products

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to control and order stock in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects and Evidence

Look for:

- ability to maintain continuous stock supply within a specific tourism and hospitality context
- ability to meet accuracy and speed requirements for completion and maintenance of stock records.

(2) Pre-requisite Relationship of Units

This unit should be assessed with or after the following unit:

- THHGAD0141A   Receive and store stock.

3) Underpinning Knowledge and Skills

Knowledge	Skill
Knowledge of:	The ability to:

Knowledge of:

- stock level maintenance techniques as appropriate to industry sector
- typical stocktaking procedures as appropriate to industry sector
- stock recording systems
- stock security systems

The ability to:

- monitor and maintain stock levels
- monitor and adjust stock security systems
- maintain, monitor and adjust Stock re-order cycles
- maintain stock storage and movement records
- monitor stock performance
- organise stock takes
- produce reports on stocktake data
- identify losses
- identify avoidable losses
- recommend and implement solutions
- process orders for stock
- maintain stock ordering and recording systems
- monitor delivery process
- undertake liaison with colleagues and suppliers
- distribute stock

(4)   Resource Implications

The following resources should be made available:

- hospitality environment (simulated or actual enterprise).

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently.

Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the candidate is able to demonstrate ongoing control of stock. This should be supported by assessment of underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 3	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHGCS0023A: Deal with conflict situations

Competency Descriptor: This unit deals with the skills and knowledge required to handle difficult interpersonal situations – both with customers and colleagues.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Identify conflict situations	1.1	Potential for conflict is quickly identified and swift and tactful action is taken to prevent escalation.
	1.2	Situations where personal safety of customers or colleagues may be threatened are quickly identified and appropriate assistance is organised.
2. Resolve conflict situations	2.1	Responsibility is taken for finding a solution to the conflict within scope of individual's job and develops solutions.
	2.2	All points of view are encouraged, accepted and treated with respect.
	2.3	Effective communication skills are used to assist in the management of the conflict.
	2.4	Accepted conflict resolution techniques are used to manage the conflict situation
3. Respond to customer complaints	3.1	Complaints are handled sensitively, courteously and discreetly.
	3.2	Responsibility is taken for resolving the complaint.
	3.3	The nature and details of the complaint are established and agreed with the customer.
	3.4	Appropriate action is taken to resolve the complaint to the customer's satisfaction wherever possible.
	3.5	Where appropriate, techniques are used to turn complaints into opportunities to demonstrate high quality customer service.
	3.6	Any necessary documentation is completed accurately and legibly within time constraints.

RANGE STATEMENTS

This unit applies to various hospitality sectors

Conflict situations may include but are not limited to:

- customer complaints
- conflicts among work colleagues

- refused entry
- drug or alcohol affected persons
- ejection from premises

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively deal with conflict situations in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects of Evidence

Look for:

- knowledge of conflict resolution techniques
- ability to apply conflict resolution techniques to resolve a range of different conflict situations in contexts appropriate to the sector and workplace

(2)   Pre-requisite Relationship of Units

- THHCOR0011A   Work With colleagues and customers
- THHCOR0061A   Operate in a culturally diverse work environment

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- conflict resolution skills (incorporating communication skills)
- problem solving skills
- procedures for customer complaints

Skill
The ability to:

- identify potential for conflict
- identify situations where personal safety of customers or colleagues may be   threatened
- find a solution to conflict
- encourage all points of view
- use communication skills
- use conflict resolution techniques
- manage the conflict situation
- handle Complaints
- establish nature and details of complaints
- turn complaints into opportunities
- complete documentation

(4)   Resource Implications

The following resources should be made available:

- food and beverage service environment (simulated or actual enterprise)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently.

Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 3	
Plan and organise activities	Level 2	
Work with others and in team	Level 3	
Use mathematical ideas and techniques	Level -	
Solve problems	Level 3	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHTRA0133A: Coach others in job skills

Competency Descriptor:

> This unit deals with the skills and knowledge required to provide on-the-job coaching to colleagues. This unit reflects the situation in many tourism and hospitality workplaces where 'buddy' systems and on the job coaching are extremely common.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Prepare for on job coaching	1.1	The need for coaching is identified based on a range of factors.
	1.2	Specific coaching needs are identified through discussion with colleague to be coached.
	1.3	Where appropriate, a specific time and place for coaching is organised with colleague in accordance with enterprise policy.
2. Coach colleagues on-the-job	2.1	Overall purpose of coaching is explained to colleague.
	2.2	Specific skills to be coached are explained and demonstrated.
	2.3	Any underpinning knowledge required is clearly communicated.
	2.4	Colleague's understanding is checked.
	2.5	Colleague is given the opportunity to practise the skill and ask questions.
	2.6	Feedback is provided in a constructive and supportive manner.
3. Follow up coaching	3.1	Progress with new skills is monitored in the workplace and supportive assistance is provided as required.
	3.2	Progress is reported to the appropriate person as required.
	3.3	Performance problems or difficulties with the coaching are identified and referred to the appropriate person for follow up.

RANGE STATEMENTS

Coaching sessions could be conducted in a range of contexts including but not limited to:

- on-the-job during work hours
- before or after work
- in a simulated location away from the actual
  workplace

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to coach others in job skill in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

- ability to provide supportive on job coaching with constructive and supportive feedback
- clarity in communication
- knowledge of basic training principles

(2)   Pre-requisite Relationship of Units

- THHWPO0223A   Monitor work operations

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- competency in the skill being coached
- basic principles of training (explanation, demonstration, review, trainee explanation, trainee demonstration, feedback)
- communication skills, specifically the use of questioning techniques and clarity in oral communication

Skill
The ability to:

- identify specific coaching needs through discussion
- organise time and place for coaching
- coach colleagues on-the-job
- monitor progress with new skills the workplace and provide supportive assistance as required
- identify performance problems or difficulties with coaching

(4)   Resource Implications

The following resources should be made available:

• actual or simulated work environment

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently.

(6)   Context of Assessment

This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 3	
Communicate ideas and information	Level 3	
Plan and organise activities	Level 2	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 3	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.