

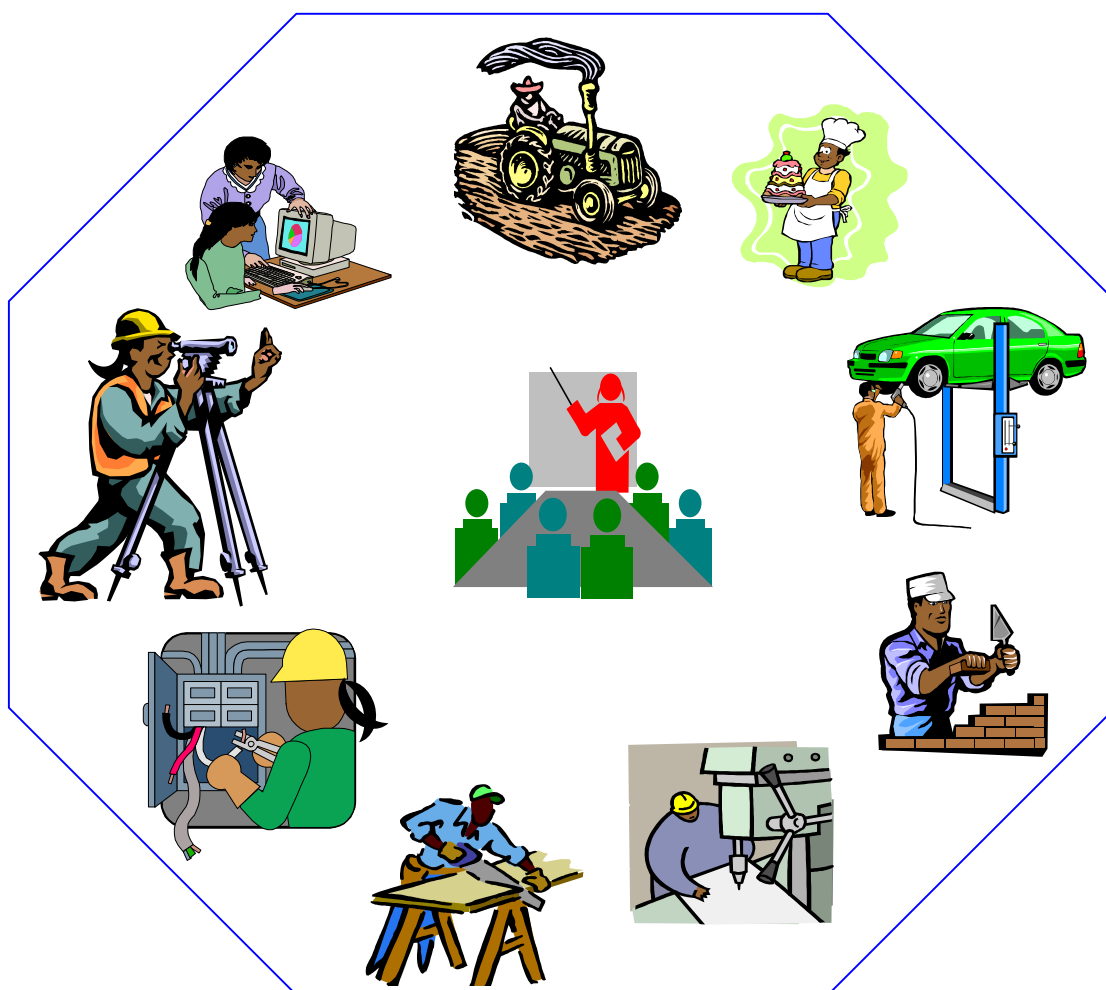
Federal Democratic Republic of Ethiopia

OCCUPATIONAL STANDARD



HOTEL OPERATION

NTQF Level I and II



*Ministry of Education
September 2012*

Introduction

Ethiopia has embarked on a process of reforming its TVET-System. Within the policies and strategies of the Ethiopian Government, technology transformation – by using international standards and international best practices as the basis, and, adopting, adapting and verifying them in the Ethiopian context – is a pivotal element. TVET is given an important role with regard to technology transfer. The new paradigm in the outcome-based TVET system is the orientation at the current and anticipated future demand of the economy and the labor market.

The Ethiopia Occupational Standard (EOS) is the core element of the Ethiopian National TVET-Strategy and an important factor within the context of the National TVET-Qualification Framework (NTQF). They are national Ethiopia standards, which define the occupational requirements and expected outcome related to a specific occupation without taking TVET delivery into account.

This document details the mandatory format, sequencing, wording and layout for the Ethiopia Occupational Standard which comprised of Units of Competence.

A Unit of Competence describes a distinct work activity. It is documented in a standard format that comprises:

- Occupational title, NTQF level
- Unit title
- Unit code
- Unit descriptor
- Elements and Performance Criteria
- Variables and Range statement
- Evidence guide

Together all the parts of a Unit of Competence guide the assessor in determining whether the candidate is competent.

The ensuing sections of this EOS document comprise a description of the respective occupation with all the key components of a Unit of Competence:

- the chart with an overview of all Units of Competence for the respective occupation including the Unit Codes and the Unit Titles
- the contents of each Unit of Competence (competence standard)
- occupational map providing the technical and vocational education and training (TVET) providers with information and important requirements to consider when designing training programs for this standards and for the individual, a career path

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UNIT OF COMPETENCE CHART

Occupational Standard: Hotel Operation		
Occupational Code: CST HOP		
NTQF Level I		
<u>CST HOP1 01 0912</u> Clean and Tidy Bar Areas	<u>CST HOP1 02 0912</u> Operate a Bar	<u>CST HOP1 03 0912</u> Serve Food and Beverage to Customers
<u>CST HOP1 04 0912</u> Provide Table Service of Alcoholic Beverages	<u>CST HOP1 05 0912</u> Prepare and Serve Non-Alcoholic	<u>CST HOP1 06 0912</u> Develop and Update Hospitality Industry Knowledge
<u>CST HOP1 07 0912</u> Work with Colleagues and Customers	<u>CST HOP1 08 0912</u> Follow Health, Safety and Security Procedures	<u>CST HOP1 09 0912</u> Follow Workplace Hygiene Procedures
<u>CST HOP1 10 0912</u> Provide Porter Services	<u>CST HOP1 11 0912</u> Provide Housekeeping Services to Guests	<u>CST HOP1 12 0912</u> Clean Premises and Equipment
<u>CST HOP1 13 0912</u> Launder Linen and Guest Clothes	<u>CST HOP1 14 0912</u> Provide Visitor Information	<u>CST HOP1 15 0912</u> Apply Point –of –Scale Handling Procedures
<u>CST HOP1 16 0912</u> Receive and Respond to Workplace Communication	<u>CST HOP1 17 0912</u> Apply Quality Standards	<u>CST HOP1 18 0912</u> Demonstrate Work Values
<u>CST HOP1 19 0912</u> Work with Others	<u>CST HOP1 20 0912</u> Develop Understanding of Entrepreneurship	<u>CST HOP1 21 1012</u> Apply 5S Procedures

NTQF Level II**CST HOP2 01 0912**

Apply Food and Beverage Skills in the Workplace

CST HOP2 02 0912

Apply Hospitality Skills in the Workplace

CST HOP2 03 0912

Operate and Monitor Cellar Systems

CST HOP2 04 0912

Develop and Update Tourism Industry Knowledge

CST HOP2 05 0912

Provide Room Service

CST HOP2 06 0912

Provide Accommodation Reception Services

CST HOP2 07 0912

Receive and Process Reservations

CST HOP2 08 0912

Control Reservations or Operations Using a Computerized System

CST HOP2 09 0912

Perform Office Procedures

CST HOP2 10 0912

Provide Quality Customer Service

CST HOP2 11 0912

Provide Club Reception Services

CST HOP2 12 0912

Present Food

CST HOP2 13 0912

Maintain Financial Records

CST HOP2 14 0912

Transport and Store Food in a Safe and Hygienic Manner

CST HOP2 15 0912

Attend Gaming Machines

CST HOP2 16 0912

Conduct Basic Workplace Oral Communication in a Language Other Than English

CST HOP2 17 0912

Clean Public Area, Guest Rooms, Bathrooms and Toilets

CST HOP2 18 0912

Develop Keyboard Skills

CST HOP2 19 0912

Produce Simple Word Processed Documents

CST HOP2 20 0912

Maintain a Hard Floor Surface

CST HOP2 21 0912

Work in Team Environment

CST HOP2 22 0912

Participate in Workplace Communication

CST HOP2 23 0912

Develop Business Practice

CST HOP2 24 1012

Apply Continuous Improvement Processes (Kaizen)

NTQF Level I

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Occupational Standard: Hotel Operation Level I	
Unit Title	Clean and Tidy Bar Areas
Unit Code	CST HOP1 01 0912
Unit Descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to provide general assistance in a bar area. It includes the skills to clean and tidy bars and public areas, including collecting glasses and interacting with customers. It does not include the preparation and service of alcoholic beverages.</p> <p>Some federal and regional will have legislative requirements in relation to the service of alcohol.</p>

Elements	Performance Criteria
1. Clean bar and equipment	<p>1.1 Clean bar surfaces and equipment according to enterprise standards and hygiene regulations, in consultation with other bar attendants and with minimum disruption to bar operations.</p> <p>1.2 Operate equipment according to manufacturer instructions and enterprise procedures.</p> <p>1.3 Check condition of utensils and glassware during the cleaning process for dirty or damaged items.</p> <p>1.4 Safely dispose of broken and cracked items and other waste according to enterprise procedures and environmental considerations</p>
2 Clean and maintain public areas	<p>2.1 Identify public areas that require cleaning or maintenance promptly and take appropriate action.</p> <p>2.2 Clear empty and unwanted glasses on a regular basis with minimum disruption to customers.</p> <p>2.3 Clean and prepare tables and public areas hygienically according to enterprise requirements.</p> <p>2.4 Interact with customers, where appropriate, to enhance customer service.</p> <p>2.5 Contribute to venue profitability by proactively offering information and advice about products and services offered by the venue to ensure maximum take-up</p>
2. Reduce negative environmental impacts	<p>3.1 Use energy, water and other resources efficiently when cleaning the tables and public areas, bar and equipment to reduce negative environmental impacts.</p> <p>3.2 Collect damaged glass and plastic bottles and containers for recycling</p> <p>3.3 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental impacts</p>

Variable	Range
Bar surfaces and equipment may include but not limited to:	<ul style="list-style-type: none"> • service counters • beer, wine and post-mix service points • cash register and related equipment • refrigeration equipment • ice machines • blenders • coffee machines • utensils • glassware • food containers for garnishes and chips • glass washers
Public areas may be indoor or outdoor and may include but not limited to:	<ul style="list-style-type: none"> • bar • restaurant • function • gaming

Evidence Guide			
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • organised resource efficiently, effectively and safely • cleaned tables and public areas, bar and equipment • followed enterprise bar cleaning procedures safely and hygienically • understood correct and environmentally sound disposal methods for waste and in particular for hazardous substances • maintained the cleanliness and tidiness of bar area during normal operating conditions within appropriate timeframes 		
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • requirements of the relevant federal and regional Liquor Act in relation to general licensing requirements and responsibilities of individual staff members • requirements of the federal and regional Health Act in relation to basic hygiene requirements in bar areas • safety issues of particular relevance to bar operations, including: <ul style="list-style-type: none"> ➤ general awareness of potential dangers associated with inert gases used in beverage dispensing systems, and their impact on different workers ➤ signage used for areas of restricted access • key products and services offered within the venue 		
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	<ul style="list-style-type: none"> the environmental impacts of cleaning tables and public areas, bar and equipment and minimal impact practices to reduce these especially those that relate to resource, water and energy use correct and environmentally sound disposal methods for bar waste including hazardous substances and recyclable glass and plastic bottles and containers
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> operate bar equipment, including glass washer safe and appropriate use of cleaning equipment and chemicals logical and efficient work flow problem-solving skills to deal with minor problems, such as spillages and stains communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication numeracy skills to calculate quantities for cleaning materials literacy skills to read instructions on equipment and cleaning materials
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> Interview / Written Test / Oral Questioning Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level I	
Unit Title	Operate a Bar
Unit Code	CST HOP1 02 0912
Unit Descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to carry out bar operations in a range of hospitality enterprises. The unit involves the service of a range of alcoholic and non-alcoholic beverages commonly found in a bar. It does not include the making of espresso coffee. Customer service and selling skills are found in other units.</p> <p>Some Federal and regional will have legislative requirements in relation to service of alcohol.</p>

Elements	Performance Criteria
1. Prepare bar for service	<p>1.1 Set up bar display and work area according to regulatory and enterprise requirements and style of bar service.</p> <p>1.2 Check and restock bar products and materials where necessary, completing any required documentation.</p> <p>1.3 Store all items in correct place and at correct temperature.</p> <p>1.4 Prepare a suitable range of decorations, coasters and edible and non-edible garnishes and stock, according to enterprise requirements.</p>
2. Take drink orders	<p>2.1 Take orders and either note or memorize them correctly.</p> <p>2.2 Check products and brand preferences with the customer in a courteous manner.</p> <p>2.3 Make recommendations and suggestions to customers to assist them with drink selection, and promote or up-sell products as appropriate.</p> <p>2.4 Identify any specific customer preferences.</p> <p>2.5 Receive and process customer payments</p>
3. Prepare and serve drinks	<p>3.1 Serve drinks promptly and courteously according to customer preferences, using required glassware and garnishes.</p> <p>3.2 Prepare drinks according to legal and enterprise standards, using the correct equipment, ingredients and standard measures.</p> <p>3.3 Prepare non-alcoholic beverages and serve according to customer preference.</p> <p>3.4 Minimise wastage and spillage.</p> <p>3.5 Check beverage quality during service and take corrective</p>

	<p>action when required.</p> <p>3.6 Report beverage quality issues promptly to the appropriate person.</p> <p>3.7 Provide tray service where appropriate, according to enterprise procedures.</p> <p>3.8 Attend to any mishaps promptly and safely</p>
4. Close down bar operations	<p>4.1 When appropriate, shut down equipment according to enterprise safety procedures and manufacturer instructions.</p> <p>4.2 Clear, clean or dismantle bar areas according to enterprise procedures.</p> <p>4.3 Store any suitable leftover garnishes hygienically and at the correct temperature.</p> <p>4.3 Check and reorder stock according to enterprise procedures.</p> <p>4.5 Set up bar correctly for next service, ensuring equipment, stock and glasses are in the correct place.</p> <p>4.6 Where appropriate, conduct a handover to incoming bar staff and share relevant information</p>
5. Reduce negative environmental impacts	<p>5.1 Use energy, water and other resources efficiently when operating and cleaning the bar to reduce negative environmental impacts.</p> <p>5.2 Collect damaged glass and plastic bottles and containers for recycling</p> <p>5.3 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental impacts</p>

Variable	Range
Set-up may include requirements and procedures for	<ul style="list-style-type: none"> • dry till • inclusive packages • cash drinks • set limits • pre-set drinks • open and prepare bar
Bar service must include the preparation and service of a range of drinks, including	<ul style="list-style-type: none"> • a variety of mixed drinks and basic cocktails • beers • spirits • wines • non-alcoholic beverages • fortified drinks

Bar products and materials include	<ul style="list-style-type: none"> • different types of alcoholic and non-alcoholic beverages • edible and non-edible garnishes • accompaniments • serviettes • coasters • bar towels • display items, including brochures, bar menus, price lists and other promotional materials • other relevant materials
Specific customer preferences may relate to	<ul style="list-style-type: none"> • ice • garnishes • glassware • mixers • temperature • strength
Equipment includes	<ul style="list-style-type: none"> • blenders, vitamisers, juicers and shakers • coffee-making equipment • cleaning equipment • refrigeration equipment • utensils • glass-washers • beer reticulation equipment • electronic spirit measures • post-mix systems • ice machines • manual and electronic cash registers, credit and electronic funds transfer at point of sale (EFTPOS) equipment
Non-alcoholic beverages include	<ul style="list-style-type: none"> • tea • coffee • carbonated drinks • juices • frappes and 'mock tails' (non-alcoholic cocktails)
Mishaps include	<ul style="list-style-type: none"> • spillages • breakages
Relevant information includes	<ul style="list-style-type: none"> • current customer information, such as preferences or problems • issues relating to beverage quality • stock requirements

Evidence Guide

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Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to organise efficient, resource effective and safe bar operations • knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances • use of accurate measures and appropriate glassware for drinks • ability to prepare a range of standard drinks, both alcoholic and non-alcoholic • ability to set up and operate a bar according to established procedures and systems under normal operating conditions and workplace time constraints
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • requirements of the relevant federal and regional Liquor Act in relation to service of alcohol • hygiene issues of specific relevance to beverage service (safe work practices deleted as now covered in more detail below) • safety issues and safe work practices of specific relevance to bar operations including: <ul style="list-style-type: none"> ➤ overview knowledge of the international Standards that apply to safe bar operations ➤ specific dangers of inert gases used in beer and post mix systems, how they apply in different hospitality environments, and the measures required to ensure worker and patron safety ➤ issues and requirements around the types of chemicals used in bar operations ➤ requirements around appropriate signage for areas where gases and chemicals are used ➤ scope of responsibilities of different workers and contractors in relation to bar equipment • different types of bars and bar service, including those relevant to events and functions • major types of beverages and their characteristics, including beers, spirits, mixed drinks, soft drinks, wines and fortified drinks and an overview of commonly requested cocktails • operational features of typical bar equipment, including dispensing systems, ice machines, refrigeration and glass-washers (to include safety and hygiene issues) • waste minimisation techniques • the environmental impacts of operating a bar and cleaning equipment and minimal impact practices to reduce these especially those that relate to resource, water and energy use • correct and environmentally sound disposal methods for bar waste including hazardous substances recyclable glass and

	plastic bottles and containers
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • preparation and serving techniques for a basic range of drinks, including tea and coffee • problem-solving skills to deal with beer quality problems • communication skills to liaise with customers and other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication • numeracy skills to calculate costs, change and ratios and quantities for recipes • literacy skills to read current industry literature, such as magazines, legislation and promotional materials
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level I	
Unit Title	Serve Food and Beverage to Customers
Unit Code	CST HOP1 03 0912
Unit Descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to serve food and beverage to customers in a range of hospitality industry enterprises.</p> <p>The unit does not focus on the full range of product knowledge and service techniques required in a restaurant dining situation.</p> <p>Some Federal and regional have legislative requirements in relation to service of alcohol.</p>

Elements	Performance Criteria
1. Prepare for service	<p>1.1 Check furniture and fittings for cleanliness and condition prior to service according to enterprise procedures, and take corrective action where required.</p> <p>1.2 Prepare and adjust the environment to ensure comfort and ambience for customers, as appropriate.</p> <p>1.3 Set up any furniture according to enterprise requirements, customer requests, staff convenience and safety.</p> <p>1.4 Check any furniture for stability of customer and service personnel access according to legislative requirements.</p> <p>1.5 Check and prepare equipment for service and remove, clean or replace items not meeting enterprise standards.</p> <p>1.6 Display food and beverage items according to enterprise and legislative requirements</p>
2. Welcome customers	<p>2.1 Greet customers on arrival, according to enterprise customer service standards.</p> <p>2.2 Provide information to customers, giving clear explanations and descriptions.</p> <p>2.3 Make recommendations and suggestions to customers to assist them with drink and meal selection.</p> <p>2.4 Answer customer questions on menu items correctly and courteously</p>
3. Take and process orders	<p>3.1 Take and record orders accurately and legibly using the format required by the enterprise then coincide with the customer and convey them promptly to the kitchen or bar, where appropriate.</p> <p>3.2 Operate the ordering system according to enterprise procedures.</p> <p>3.3 Relay information about any special requests or dietary or cultural requirements to relevant person where appropriate.</p>

	<p>3.4 Provide glassware, service ware and cutlery suitable for menu choice, according to enterprise procedures.</p> <p>3.5 Process accounts and receive payment at appropriate time and according to enterprise procedures</p>
4. Serve and clear food and drinks	<p>4.1 Collect food and beverage selections promptly from kitchen or bar, check for accuracy and presentation, and convey them to customers safely.</p> <p>4.2 Serve food and beverage courteously and to the correct person, according to enterprise standards and hygiene requirements.</p> <p>4.3 Promptly recognize and follow up any delays or deficiencies in service.</p> <p>4.4 Advise and reassure customers about any delays or problems.</p> <p>4.5 Check customer satisfaction at the appropriate time.</p> <p>4.6 Remove used items in a timely manner and safely transfer them to the appropriate location for cleaning.</p> <p>4.7 Dispose of leftover food and disposables, according to hygiene regulations and enterprise practice.</p> <p>4.8 Dispose of recyclable items according to local regulations and enterprise practice.</p> <p>4.9 Thank and farewell customers courteously</p>
5. Close down after service	<p>5.1 Clear, clean, dismantle and store furniture and equipment according to enterprise procedures and safety requirements.</p> <p>5.2 Prepare and set up for next service according to enterprise procedures and requirements.</p> <p>5.3 Review and evaluate services with colleagues where appropriate and identify possible improvements.</p> <p>5.4 Provide handover to incoming colleagues and share relevant information</p>

Variable	Range
Styles of service may include	<ul style="list-style-type: none"> • Counter • bistro • table • à la carte

Environment may include	<ul style="list-style-type: none"> • lighting • room temperature • music • decorations and displays • privacy • background noise
Equipment may include	<ul style="list-style-type: none"> • glassware • crockery • overlays and napkins • placemats • floral arrangements • ashtray • cutlery • condiments • tea and coffee-making facilities • menus and wine lists • display materials • coat hanger • computerised ordering systems • point-of-sale (POS) equipment
Legislative requirements may be related to	<ul style="list-style-type: none"> • liquor, including responsible service of alcohol • OHS • hygiene • consumer protection and trade practices • duty of care
Information provided to customers may include	<ul style="list-style-type: none"> • menu choices, options and availability • information about food and beverages • specials • information about the location or area • location of customer facilities • information about main tourist facilities
Processing accounts will vary according to enterprise procedures and may include	<ul style="list-style-type: none"> • depositing money in cash register, processing and giving change • processing credit cards or electronic funds transfer at point of sale (EFTPOS) • handing account to another person to process

Set up for next service may include	<ul style="list-style-type: none"> • polishing glassware • placing equipment in allocated storage areas • resetting tables • cleaning equipment, such as coffee machines and bains marie • general cleaning of surfaces • restocking
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Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • demonstrated ability to serve food and beverage according to established systems and procedures • ability to meet, greet and interact positively with customers • ability to work with speed and efficiency, and within typical workplace time constraints • knowledge of hygiene and OHS requirements and demonstrated safe practices • Communication to interact with customer • literacy skill to read menus and orders
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • typical work flow structure for food and beverage service appropriate to the enterprise • ordering and service procedures • range and use of standard food and beverage equipment • menus and drink lists appropriate to the enterprise • waste minimisation techniques and environmental considerations in relation to food and beverage service • safe and hygienic work practices in relation to food and beverage service
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • food and beverage service techniques appropriate to the enterprise, including plate carrying • problem-solving skills to deal with menu changes, lack of availability of items and difficult customer situations • communication skills to liaise with customers and other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication • technical skills to use enterprise ordering systems and equipment • literacy skills to read menus and orders • numeracy skills to calculate customer accounts

Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level I	
Unit Title	Provide Table Service of Alcoholic Beverages
Unit Code	CST HOP1 04 0912
Unit Descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to advise on and serve a range of bottled and pre-poured alcoholic beverages within a hospitality setting. It covers general knowledge of and service of all alcoholic beverages, including wines.</p> <p>The essential knowledge base for this unit will vary according to local industry needs, and it is vital that any training take account of these.</p> <p>Some Federal and regional will have legislative requirements in relation to service of alcohol.</p>

Elements	Performance Criteria
1. Advise customers on alcoholic beverages and take orders	<p>1.1 Provide general information on alcoholic beverages served by the enterprise.</p> <p>1.2 Offer drinks and wine list to customers, using correct terminology and pronunciation to describe beverages.</p> <p>1.3 Offer advice and recommendations on beverage choices to customers courteously and when appropriate.</p> <p>1.4 Promote products and drinks to customers according to preferences and enterprise requirements.</p> <p>1.5 Assist customers in selection of food and wine combinations, when appropriate.</p> <p>1.6 Take customer orders and verify selection with the customer.</p>
2. Serve alcoholic beverages	<p>2.1 Store alcoholic beverages appropriately according to enterprise practices.</p> <p>2.2 Select beverages and check both temperature and presentation of bottle prior to serving.</p> <p>2.3 Select appropriate glassware and other equipment for beverage service, according to enterprise requirements.</p> <p>2.4 Prepare glassware and place according to enterprise and industry standards.</p> <p>2.5 Load, carry and unload trays where required, safely and avoiding spillage.</p> <p>2.6 Present beverages selected by customers to verify, where appropriate.</p> <p>2.7 Open and serve beverages correctly, safely and without spillage.</p>

	<p>2.8 Pour beverages as required according to enterprise and industry protocol.</p> <p>2.9 Verify customer complaints about quality of beverages and respond according to enterprise procedures.</p> <p>2.10 Refill glasses where appropriate during service, with minimal disruption to customers.</p> <p>2.11 Remove used and unused glassware from tables at the appropriate time and in the correct manner</p>
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Variable	Range
General information	<p>on alcoholic beverages to be provided to customers includes:</p> <ul style="list-style-type: none"> • suitable drinks before and after a meal • suggested basic wine and food combinations • typical wines and growing areas • grape varieties and characteristics • typical beers, place of origin and characteristics • characteristics of spirits, liqueurs and aperitifs, and appropriate mixers • range of cocktails
Alcoholic beverages	<p>Include:</p> <ul style="list-style-type: none"> • wines - still, sparkling and fortified • beers - local, imported, bulk and packaged • spirits • liqueurs • aperitifs • cocktails
Enterprise practices	<p>For storage relate to:</p> <ul style="list-style-type: none"> • refrigeration • shelving and cellaring • vertical or horizontal storage
Equipment	<p>For beverage service at the table includes:</p> <ul style="list-style-type: none"> • ice buckets or stands • openers and wine knives • corkscrew • napkins • glassware appropriate to beverage and style • wine lists

Prepare glassware	<p>Includes:</p> <ul style="list-style-type: none"> • checking for cracks and chips • polishing • table placement • placing in storage
Verifying customer complaints	<p>About quality of beverages involves assessing:</p> <ul style="list-style-type: none"> • visual appeal • smell • taste

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to serve a range of alcoholic drinks at the table within enterprise acceptable timeframes • opening and serving beverages that require the application of different techniques, such as sparkling and still wines • provision of professional and courteous advice on beverage selection • knowledge of the enterprise beverage <ul style="list-style-type: none"> ➤ Provision of beverage service during a complete service period. ➤ literacy skills to read wine and other beverage labels ➤ communication skill
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • general knowledge of wines in relation to: <ul style="list-style-type: none"> ➤ major Ethiopian and international wine types ➤ compatibility of major Ethiopian and international wine styles with different types of food ➤ major international wines commonly sold in Ethiopia, such as Tow ocean, Drostydehof ➤ sparkling wines ➤ dessert wines ➤ content of beverage labels, including wine, beer and spirits • general knowledge of beers and spirits in relation to: <ul style="list-style-type: none"> ➤ flavor and characteristics ➤ differences between Ethiopian and imported products ➤ glassware required for different types of beverage ➤ flow of service within a food and beverage service environment according to enterprise practices ➤ requirements of the relevant federal and regional Liquor Act in relation to service of alcohol.

	<ul style="list-style-type: none"> ➤ safety work practices and hygiene issues of specific relevance to table service of beverages
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • preparation of glassware, including: <ul style="list-style-type: none"> ➤ checking for chips and cracks ➤ polishing ➤ arranging placement on table ➤ placing in storage • beverage serving techniques for appropriate range, including: <ul style="list-style-type: none"> ➤ bottled beer ➤ bottled wine ➤ spirits ➤ liqueurs • problem-solving skills to correct a situation where a bottle of wine has not had cork removed correctly • communication skills to liaise with customers and other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication • literacy skills to read wine and other beverage labels • numeracy skills to calculate customer accounts
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level I	
Unit Title	Prepare and Serve Espresso Coffee
Unit Code	CST HOP1 05 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to extract and serve espresso coffee using a commercial espresso machine, including storage of coffee and cleaning, and care and preventative maintenance of machinery. Care and maintenance procedures may vary according to the machine manufacturer recommendations and warranty conditions. Dosage measuring may be mechanical or electronic. Dosing also refers to selecting the correct amount of ground coffee, appropriate particle grind size and prevailing conditions such as ambient humidity. An espresso coffee is the basis of most coffee-based beverages

Elements	Performance Criteria
1. Organize and prepare work areas	<p>1.1 Organize coffee workstation according to workplace safety and hygiene practices, to enable efficient work flow and easy access to equipment and commodities.</p> <p>1.2 Develop preparation and work routines according to enterprise requirements.</p> <p>1.3 Complete mise en place and preparation for coffee service according to enterprise procedures.</p> <p>1.4 Store coffee and commodities in appropriate airtight containers and conditions to maintain quality and freshness, according to workplace hygiene procedures and food safety regulations</p>
2. Provide customer service and advise customers on espresso coffee	<p>2.1 Provide advice to customers about coffee types and characteristics where appropriate.</p> <p>2.2 Determine customer coffee preferences and requirements, and offer coffee style choices and accompaniments accordingly</p>
3. Select and grind coffee	<p>3.1 Select coffee, roast and grind to correct particle size, according to enterprise requirements and customer preferences.</p> <p>3.2 Take into consideration any environmental and equipment factors affecting dosage, and adjust grind and dose accordingly</p>
4. Extract coffee	<p>4.1 Select appropriate cups or glassware and ensure they are warm before preparation.</p> <p>4.2 Measure or dispense required dosage and place into clean filter basket, tamping coffee evenly using correct pressure.</p>

	<p>4.3 Ensure group head is clean prior to inserting group handle.</p> <p>4.4 Monitor water and pump pressure, and moderate between cycles, according to enterprise procedures.</p> <p>4.5 Analyze extraction rate and adjust where appropriate.</p> <p>4.6 Assess quality of extraction visually and where appropriate by verifying flavor</p> <p>4.7 Check spent grounds (puck or cake) to identify any required adjustments to dosage and technique.</p> <p>4.8 Release or purge water for two seconds from the group head before placement of group handle to extract coffee</p>
5. Texture milk	<p>5.1 Select correct cold milk and appropriate clean, cold jug according to espresso requirements and quantity on order.</p> <p>5.2 Expel excess water from steam wand before and after text rising milk and wipe clean after use.</p> <p>5.3 Texture milk according to milk type and specific order requirements.</p> <p>5.4 Combine foam and milk through rolling, ensuring even consistency.</p> <p>5.5 Pour milk promptly, evenly and consistently, according to coffee style and customer preferences</p>
6. Serve and present espresso coffee	<p>6.1 Present coffee attractively using clean ceramic or glass cups and avoiding drips and spills.</p> <p>6.2 Serve coffee at the required temperature, according to customer requirements and style, with appropriate cream, milk froth and accompaniments</p>
7. Clean and maintain espresso machine	<p>7.1 Follow required OHS and enterprise requirements throughout all cleaning and maintenance procedures.</p> <p>7.2 Clean all machine and parts thoroughly and safely according to manufacturer specifications and enterprise policies and procedures, using appropriate cleaning methods and recommended cleaning products and materials.</p> <p>7.3 Carry out allied end of service activities.</p> <p>7.4 Monitor and assess the operation and efficiency of the espresso machine and grinder during usage and take appropriate action where required in relation to defects and faults according to enterprise policies and procedures, <i>OHS and warranty requirements</i>.</p> <p>7.5 Identify situations requiring the attendance of a trained service technician, licensed electrician or a designated senior person within the enterprise.</p> <p>7.6 Use energy and water resources efficiently when preparing</p>

	coffee and cleaning equipment to reduce negative environmental impacts
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Variable	Range
Equipment may	<p>Include:</p> <ul style="list-style-type: none"> • types and brands of coffee grinders or mills and coffee machines • service ware, including cups, saucers, mugs and glasses of various sizes • flatware • weighing equipment • measuring equipment • tampers • blind or blank filter and espresso cleaning detergent • thermometer • storage bins in appropriate sizes and materials • bins for discarded pucks
Enterprise requirements may include	<ul style="list-style-type: none"> • policies and procedures related to persons authorised and trained to carry out particular activities related to machine operation, adjustment, cleaning and maintenance • circumstances requiring the services of an authorised and trained technician • specific requirements for routine and non-routine cleaning and maintenance • requirements for checking and replacing parts and equipment • specific requirements for decoration of coffee prior to presentation, such as stencils, logos, sprinkled toppings and coffee art • policies and procedures for stock control, ordering and rotation
Mise en place	<p>And preparation for coffee service include:</p> <ul style="list-style-type: none"> • turning on machines to achieve correct pressure and temperature • setting out cups, mugs, saucers, plates, jugs, glasses and other required service ware • ensuring adequate supplies of coffee, milk varieties and sugars, including specialised sugars and substitutes • assembling flavourings and toppings • laying out flatware, serviettes and wipes

Coffee styles	<p>To be prepared must include:</p> <ul style="list-style-type: none"> • short black (espresso) • long black • cappuccino • flat white • caffe latte • short and long macchiato • mocha
Grinding	<p>Factors to consider in grinding coffee include:</p> <ul style="list-style-type: none"> • pre-setting grinder • sensory analysis of grind, including: <ul style="list-style-type: none"> ➤ visual ➤ tactile ➤ olfactory ➤ tasting of finished product
Cleaning	<p>Procedures include:</p> <ul style="list-style-type: none"> • wiping down entire machine to ensure cleanliness • purging reservoir of hot water, releasing steam and backwashing the machine with an appropriate cleaning solution • pouring boiling water to clean drainage pipes • back flushing the machine at the end of a service cycle, using clean water to ensure no chemical and other residues are left • cleaning the bean hopper using wet method, and drying thoroughly before refilling and storing • brushing out dispensers • cleaning all remaining parts using dry cleaning method • back flushing group heads according to recommended industry methods, using a blank filter and appropriate machine detergent • using colour-coded cloths, such as using blue for general cleaning and yellow for cleaning and wrapping steam wands • wiping steamer wands after each use, using a damp cloth • where there is build-up or caked-on product, wrapping steamer wands in a clean cloth, opening the valve and allowing hot water, with steam venting, to soften caked-on milk and then wiping with a damp cloth • washing drip trays • removing shower screens and diffusers if appropriate, cleaning using wet method and reassembling

	<ul style="list-style-type: none"> • cleaning around the inside of the group head using an appropriate brush or cloth • cleaning group handle and filter basket and steam arm spout after removing, using the wet method • using correct and environmentally sound disposal methods for coffee making waste including recyclable glass and plastic bottles and containers
Cleaning methods	<p>Must include using a range of techniques, including:</p> <ul style="list-style-type: none"> • wet techniques: using warm water with recommended detergent for soaking various parts and cleaning with sponge, damp cloth or scourer (only for group handle) • dry techniques: using a damp cloth followed by a dry cloth
End of service activities	<p>Include:</p> <ul style="list-style-type: none"> • removing beans from hoppers at the end of service day or shift • storing according to enterprise requirements
Monitor and assess	<p>The espresso machine and grinder may include:</p> <ul style="list-style-type: none"> • ensuring the dosing chamber delivers the correct dosage of coffee • checking steam and pump pressure • stripping the grinder of external working parts, observing required safety procedures according to enterprise requirements

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to recognise quality in espresso coffee, meet customer requirements and expectations, and identify factors affecting quality and required outcomes • ability to address problems during preparation and service of espresso coffee • ability to extract and present quality coffee within realistic timelines • compliance with all workplace hygiene and food safety regulations • safe work practices in making espresso coffee
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • major coffee styles and their characteristics • types of bean, blends and roasts with a particular emphasis on espresso roast • key principles of coffee making • appropriate pour rate for espresso coffee (industry

	<p>recommended rate is 30 ml in 27-32 seconds depending on type of espresso coffee ordered, customer preferences and the coffee blend)</p> <ul style="list-style-type: none"> • factors that affect quality of coffee • types of grind and grinding equipment • types of machines and equipment and their main features and differences • sizes and types of filter baskets, tampers and other equipment • different milk types and their characteristics, including requirements for handling and storing milk • storage conditions and requirements for coffee and commodities • cleaning and maintenance procedures • symptoms of potential faults in espresso machines and grinders • sequencing and production of orders
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • hygiene and food safety practices related to making, serving and storing coffee, coffee products and service equipment • techniques for dosing, tamping and purging group head extraction and presentation of quality coffee • milk texturing skills • safe work practices when using coffee machines and other equipment, including posture at workstation • numeracy skills to calculate and measure doses of coffee
Resources Implication	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Hotel Operation Level I	
Unit Title	Develop and Update Hospitality Industry Knowledge
Unit Code	<u>CST HOP1 06 0912</u>
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to develop and update knowledge of the hospitality industry, including the role of different industry sectors and key legal and ethical issues that must be considered by hospitality industry personnel in their day-to-day work. This knowledge underpins effective performance in the hospitality industry.

Elements	Performance Criteria
1. Seek information on the hospitality industry	1.1 Identify and access information sources on the hospitality industry appropriately and correctly. 1.2 Obtain information to assist effective work performance with in the industry. 1.3 Access and update specific information on relevant sectors of work. 1.4 Use knowledge of the hospitality industry in the correct context to enhance quality of work performance
2. Source and apply information on legal and ethical issues for the hospitality industry	2. 1 Obtain information on legal and ethical issues to assist effective work performance. 2. 2 Conduct day-to-day hospitality industry activities according to legal obligations and ethical industry practices
3. Update hospitality industry knowledge	3.1 Identify and use a range of opportunities to update general knowledge of the hospitality industry. 3.2 Monitor current issues of concern to the industry. 3.3 Share updated knowledge with customers and colleagues as appropriate and incorporate this knowledge into day-to-day work activities

Variable	Range
Information sources	Include: <ul style="list-style-type: none"> • media • reference books • libraries • unions • industry associations • industry journals

	<ul style="list-style-type: none"> • internet • information services • personal observation and experience • colleagues, supervisors and managers • industry contacts, mentors and advisers
Information to assist effective work performance within the industry	<p>must include:</p> <ul style="list-style-type: none"> • different sectors and businesses of the hospitality industry, their interrelationships and the services available in each sector • relationships between tourism and hospitality • relationships between the hospitality industry and other industries, such as: <ul style="list-style-type: none"> • entertainment • food production • wine production • recreation • meetings and events • retail • industry working conditions • environmental issues and requirements • industrial relations issues and major organizations • career opportunities within the industry • work ethic required to work in the industry • industry expectations of staff • quality assurance
Legal issues that impact on the industry	<p>include:</p> <ul style="list-style-type: none"> • consumer protection • duty of care • EEO (equal employment opportunity) • anti-discrimination • work place relations • child sex tourism
Ethical issues impacting on the	<p>industry relate to:</p> <ul style="list-style-type: none"> • confidentiality • commission procedures • overbooking • pricing • tipping • familiarizations • gifts and services free of charge • product recommendations
Issues of concern to the industry	<p>may be related to:</p> <ul style="list-style-type: none"> • government initiatives • emerging markets • environmental and social issues • labor issues • industry expansion or retraction

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • sourced initial and updated hospitality industry information and to apply this to day-to-day activities • understood the hospitality industry, including main roles, functions and interrelationships of different sectors, with a more detailed knowledge of issues relating to a specific sector or workplace • understood the key legal and ethical issues for the hospitality industry
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • different sectors of the hospitality industry and their interrelationships, including a general knowledge of the role and function of: <ul style="list-style-type: none"> ➤ food and beverage ➤ front office ➤ food production or kitchen operations ➤ housekeeping ➤ clubs ➤ gaming ➤ security and maintenance ➤ finance and marketing • overview of quality assurance, quality activities and continuous improvement in the hospitality industry and the role of individual staff members within the quality process • industry information sources • role of trade unions and employer groups in the industry • environmental responsibilities of the industry, including waste minimization and recycling • main objectives, requirements and impact on individual staff of federal and regional legislation, regulations and guidelines that apply to the industry in the following areas: <ul style="list-style-type: none"> ➤ liquor, including responsible service of alcohol ➤ health and safety ➤ hygiene ➤ gaming ➤ workplace relations ➤ workers' compensation ➤ consumer protection and trade practices ➤ duty of care ➤ building regulations ➤ equal employment opportunity (EEO) and anti-discrimination • overview of current and emerging technology used in the hospitality industry

Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • identifying relevant information • questioning techniques to obtain information • note taking • sorting and summarizing information • communication and literacy skills to source, read and interpret general information on the hospitality industry • literacy skills to read and interpret plain English information documents that relate to legal issues affecting the hospitality industry
Resources Implication	<ul style="list-style-type: none"> • the candidate has accessed appropriate computers, printers and communication technologies to facilitate the processes involved in sourcing industry information • access to information sources in order to conduct research and collect sufficient information
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Hotel Operation Level I	
Unit Title	Work with Colleagues and Customers
Unit Code	CST HOP1 07 0912
Unit Descriptor	<p>This unit describes the performance outcomes, interpersonal, communication and customer service skills and knowledge required to work in the service industries. This is a core unit underpinning all other units involving interaction with colleagues and customers.</p> <p>Key required skills and knowledge for this role include meeting personal presentation standards, establishing rapport with customers, determining and addressing customer needs and expectations, dealing with complaints, working in teams and using appropriate communication techniques and mediums and to be culturally aware when serving customers and working with colleagues from diverse backgrounds. It requires the ability to communicate with people of different social and cultural backgrounds with respect and sensitivity and address cross-cultural misunderstandings.</p>

Elements	Performance Criteria
1. Communicate with customers	<p>1.1 Conduct communication with customers and colleagues in a polite, professional and friendly manner.</p> <p>1.2 Use language and tone appropriate to a given situation in both written and spoken communication.</p> <p>1.3 Source relevant information about products and services and provide information clearly to customers.</p> <p>1.4 Use appropriate non-verbal communication in all situations.</p> <p>1.5 Observe and take into consideration non-verbal communication of colleagues and customers.</p> <p>1.6 Show sensitivity to cultural and social differences.</p> <p>1.7 Use active listening and questioning to facilitate effective two-way communication.</p> <p>1.8 Select an appropriate medium of communication for the particular audience, purpose and situation, taking into consideration the characteristics of each medium and the relevant factors involved.</p> <p>1.9 Use communication medium correctly and according to standard protocols and organization procedures</p>
2. Maintain personal presentation	<p>2.1 Practice high standards of personal presentation according to organization requirements, work location, impacts on different types of customers and specific</p>

standards	requirements for particular work functions
3. Provide service to colleagues and customers	<p>3.1 Identify colleague and customer needs and expectations correctly, including customers with special needs, and provide appropriate products, services or information.</p> <p>3.2 Meet all reasonable colleague and customer needs and requests within acceptable organization timeframes.</p> <p>3.3 Identify and take all opportunities to enhance service quality</p>
4. Respond to conflicts and customer complaints	<p>4.1 Identify potential and existing conflicts and seek solutions in conjunction with parties involved.</p> <p>4.2 Recognize customer dissatisfaction promptly and take action to resolve the situation according to individual level of responsibility and organization procedures.</p> <p>4.3 Respond to customer complaints positively, sensitively and politely and in consultation with the customer.</p> <p>4.4 Refer escalated complaints to the appropriate person according to individual level of responsibility and organization policy and procedures.</p> <p>4.5 Maintain a positive and cooperative manner at all times</p>
5. Work in a team	<p>5.1 Demonstrate trust, support and respect towards team members in day-to-day work activities.</p> <p>5.2 Recognize and accommodate cultural differences within the team.</p> <p>5.3 Identify work-team goals jointly with colleagues and relevant others.</p> <p>5.4 Identify, prioritize and complete individual tasks within designated timeframes.</p> <p>5.5 Seek assistance from other team members, supervisors and managers when required.</p> <p>5.6 Offer assistance to colleagues when required to ensure designated work goals are met.</p> <p>5.7 Acknowledge and respond to feedback and information from other team members.</p> <p>5.8 Negotiate changes to individual responsibilities to meet reviewed work goals.</p>
6. Communicate with customers and colleagues from diverse backgrounds	<p>6.1 Value customers and colleagues from different cultural groups and treat them with respect and sensitivity.</p> <p>6.2 Take into consideration cultural differences in all verbal and non-verbal communication.</p> <p>6.3 Make attempts to overcome language barriers by communicating through the use of gestures, sign</p>
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	<p>language, or simple words in English or the other person's language.</p> <p>6.4 Obtain assistance from colleagues, reference books or outside organizations when required</p>
7. Address cross-cultural mis-understandings	<p>7.1 Identify issues that may cause conflict or misunderstanding in the workplace.</p> <p>7.2 Address difficulties with appropriate people and seek assistance from team leaders or others where required.</p> <p>7.3 Consider possible cultural differences when difficulties or misunderstandings occur.</p> <p>7.4 Make efforts to resolve misunderstandings, taking account of cultural considerations.</p> <p>7.5 Refer problems and unresolved issues to the appropriate team leader or supervisor for follow-up.</p>

Variable	Range
Communication	<p>May be:</p> <ul style="list-style-type: none"> • verbal • written format, such as electronic (e.g. email) or hard copy (e.g. letter) • by telephone • in languages other than English • visual, such as sign language via an interpreter
Customers and colleagues	<p>May be:</p> <ul style="list-style-type: none"> • workmates and colleagues • external customers and clients • members of other tourism and hospitality industry sectors • individuals or groups, such as consultants, committees and visitors • government or other organisations • media
Non-verbal communication	<p>May include:</p> <ul style="list-style-type: none"> • body language • dress and accessories • gestures and mannerisms • voice tonality and volume • use of space • culturally specific communication customs and practices
Cultural and social differences	<p>May include:</p> <ul style="list-style-type: none"> • modes of greeting, fare welling and conversation • body language, including use of body gestures • formality of language

Medium of communication	<p>May include:</p> <ul style="list-style-type: none"> • fax • email or other electronic communication • simple written messages, such as restaurant bookings or phone messages • face-to-face • telephone • two-way communication systems • standard forms and pro formas • assistive technology, e.g. telephone typewriter (TTY) • through interpreters
Factors	<p>Affecting the selection of appropriate medium may include:</p> <ul style="list-style-type: none"> • technical and operational features • access of the sender and receiver to necessary equipment • technical skills required to use the medium required format • degree of formality required • urgency and timeframes
Protocols and organization procedures	<p>May include:</p> <ul style="list-style-type: none"> • modes of greeting and fare welling • addressing the person by name • timeframe for required response • style manual requirements • standard letters and pro formas
Personal presentation	<p>May include:</p> <ul style="list-style-type: none"> • dress • hair and grooming • hands and nails • jewellery
Customers with special needs	<p>May include:</p> <ul style="list-style-type: none"> • those with a disability • those with special cultural or language needs • unaccompanied children • parents with young children • pregnant women • aged people
Customer complaints	<p>May relate to:</p> <ul style="list-style-type: none"> • problems with the service, such as delays or wrong orders • problems with the product • communication barriers or misunderstandings
Cultural differences	<p>May relate to:</p> <ul style="list-style-type: none"> • race • language • special needs • disabilities

	<ul style="list-style-type: none"> • family structure • gender • age • sexual preference
Attempts to overcome language barriers	<p>May include:</p> <ul style="list-style-type: none"> • meet, greet and farewell customers • give simple directions • give simple instructions • answer simple enquiries • prepare for, serve and assist customers • describe goods and services
Outside organizations	<p>May include:</p> <ul style="list-style-type: none"> • interpreter services • diplomatic services • local cultural organisations • appropriate government agencies • educational institutions • disability advocacy groups

Evidence Guide

Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to communicate effectively with customers and colleagues (including those with special needs) within a range of situations required for the relevant job role • ability to work effectively in a team • ability to respond effectively to a range of customer service situations • understanding of communication and customer service and its importance in a tourism or hospitality context • social and cultural understanding and sensitivity in responding to different types of customers and colleagues • ability to identify and respond to the cultural context of the workplace • ability to apply knowledge of different cultures and cultural characteristics appropriately when communicating with colleagues and customers • ability to communicate effectively with customers and colleagues from a broad range of backgrounds and on different operational activities that are relevant to the particular organisation and job role
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • protocol and service rituals of the industry, sector and organisation • ethics of professional hospitality and tourism behaviour • characteristics, uses and conventions of different types of communication mediums • teamwork principles

	<ul style="list-style-type: none"> • principles that underpin cultural awareness • overview of general characteristics and key aspects of the main social and cultural groups in Ethiopian society, including Indigenous and non-Indigenous people, sufficient to aid cross-cultural understanding • overview of general characteristics of various international tourist groups appropriate to sector and individual workplace to enable their identification • basic knowledge of types of disability and implications for the workplace • principles and basic knowledge of EEO and anti-discrimination legislation as they apply to individual employees, and any associated workplace policies
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communication skills in relation to listening, questioning and non-verbal communication • basic written communication skills, including writing clear and concise messages, notes, emails and faxes • basic telephone skills • identifying and responding to different cultural, language and special needs and expectations • meeting personal presentation standards according to organisation requirements • identifying and dealing with conflict situations, complaints and misunderstandings within scope of responsibility • customer service skills, including meeting customer requirements, handling customer complaints and requests, developing rapport and promoting suitable products and services • literacy skills to read and understand any workplace equal employment opportunity (EEO) and anti-discrimination policies and plain English information documents produced by government information agencies • basic communication skills to identify and attempt to resolve misunderstandings which may be due to cross-cultural issues
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level I	
Unit Title	Follow Health, Safety and Security Procedures
Unit Code	CST HOP1 08 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to follow predetermined health, safety and security procedures. It requires the ability to incorporate safe work practices into all workplace activities and to participate in the organisation's OHS management practices

Elements	Performance Criteria
1. Follow workplace procedures for health, safety and security	<p>1.1 Correctly and consistently follow the organization's health, safety and security procedures according to relevant legislative requirements.</p> <p>1.2 Incorporate safe work practices into all workplace activities.</p> <p>1.3 Follow the safety directions of supervisors or managers and heed any workplace safety warning signs.</p> <p>1.4 Use any required protective equipment and wear required personal protective clothing.</p> <p>1.5 Identify and promptly report unsafe work practices, issues and breaches of health, safety and security procedures.</p> <p>1.6 Report any suspicious behavior or unusual occurrences promptly to the designated person.</p>
2. Follow procedures for emergency situations	<p>2.1 Recognize emergency and potential emergency situations promptly and determine or take required actions within the scope of individual responsibility.</p> <p>2.2 Follow the organization's emergency procedures correctly.</p> <p>2.3 Seek assistance promptly from colleagues or other authorities where appropriate.</p> <p>2.4 Report details of emergency situations accurately according to organization procedures</p>
3. Participate in the organization's OHS practices	<p>3.1 Participate in OHS management practices developed by the organization to ensure a safe workplace.</p> <p>3.2 Actively participate in the OHS consultation processes and identify and report safety and procedural issues requiring attention.</p> <p>3.3 Ensure immediate work area is free from hazards, participate in scheduled hazard identification activities and report hazards on an ongoing basis.</p> <p>3.4 Participate in risk assessments and suggest appropriate</p>
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	ways of controlling risk.
	3.5 Raise OHS issues and concerns with designated persons according to organization and legislative requirements

Variable	Range
Health, safety and security procedures	<p>May involve:</p> <ul style="list-style-type: none"> • emergency, fire and accident • incident and accident reporting • consultation • hazard identification • risk assessment • risk control • security, including: <ul style="list-style-type: none"> ➤ documents ➤ cash ➤ equipment ➤ people ➤ key control systems
Safe work practices	<p>May include:</p> <ul style="list-style-type: none"> • use of personal protective clothing and equipment • safe posture and movements, including sitting, standing and bending • using safe manual handling techniques for such things as lifting and transferring • taking designated breaks • rotating tasks • using knives and equipment and handling hot surfaces • taking account of the dangers associated with inert gases used in beverage dispensing systems • using computers and electronic equipment • safe handling of chemicals, poisons and dangerous materials • using ergonomically sound furniture and workstations • clearing any hazards from immediate work area • paying attention to safety signage
Issues and breaches of health, safety and security procedures	<p>May include:</p> <ul style="list-style-type: none"> • loss of keys • strange or suspicious persons • broken or malfunctioning equipment

	<ul style="list-style-type: none"> • loss of property, goods or materials • damaged property or fittings • lack of suitable signage when required • lack of training on health and safety issues
Emergency situations	<p>May include:</p> <ul style="list-style-type: none"> • bomb threats • irrational customers • accidents • robberies or armed hold-ups • fires • floods • earthquakes • power failure
Participation in OHS management practices	<p>May involve:</p> <ul style="list-style-type: none"> • active participation in OHS induction training and safe work practice training • involvement in hazard identifications • involvement in risk assessments • involvement in suggesting methods for and making joint decisions on how to eliminate or control risks • involvement in writing parts of OHS policies and procedures
Consultation	<p>Processes may involve:</p> <ul style="list-style-type: none"> • OHS discussions with all employees during the course of each business day • a diary, whiteboard or suggestion box used by staff to report issues of concern • regular staff meetings that involve OHS discussions • special staff meetings or workshops to specifically address OHS issues • surveys or questionnaires that invite feedback on OHS issues • informal meetings with notes • formal meetings with agendas, minutes and action plans • discussions with and reports to formal OHS representatives and committee members

Evidence Guide

Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • project or work activities that show the candidate's ability
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	<p>to follow predetermined health, safety and security procedures, incorporate safe work practices into all workplace activities and participate in consultation, hazard identification and risk assessment activities for a given service industry operation in line with regulatory requirements</p> <ul style="list-style-type: none"> • knowledge and understanding of the implications of disregarding those procedures • knowledge and understanding of the legal requirement to work according to health, safety and security procedures
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • individual employee responsibilities in relation to ensuring safety of self, other workers and other people in the workplace • broad understanding of employer's responsibilities under relevant federal and regional OHS legislation • ramifications of failure to observe OHS policies and procedures and legislative requirements • working knowledge and understanding of the contents of health, safety and security procedures that relate to the individual workplace • major workplace hazards and associated health, safety and security risks associated with the hazards as relevant to the individual workplace • safe work practices relevant to individual job roles and responsibilities • broad understanding of the particular consultation, hazard identification and risk assessment methods used in the particular workplace • familiarity with hazard identification and risk assessment tools and template documents
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • literacy skills to read and interpret workplace safety signs, procedures, emergency evacuation plans, and hazard identification and risk assessment tools and template documents • communication skills to participate in consultation processes, to clearly report and explain hazards, to contribute to risk assessments and to assertively suggest control methods
Resources Implication	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning

	<ul style="list-style-type: none"> • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level I	
Unit Title	Follow Workplace Hygiene Procedures
Unit Code	CST HOP1 09 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to apply good hygiene practices within a range of service industry operations. It requires the ability to follow predetermined procedures, identify and control simple hazards and take particular hygiene measures to ensure the non-contamination of food and other items that might put customers, colleagues and self at a health risk

Elements	Performance Criteria
1. Follow hygiene procedures and identify hygiene hazards	<p>1.1 Access and follow hygiene procedures and policies correctly and consistently according to organization and legal requirements to ensure health and safety of customers and colleagues.</p> <p>1.2 Identify and report poor organization practices that are inconsistent with hygiene procedures.</p> <p>1.3 Identify hygiene hazards that may affect the health and safety of customers, colleagues and self.</p> <p>1.4 Take action to remove or minimize the hazards within scope of individual responsibility and according to organization and legal requirements.</p> <p>1.5 Promptly report hygiene hazards to appropriate person for follow up where control of hazard is beyond the scope of individual responsibility</p>
2. Report any personal health issues	<p>2.1 Report any personal health issues that are likely to cause a hygiene risk.</p> <p>2.2 Report incidents of food contamination that have resulted from the personal health issue.</p> <p>2.3 Do not participate in food handling activities where there is a risk of food contamination as a result of the health issue</p>
3. Prevent food and other item contamination	<p>3.1 Maintain clean clothes, wear required personal protective clothing and only use organization-approved bandages and dressings to prevent contamination to food.</p> <p>3.2 Ensure that no clothing or other items worn contaminate food.</p> <p>3.3 Prevent unnecessary direct contact with ready to eat food.</p> <p>3.4 Do not allow food to become contaminated with any body fluids or tobacco product from sneezing, coughing, blowing nose, spitting, smoking or eating over food or food preparation</p>

	surfaces. 3.5 Maintain the use of clean materials and clothes and safe and hygienic practices to ensure that no <i>cross-contamination of other items in the workplace occurs</i>
4. Prevent cross-contaminations by washing hands	4.1 <i>Wash handset appropriate times</i> and follow hand washing procedures correctly and consistently according to organization and legal requirements. 4.2 Wash hands using <i>appropriate facilities</i> .

Variable	Range
Hygiene procedures	May relate to: <ul style="list-style-type: none"> • personal hygiene • safe and hygienic handling of food and beverages • regular hand washing • correct food storage • suitable dress and personal protective equipment and clothing • avoidance of cross-contamination • hygienic cleaning practices to avoid cross-contamination • use of cleaning equipment, clothes and materials to avoid cross-contamination • safe handling and disposal of linen and laundry • appropriate handling and disposal of garbage • cleaning and sanitising • procedures documented in the organisation food safety program • procedures covered by staff training programs • procedures required by the national food safety code
Poor organization practices	May include: <ul style="list-style-type: none"> • poor personal hygiene practices • poor food handling practices that may result in the contamination of food • poor cleaning practices that may result in cross-contamination of food and other items • practices inconsistent with the organisation's food safety program • outdated practices not in keeping with current organisation activities
Hygiene hazards	May include: <ul style="list-style-type: none"> • contaminated food

	<ul style="list-style-type: none"> • vermin • airborne dust • items such as linen, tea towels and towels that may be contaminated with human waste, such as blood and body secretions • dirty equipment and utensils • contaminated garbage • use of practices not in keeping with current organisation activities • colleagues without appropriate training or understanding of good hygiene practices, policies and procedures • equipment not working correctly, such as fridge and temperature probes
Health issues	<p>May relate to:</p> <ul style="list-style-type: none"> • food-borne diseases • airborne diseases • infectious diseases
Other items worn	<p>May include:</p> <ul style="list-style-type: none"> • hair accessories • jewellery • watches • bandages
Cross-contamination of other items in the workplace	<p>May involve:</p> <ul style="list-style-type: none"> • infected linen • items such as linen, tea towels and towels that may be contaminated with human waste, such as blood and body secretions • dirty equipment and utensils • spreading bacteria from bathroom or bedroom areas to kitchen areas in an accommodation facility
Washing hands at appropriate times	<p>Might include:</p> <ul style="list-style-type: none"> • immediately before working with food • immediately after handling raw food • before commencing or recommencing work with food • immediately after using the toilet • immediately after smoking, coughing, sneezing, blowing the nose, eating, drinking, and touching the hair, scalp or any wound
Appropriate facilities	<p>For hand washing may include:</p> <ul style="list-style-type: none"> • warm running water • soap

	<ul style="list-style-type: none"> • single use towels • designated hand washing sink
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Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to access and interpret hygiene procedures and consistently apply these during day-to-day activities • understanding of the importance of following hygiene procedures and of the potential implications of disregarding those procedures • project or work activities that show the candidate's ability to apply good hygiene practices on multiple occasions in a range of different operational circumstances to ensure consistency in the application of hygiene procedures
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • very basic understanding of federal and regional food safety legislative compliance requirements, contents of national codes and standards that underpin regulatory requirements, and local government food safety regulations • working knowledge of organisation personal hygiene policies and procedures • ramifications of failure to observe hygiene policies and procedures • broad understanding of the general hazards in handling food, linen, laundry and garbage, including major causes of contamination and cross-infection • sources and effects of microbiological contamination of food and other items that would require protection in the industry sector and business • basic understanding of the choice and application of cleaning and sanitising equipment and materials
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communication skills to verbally report hygiene hazards and poor organisation practice • literacy skills to read and interpret relevant organisation policies, procedures and diagrams that identify good hygiene practices
Resources Implication	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning

	<ul style="list-style-type: none"> • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level I	
Unit Title	Provide Porter Services
Unit Code	CST HOP1 10 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to provide porter services within a commercial accommodation establishment. It requires the ability to check and plan for daily arrivals, assist guests with luggage and provide ancillary services for guests

Elements	Performance Criteria
1. Handle guest arrivals and departures	<p>1.1 Review, note and plan for expected daily arrivals, special requests or major guest movements.</p> <p>1.2 Welcome guests promptly on arrival and direct to the appropriate area for registration.</p> <p>1.3 Assist guests with luggage according to enterprise procedures and safety requirements and using the appropriate moving equipment where required.</p> <p>1.4 Escort guests to rooms, and courteously show and explain enterprise and room features to ensure maximum take-up of services and profitability of guest's stay</p>
2. Handle guest luggage	<p>2.1 Collect, safely transport and deliver guest luggage to the correct location within appropriate timeframes and using the appropriate moving equipment where required.</p> <p>2.2 Operate luggage storage system according to enterprise procedures and security requirements.</p> <p>2.3 Mark and store luggage accurately to allow for easy retrieval.</p> <p>2.4 Place luggage within the storage system.</p> <p>2.5 Track any lost luggage within the venue and take all steps to locate and deliver to the guest or correct location</p>
3. Respond to request for ancillary services	<p>3.1 Provide ancillary services promptly and according to enterprise, security and safety requirements.</p> <p>3.2 Liaise with colleagues in other departments where appropriate to ensure effective response to service requests.</p>

Variable	Range
Enterprise and room features	<p>Within the establishment may include:</p> <ul style="list-style-type: none"> dining options sporting facilities floor facilities

	<ul style="list-style-type: none"> • operating procedures for room equipment, such as telephone or television • general services, such as laundry and valet • meal arrangements
Enterprise procedures and security requirements	<p>For luggage may involve:</p> <ul style="list-style-type: none"> • luggage marking systems • amount of luggage to be placed on trolleys or taken into lifts • procedures or designated routes for moving luggage through public areas • restrictions on areas into which luggage can be taken • order in which luggage is to be moved • procedures for dealing with heavy items • lifting and bending procedures • procedures for taking luggage from rooms • placement of luggage within rooms • group luggage procedures
Ancillary services	<p>May include:</p> <ul style="list-style-type: none"> • mail • wake-up calls • messages • organising transport • luggage pick up • paging guests • preparing guest information directories

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • knowledge of the range of ancillary services offered by the accommodation venue • ability to provide courteous and friendly service to guests • ability to provide portage services to meet multiple and different customer requests and to handle efficiently multiple and simultaneous requests for the movement of luggage • ability to handle luggage safely and use luggage storage systems on multiple occasions • delivery, collection, storage and retrieval of luggage within typical workplace time constraints that meet the deadlines determined by the customer and enterprise

Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • range of typical ancillary services offered by the accommodation venue • OHS procedures for the movement of heavy luggage • typical procedures and systems for the movement of luggage within commercial accommodation establishments • features of typical luggage storage systems within commercial accommodation establishments • relationships between the various departments within larger commercial accommodation establishments • key products and services offered within accommodation facilities and within the particular facility • luggage security procedures
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • safe manual handling techniques for lifting, storing and retrieving luggage • literacy skills to read documents such as luggage identification labels, storage and security procedures, reservation data and rooming lists • writing skills to complete documents such as delivery checklists, storage tags, storage forms and guest receipts • communication skills to communicate with guests from socially and culturally diverse environments • numeracy skills to count group or multiple luggage items and reconcile against any operational documentation such as reservation data and checklists
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level I	
Unit Title	Provide Housekeeping Services to Guests
Unit Code	CST HOP1 11 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to provide a range of general housekeeping services such as clean and prepare rooms including bedrooms and bathrooms for guests in an accommodation establishment. It requires the ability to set up cleaning equipment and trolleys and to safely clean guest rooms using resources efficiently to reduce negative environmental impacts to guests

Elements	Performance Criteria
1. Handle housekeeping requests	<p>1.1 Handle guest requests in a polite and friendly manner according to enterprise customer service standards and security procedures.</p> <p>1.2 Acknowledge guests by use of name wherever possible.</p> <p>1.3 Confirm and note details of requests made.</p> <p>1.4 Make appropriate apologies where a request has arisen from breakdown in room servicing.</p> <p>1.5 Agree with guests on timelines for meeting requests.</p> <p>1.6 Locate and deliver requested items promptly within agreed timeframes.</p> <p>1.7 Collect items for pick-up within agreed timeframes.</p> <p>1.8 Set up equipment for guests when appropriate.</p> <p>1.9 Proactively offer information and advice about special services and benefits to guests or clients to ensure maximum take-up of services and profitability of guest's stay</p>
2. Advise guests on room and housekeeping equipment	<p>2.1 Advise guests courteously on correct usage of equipment.</p> <p>2.2 Report equipment malfunctions promptly according to enterprise procedures, and where possible, make alternative arrangements to meet guest needs.</p> <p>2.3 Where appropriate, agree on suitable time to collect equipment.</p>
3. Set up equipment and trolleys	<p>3.1 Select and equipment required for preparing room and servicing Rooms.</p> <p>3.2 Identify supplies for trolleys and select or order them in sufficient numbers according to enterprise procedures.</p> <p>3.3 Load trolleys safely with adequate supplies according to enterprise procedures</p>

4. Access rooms for servicing	<p>4.1 Identify rooms requiring service from information supplied to housekeeping staff.</p> <p>4.2 Access rooms according to enterprise customer service and security procedures</p>
5. Make up beds	<p>5.1 Strip beds and mattresses and check pillows and linen for stains and damage.</p> <p>5.2 Remove stains according to enterprise procedures.</p> <p>5.3 Replace bed linen according to enterprise standards and procedures</p>
6. Clean and clear rooms	<p>6.1 Clean rooms in the correct order and with minimum disruption to guests.</p> <p>6.2 Clean and check all furniture, fixtures and fittings according to enterprise procedures and safety and hygiene guidelines.</p> <p>6.3 Reset all items according to enterprise standards.</p> <p>6.4 Check, replenish or replace room supplies according to enterprise standards.</p> <p>6.5 Identify pests promptly and take appropriate action according to safety and enterprise procedures.</p> <p>6.6 Check rooms for any defects and report them according to enterprise procedures.</p> <p>6.7 Record damaged items according to enterprise procedures.</p> <p>6.8 Report promptly any unusual or suspicious items or occurrences according to enterprise procedures.</p> <p>6.9 Collect guest items that have been left in vacated rooms and store them according to enterprise procedures</p>
7. Clean and store trolleys and equipment	<p>7.1 Clean trolleys and equipment after use according to safety and enterprise procedures.</p> <p>7.2 Store all items according to enterprise procedures.</p> <p>7.3 Check supplies and items and replenish or reorder them according to enterprise procedures</p>
8. Reduce negative environmental impacts	<p>8.1 Use energy, water and other resources efficiently when cleaning, preparing and maintaining guest rooms to reduce negative environmental impacts.</p> <p>8.2 Safely dispose of all waste, especially hazardous substances, to minimize negative environmental impacts.</p>

Variable	Range
Guest requests	<p>Could be for a range of items and services, including:</p> <ul style="list-style-type: none"> • roll away beds • additional pillows and blankets • irons • hair dryers • additional room supplies • rectification cleaning • repairs and maintenance • lost property enquiries
Requests	<p>For information relate to:</p> <ul style="list-style-type: none"> • range of services and products offered by the establishment • availability, hours and location of meals, services and equipment • how various types of equipment work • local services, attractions, transport, shops, entertainment, etc.
Equipment	<p>Must include:</p> <ul style="list-style-type: none"> • electric kettles and jugs • telephones • computers • televisions and videos • hair dryers • alarm clocks
equipment required for preparing rooms	<p>Must include:</p> <ul style="list-style-type: none"> • cleaning agents and chemicals • vacuum cleaners • mops • brushes • buckets • cleaning and polishing cloths • gloves • protective clothing
Rooms	<p>May include:</p> <ul style="list-style-type: none"> • bathroom • bedroom • lounge • kitchen • balcony • lobby or vestibule
Furniture, fixtures and fittings	<p>May include:</p> <ul style="list-style-type: none"> • floor surfaces • mirrors and glassware

	<ul style="list-style-type: none"> • wardrobes • soft furnishings • desks • light fittings • telephones • televisions • refrigerators • shelving
Room supplies	<p>May include:</p> <ul style="list-style-type: none"> • stationery • linen • bathroom supplies • enterprise promotional material • local tourist information • magazines and newspapers • mini-bar supplies • glassware • crockery • cutlery • tea, coffee, sugar and milk • biscuits • discretionary supplies and gifts such as fruit, beverages and chocolates

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to offer courteous and friendly service to guest • knowledge of a range of housekeeping services and equipment • security and safety procedures as they apply to housekeeping services and guests • ability to organise efficient, resource effective and safe cleaning and servicing of guest rooms • ability to undertake duties according to organisational health, safety and security practices • knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances • ability to complete servicing within the timeframe required by a commercial accommodation establishment

Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • typical housekeeping services and procedures • security and safety procedures as they apply to housekeeping services and guests • key products and services offered within accommodation facilities and within the particular facility • cleaning procedures for various surfaces and equipment, including wet and dry • correct cleaning chemicals, equipment and procedures for cleaning various surfaces and materials • enterprise procedures and standards in relation to presentation of guest rooms • safe work practices relating to use of cleaning equipment, bending and manual handling • security and safety issues for guest rooms • applications of different types of cleaning products • the essential features of and safe practices for using common hazardous substances used by the hospitality industry and in particular substances used by the organisation e.g. cleaning products • the environmental impacts of cleaning guest rooms and equipment and minimal impact practices to reduce these especially those that relate to resource, water and energy use correct and environmentally sound disposal methods for waste and in particular for hazardous substances.
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • interpersonal skills to interact effectively with guests • problem-solving skills to overcome barriers that affect communication with guests, such as language and disability • correct use of personal protective equipment • cleaning techniques for guest rooms and housekeeping equipment • problem-solving skills to identify and deal with problems related to room servicing, and fabric and carpet stains • literacy skills to read schedules and timetables for room servicing, product labels and product safety instructions • numeracy skills to calculate the dilution requirements of cleaning products
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning

	<ul style="list-style-type: none"> • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level I	
Unit Title	Clean Premises and Equipment
Unit Code	CST HOP1 12 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to carry out general cleaning duties as part of a job role in tourism or hospitality enterprise or any other service industry context. It requires the ability to set up cleaning equipment and to safely clean premises and equipment using resources efficiently to reduce negative environmental impacts. It does not include contract cleaning which is covered by the Asset Maintenance Training Package

Elements	Performance Criteria
1. Select and set up equipment and materials	<p>1.1 Select equipment according to type of cleaning to be undertaken.</p> <p>1.2 Check that all equipment is clean and in safe working condition prior to use.</p> <p>1.3 Select and prepare suitable wet and dry cleaning agents and chemicals according to relevant manufacturer and OHS and environmental requirements.</p> <p>1.4 Select and use protective clothing where necessary</p>
2. Clean wet and dry areas and associated equipment	<p>2.1 Take account of potential customer inconvenience in scheduling and performing cleaning tasks.</p> <p>2.2 Prepare wet and dry areas to be cleaned and identify any hazards.</p> <p>2.3 Barricade the work area, or place warning signs as appropriate to reduce risk to colleagues and customers.</p> <p>2.4 Select and apply correct cleaning agents or chemicals for specific areas, according to manufacturer recommendations, safety procedures and enterprise policies and procedures.</p> <p>2.5 Select and apply correct agents and chemicals for particular equipment or surfaces.</p> <p>2.6 Use equipment correctly and safely</p>
3. Maintain and store cleaning equipment and chemicals	<p>3.1 Clean equipment after use according to enterprise requirements and manufacturer instructions.</p> <p>3.2 Carry out or arrange routine maintenance according to enterprise procedures.</p> <p>3.3 Identify equipment faults and report them according to enterprise procedures.</p>

	<p>3.4 Store equipment in the designated area and in a condition ready for re-use.</p> <p>3.5 Store chemicals according to health and safety requirements</p>
4. Reduce negative environmental impacts	<p>4.1 Use energy, water and other resources efficiently when cleaning premises to reduce negative environmental impacts.</p> <p>4.2 Safely dispose of all waste, especially hazardous substances, to minimize negative environmental impacts</p>

Variable	Range
Equipment	<p>Must include:</p> <ul style="list-style-type: none"> • electrically operated equipment such as scrubbers, polishers and vacuum cleaners • brushes and brooms • mops and buckets • dusters and pans • garbage receptacles
Cleaning agents and chemicals	<p>May include:</p> <ul style="list-style-type: none"> • general and spot cleaning agents • cleaning agents for specialised surfaces, including window and glass cleaners • disinfectants • pesticides • deodorisers • furniture and floor polishes
OHS and environmental requirements	<p>May include:</p> <ul style="list-style-type: none"> • enterprise policies and procedures related to cleaning operations and disposal of used chemicals • general workplace safety procedures • correct use of manual handling techniques • use of hazardous substances and storage requirements • enterprise security procedures
Protective clothing	<p>May include:</p> <ul style="list-style-type: none"> • overalls • jackets • aprons • goggles and masks • gloves • waterproof clothing and footwear • headwear • breathing apparatus

Wet and dry areas	<p>May include:</p> <ul style="list-style-type: none"> • bathrooms • bedrooms • kitchens • balconies • private lounge areas • internal and external public areas • function rooms • storage areas
Hazards	<p>May include:</p> <ul style="list-style-type: none"> • spillages • breakages, including broken glass • wet or slippery surfaces • broken or damaged furniture • fumes • blood • needles and syringes • used condoms • sharp objects, including knives and skewers • human waste • surgical dressings • fat and oil • heated utensils and surfaces • sharp food scraps, including bones and crustacean shells
Manufacturer recommendations	<p>May include:</p> <ul style="list-style-type: none"> • cleaning and maintenance guidelines • dosage and dilution of chemicals • safety requirements
Routine maintenance	<p>Is undertaken according to planned, preventative maintenance programs and may include:</p> <ul style="list-style-type: none"> • wiping down and cleaning • washing and rinsing • sanitising • drying out • dismantling and reassembling • emptying
Equipment faults	<p>May include:</p> <ul style="list-style-type: none"> • breakdowns • damage to parts, surfaces, electrical cords and connections

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to select and use relevant equipment and cleaning agents safely, efficiently and according to acceptable enterprise cleaning routines and timeframes • ability to organise resource effective cleaning of both wet and dry areas • ability to undertake duties according to organisational health, safety and security practices • knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances • ability to complete cleaning tasks within the timeframe required by a within commercially realistic timeframes
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • cleaning procedures for various surfaces and equipment, including wet and dry • correct cleaning chemicals, equipment and procedures for cleaning various surfaces and materials • enterprise procedures and standards in relation to presentation of premises • safe work practices relating to use of cleaning equipment, bending and manual handling • applications of different types of cleaning products • the essential features of and safe practices for using common hazardous substances used by the tourism and hospitality industry and in particular substances used by the organisation e.g. cleaning products and chemicals • the environmental impacts of cleaning premises and equipment and minimal impact practices to reduce these especially those that relate to resource, water and energy use • correct and environmentally sound disposal methods for waste and in particular for hazardous substances
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • correct use of personal protective equipment • cleaning techniques for premises and equipment • organisational skills to prepare equipment and materials for a given cleaning context • literacy skills to interpret product labels and safety instructions • numeracy skills to calculate the dilution requirements of chemical and cleaning products

Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level I	
Unit Title	Launder Linen and Guest Clothes
Unit Code	CST HOP1 13 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to launder linen and guest clothes. It requires the ability to operate laundry equipment safely, complete the laundering process using a variety of linen and clothing items and fabrics using resources efficiently to reduce negative environmental impacts

Elements	Performance Criteria
1. Process laundry items	<p>1.1 Sort items according to cleaning process required and urgency of the item.</p> <p>1.2 Select laundry methods according to textile labeling codes and based on fiber and fabric, dye fastness and amount of soilage</p> <p>1.3 Check items for laundering for stains and treat stains using the correct process.</p> <p>1.4 Use cleaning agents and chemicals according to manufacturer instructions and specific laundry equipment.</p> <p>1.5 Operate laundry equipment according to manufacturer instructions.</p> <p>1.6 Complete mending and minor repairs as required.</p> <p>1.7 Check items following completion of laundering process to ensure quality cleaning.</p> <p>1.8 Record any damage arising from the laundering process and notify appropriate persons according to enterprise procedures.</p> <p>1.9 Complete ironing or pressing and finishing processes</p>
2. Package and store laundry items	<p>2.1 Package and present guest laundry according to enterprise standards and procedures.</p> <p>2.2 Complete records and billing information according to enterprise procedures.</p> <p>2.3 Return finished items to guest according to required timeframes.</p> <p>2.4 Store processed guest laundry where required according to guest requests or where return to guests is not possible</p>

3. Reduce negative environmental impacts	<p>3.1 Use energy, water and other resources efficiently when laundering items to reduce negative environmental impacts.</p> <p>3.2 Safely dispose of all waste, especially hazardous substances, to minimize negative environmental impacts</p>
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Variable	Range
Laundry equipment	<p>May include:</p> <ul style="list-style-type: none"> • washers • dryers • irons • steam presses • sorting baskets and shelves • heat sealing equipment and roll plastic • hangers
Packaging and presenting	<p>Guest laundry may include:</p> <ul style="list-style-type: none"> • folding • wrapping • heat sealing • labelling • providing quality reports
Storage	<p>Of laundry is required where:</p> <ul style="list-style-type: none"> • guests have requested storage • guests have departed temporarily • laundry has been left behind or forgotten

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to correctly assess the processes required for different types of laundry • ability to operate laundry equipment safely, using a full range of cycles available and complete the laundering process using a variety of linen and clothing items and fabrics • ability to organise resource effective cleaning of laundry items • knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances • completion of tasks within enterprise-acceptable timeframes and with quality laundry outcomes
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • hygiene, health and safety issues of specific relevance to laundry operations, including: <ul style="list-style-type: none"> ➤ manual handling ➤ handling laundry chemicals ➤ basic principles of infection control

	<ul style="list-style-type: none"> ➤ maintenance of clean and dirty laundry area separation • types of fabric and laundering, and drying requirements for each meaning of laundering and dry cleaning labels on clothing • key laundry terms • common guest laundry issues enterprise linen control procedures, including: <ul style="list-style-type: none"> ➤ clean for dirty ➤ set amount ➤ topping up ➤ uniform issue ➤ condemned linen ➤ procedures if problems are identified • the environmental impacts of laundering and drying items and minimal impact practices to reduce these especially those that relate to resource, water and energy use • correct and environmentally sound disposal methods for waste and in particular for hazardous substances
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • use of specific laundry chemicals • problem-solving skills to treat stains and carry out minor repairs • literacy skills to read information about the use of laundry chemicals and optimum laundry techniques for different fabric types • writing skills to complete documentation for billing and guest information purposes • numeracy skills to calculate dilution strengths of laundry chemicals and charges for specific customers for laundry services provided
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level I	
Unit Title	Provide Visitor Information
Unit Code	CST HOP1 14 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to provide visitors with general information about the enterprise and local area

Elements	Performance Criteria
1. Access and update visitor information	<p>1.1 Identify and access appropriate <i>sources of visitor information</i>.</p> <p>1.2 Incorporate information into day-to-day working activities to support quality of service and standards within the organization.</p> <p>1.3 Share information with colleagues to support the efficiency and quality of service.</p> <p>1.4 Identify and use opportunities to update and maintain local and enterprise knowledge</p>
2. Provide information	<p>2.1 Proactively identify information and assistance needs of different customers, including those with special needs.</p> <p>2.2 Provide accurate and unbiased information in a clear, concise, courteous and <i>culturally appropriate manner</i>.</p> <p>2.3 Where appropriate, assist or instruct visitors in the use of equipment and facilities or refer to relevant colleagues.</p> <p>2.4 Consider health and safety requirements when providing information and assistance.</p> <p>2.5 Promote <i>internal products and services</i> using appropriate customer service skills</p>
3. Seek feedback on services	<p>3.1 Proactively seek feedback on services from visitors.</p> <p>3.2 Observe visitor behavior to inform future service developments and correctly follow procedures for any formal customer evaluation.</p> <p>3.3 Provide information on visitor feedback to relevant colleagues</p>

Variable	Range
Sources of visitor information	<p>May include:</p> <ul style="list-style-type: none"> • brochures • timetables • local visitor guides • library and local council • local people including local identities with specialised

	<p>knowledge</p> <ul style="list-style-type: none"> • winemakers and other wine experts • organisation information • room directories • maps • internet
Visitor information	<p>Must include:</p> <ul style="list-style-type: none"> • organisation-specific information • local transport options • local attractions and events • general visitor facilities, including shopping locations, currency exchanges, post offices, banks and emergency services • specific shopping details, including local markets • accommodation options • restaurants, cafes and other dining venues • other facilities and services such as hairdressers, dentists and travel agencies • theatres and entertainment venues • sporting facilities • tours, local outings and trips • travelling routes • weather conditions
Opportunities to update and maintain local knowledge	<p>May include:</p> <ul style="list-style-type: none"> • talking and listening to colleagues and customers • participating in local familiarisation tours • visiting the local information centre • personal observation or exploration • watching television, videos and films • listening to radio • reading local newspapers, staff notice boards, leaflets, brochures and internal newsletters • attending team meetings
Culturally appropriate manner	<p>May involve:</p> <ul style="list-style-type: none"> • using gestures • using simple words in English or other person's language • providing written material • avoiding eye contact • providing information in different formats to suit the individual
Internal products and services	<p>May include:</p> <ul style="list-style-type: none"> • restaurant products • accommodation • products made by the organisation (e.g. wine, food) • tours general retail products (e.g. souvenirs)

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to source accurate and current information on the enterprise and local area • general knowledge of the local area sufficient to answer commonly asked customer questions relevant to job role • demonstration of skills on multiple occasions or in response to multiple requests reflecting breadth of knowledge and ability to respond to different situations
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • sources of information for organisation and local area knowledge • general knowledge of organisation, local attractions and events, transport options and general visitor facilities, including shopping, currency exchanges, post offices, banks and emergency services (the focus of this knowledge will vary according to organisational needs) • understanding of the need to provide advice in an unbiased and ethical manner • available sources of advice and referral for more complex requests • safety and emergency procedures for visitors, colleagues and self sources of customers in the relevant industry context
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communication and interpersonal skills to interact in a friendly and courteous way with customers • basic research skills to source information on a predictable range of customer requests • literacy skills to understand, interpret and orally communicate local information and promotional material
Resources Implication	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Hotel Operation Level I	
Unit Title	Apply Point-of-Sale Handling Procedures
Unit Code	CST HOP1 15 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to operate point-of-sale equipment, apply store policy and to process simple financial transactions in a range of workplace contexts. Cash and other types of transactions are included in the unit interact with customers. Package or wrap an item for transportation.

Elements	Performance Criteria
1. Operate point-of-sale equipment	<p>1.1 Operate point-of-sale equipment according to design specifications.</p> <p>1.2 Open and close point-of-sale terminal according to store policy and procedures.</p> <p>1.3 Clear point-of-sale terminal and transfer tender according to store procedure.</p> <p>1.4 Handle cash according to store security procedures.</p> <p>1.5 Maintain supplies of change in point-of-sale terminal according to store policy.</p> <p>1.6 Attend active point-of-sale terminals according to store policy.</p> <p>1.7 Complete records for transaction errors according to store policy.</p> <p>1.8 Maintain adequate supplies of dockets, vouchers and point-of-sale documents.</p> <p>1.9 Inform customers of delays in the point-of-sale operation</p>
2. Use numbers in the workplace	<p>2.1 Accurately list a range of possible retail workplace numerical problems.</p> <p>2.2 Collect numerical information from various sources and calculate accurately with or without the use of a calculator</p>
3. Perform point-of-sale transactions	<p>3.1 Complete point-of-sale transactions according to store policy.</p> <p>3.2 Identify and apply store procedures in respect of cash and non-cash transactions.</p> <p>3.3 Identify and apply store procedures in regard to exchanges and returns.</p> <p>3.4 Move goods through point-of-sale area efficiently and with attention to fragility and packaging.</p>

	<p>3.5 Accurately enter information entered into point-of-sale equipment.</p> <p>3.6 State price or total and amount of cash received verbally to customer.</p> <p>3.7 Tender correct change</p>
4. Complete sales	<p>4.1 Complete customer order forms, invoices and receipts accurately.</p> <p>4.2 Accurately identify and process customer delivery requirements according to set timeframes.</p> <p>4.3 Process sales transactions or direct customers to point-of-sale terminals according to store policy without undue delay</p>
5. Wrap and pack goods	<p>5.1 Maintain and request adequate supplies of wrapping and packaging materials.</p> <p>5.2 Select appropriate wrapping or packaging material.</p> <p>5.3 Wrap merchandise neatly and effectively where required.</p> <p>5.4 Pack items safely to avoid damage in transit, and attach labels where required.</p> <p>5.5 Arrange transfer of merchandise for parcel pick-up or other delivery methods if required</p>
6. Process receipts and payments	<p>6.1 Receive and check cash float accurately where appropriate using correct documentation.</p> <p>6.2 Check payments received from the customer and give correct change where appropriate.</p> <p>6.3 Prepare and issue accurate receipts including all relevant tax details.</p> <p>6.4 Process and record transactions according to organization and financial institution procedures.</p> <p>6.5 When cash payments are required, check documents and issue cash according to organization procedures.</p> <p>6.6 Conduct transactions using appropriate software applications.</p> <p>6.7 Conduct transactions to meet organization speed and customer service standards</p>
7 Reconcile takings	<p>7.1 Perform balancing procedures at the designated times according to organization policy and in consultation with colleagues.</p> <p>7.2 Where appropriate, separate any cash floats from takings prior to balancing procedure and secure according to organization procedures.</p> <p>7.3 Determine register or terminal reading or printout where appropriate.</p>

	<p>7.4 Remove payments received and transport according to organization <i>security procedures</i>.</p> <p>7.5 Count and calculate payments accurately.</p> <p>7.6 Determine balance between register or terminal reading and sum of payments accurately.</p> <p>7.7 Investigate or report discrepancies in the reconciliation within scope of individual responsibility.</p> <p>7.8 Record takings according to organization procedures.</p>
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Variable	Range
Point-of-sale equipment	<p>May include:</p> <ul style="list-style-type: none"> • cash register • cash drawer • scanner • EFTPOS terminal • electronic scales • security tagging • numerical display board
Store policy and procedures	<p>In regard to:</p> <ul style="list-style-type: none"> • operation of point-of-sale equipment • security • sales transactions • handling techniques of stock • financial transactions • cash handling
Point-of-sale documents	<p>May include:</p> <ul style="list-style-type: none"> • order forms • lay-by slips • credit slips • product return slips • message pads • promotional materials
Customers	<p>May include:</p> <ul style="list-style-type: none"> • new or repeat contacts • internal and external contacts • customers with routine or special requests • people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities
Numerical	May include:

problems	<ul style="list-style-type: none"> • calculations of cash amounts and change • addition and subtraction • multiplication and division • percentages • measurement • estimation of quantities
Point-of-sale transactions	<p>May include:</p> <ul style="list-style-type: none"> • EFTPOS • cheques • travellers cheques • credit cards and store cards • smart cards • lay-by • returns • exchanges • gift vouchers
Wrapping and packaging materials	<p>May include:</p> <ul style="list-style-type: none"> • boxes • bags • paper • bubble wrap • gift wrapping • adhesive tape • ribbon • string
Delivery methods	<p>May include:</p> <ul style="list-style-type: none"> • parcel pick-up • post or express post • courier • freight • domestic or international delivery
Transactions may include:	<ul style="list-style-type: none"> • cash • credit cards • cheques • EFTPOS • deposits • advance payments • vouchers • company charges • refunds

	<ul style="list-style-type: none"> • travellers cheques • foreign currency
Balancing procedures may be:	<ul style="list-style-type: none"> • manual • electronic

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • consistently operates point-of-sale equipment according to manufacturer instructions and store policy and procedures • consistently applies store policy and procedures in regard to cash handling and point-of-sale transactions • interprets, calculates and records numerical information accurately • processes sales transaction information responsibly and accurately according to store policy and procedures • constantly applies store policy and procedures in regard to the handling, packing, wrapping and delivery of goods or merchandise • ability to conduct accurate and secure financial transactions • ability to balance transactions within acceptable organization timeframes • knowledge of security principles and procedures in relation to tender and other financial documentation • ability to work within time constraints typical of the industry environment, such as several people waiting to pay their bill • processing of multiple and varied transactions to address different situations and contexts
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • store policy and procedures in relation to: <ul style="list-style-type: none"> ➤ customer service ➤ point-of-sale transactions ➤ allocated duties and responsibilities ➤ exchanges and returns ➤ handling, packing and wrapping of goods or merchandise • the range of services provided by the store stock availability • relevant legislation and statutory requirements, including: <ul style="list-style-type: none"> ➤ Trade Practices Act and consumer law ➤ industry codes of practice

	<ul style="list-style-type: none">➤ OHS• cash and non-cash handling procedures, including:<ul style="list-style-type: none">➤ opening and closing point-of-sale terminal➤ clearance of terminal and transference of tender➤ maintenance of cash float➤ tendering of change➤ counting cash➤ calculating non-cash documents➤ balancing point-of-sale equipment➤ recording takings➤ security of cash and non-cash transactions➤ change required and denominations of change• numeracy skills in regard to workplace functions:<ul style="list-style-type: none">➤ addition➤ subtraction➤ multiplication➤ division➤ percentages➤ use of a calculator• functions and procedures for operating point-of-sale equipment, including:<ul style="list-style-type: none">➤ registers➤ numerical display board➤ calculators➤ electronic scales➤ scanners procedures for processing different types of transactions in the relevant industry context➤ underpinning principles of the reconciliation and balancing process➤ relevant software, such as point of sale➤ role and importance of the reconciliation and balancing process in a broader financial management context➤ security procedures for cash and other financial documentation➤ how GST affects financial transactions in a given industry context		
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none">• following set routines and procedures interpersonal communication skills to:<ul style="list-style-type: none">➤ inform customers of delays➤ state price or total and amount of cash received		
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	<ul style="list-style-type: none"> ➤ request adequate supplies of wrapping material or bags through clear and direct communication ➤ ask questions to identify and confirm requirements ➤ share information ➤ use language and concepts appropriate to cultural differences ➤ use and interpret non-verbal communication ➤ questioning and active listening ➤ dealing with different types of transactions ➤ wrapping and packing techniques ➤ store bag checking procedures and merchandise handling techniques ➤ literacy skills in regard to sales and delivery documentation ➤ numeracy skills in regard to rendering and tender correct change and undertake simple financial reconciliations ➤ problem-solving skills to identify and investigate a range of routine reconciliation discrepancies ➤ literacy skills to read and interpret documentation, such as credit card details, receipts or cash float documentation
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level I	
Unit Title	Receive and Respond to Workplace Communication
Unit Code	CST HOP1 16 0912
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to receive, respond and act on verbal and written communication.

Element	Performance Criteria
1. Follow routine spoken messages	<p>1.1 Required information is gathered by listening attentively and correctly interpreting or understanding information/instructions</p> <p>1.2 Instructions/information are properly recorded</p> <p>1.3 Instructions are acted upon immediately in accordance with information received</p> <p>1.4 Clarification is sought from workplace supervisor on all occasions when any instruction/information is not clear</p>
2. Perform workplace duties following written notices	<p>2.1 <i>Written notices and instructions</i> are read and interpreted correctly in accordance with <i>organizational guidelines</i></p> <p>2.2 Routine written instruction are followed in sequence</p> <p>2.3 Feedback is given to workplace supervisor based on the instructions/information received</p>

Variable	Range
Written notices and instructions	<p>It refers to :</p> <ul style="list-style-type: none"> • Handwritten and printed material • Internal memos • External communications • Electronic mail • Briefing notes • General correspondence • Marketing materials • Journal articles
Organizational Guidelines	<p>It may include:</p> <ul style="list-style-type: none"> • Information documentation procedures • Company policies and procedures • Organization manuals

	<ul style="list-style-type: none"> • Service manual
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Evidence Guide	Evidence Guide
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • Demonstrated knowledge of organizational procedures for handling verbal and written communications • Received and acted on verbal messages and instructions • Demonstrated competency in recording instructions/information
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Knowledge of organizational policies/guidelines in regard to processing internal/external information • Ethical work practices in handling communications • Communication process
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Conciseness in receiving and clarifying messages/information/communication • Accuracy in recording messages/information
Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> • Pens • Note pads
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Direct Observation • Oral interview • Written Evaluation • Third Party Report
Context of Assessment	<p>Competence may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions</p>

Occupational Standard: Hotel Operation Level I	
Unit Title	Apply Quality Standards
Unit Code	CST HOP1 17 0912
Unit Descriptor	This unit covers the skills and knowledge required in applying quality standards in assuring hospitality operation

Elements	Performance Criteria
1. Assess own work	<p>1.1 Completed work is checked against workplace standards relevant to the operations being undertaken</p> <p>1.2 An understanding is demonstrated on how the work activities and completed work relate to the next operation process and to the final appearance of the product</p> <p>1.3 Unacceptable prepared food items are identified and isolated in accordance with company policies and procedures</p> <p>1.4 Faults and any identified causes are recorded and reported in accordance with workplace procedures</p>
2. Assess quality of received articles	<p>2.1 Received goods are checked against workplace standards and specifications</p> <p>2.2 Materials or goods are measured using the appropriate measuring instruments in accordance with workplace procedures</p> <p>2.3 Causes of any identified faults are identified and corrective actions are taken in accordance with workplace procedures</p>
3. Record information	<p>3.1 Basic information on the quality performance is recorded in accordance with workplace procedures</p> <p>3.2 Records of work quality are maintained according to the requirements of the company</p>
4. Study causes of quality deviations	<p>4.1 Causes of deviations from final products are investigated and reported in accordance with workplace procedures</p> <p>4.2 Suitable preventive action is recommended based on workplace quality standards and identified causes of deviation from specified quality standards of materials or final product</p>
5. Complete documentation	<p>5.1 Information on quality and other indicators of production performance is recorded.</p> <p>5.2 All production processes and outcomes are recorded.</p>

Variable	Range
Quality check	<ul style="list-style-type: none"> • Visual inspection • Physical measurements • Check against quality specifications
Quality standards	<ul style="list-style-type: none"> • Ingredients • Intermediate product • Final product • Serving processes
Quality parameters	<ul style="list-style-type: none"> • Nutritional value • freshness • Temperature • Appealing • Flavor • Texture • Consistency • Hygienic

Evidence Guide	
Critical Aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • Check completed work continuously against workplace standards • Identify and isolate unacceptable processed items or final products • Check received ingredient or final product against workplace standards • Identify and apply corrective actions on the causes of identified faults • Measure materials or products • Record basic information regarding quality performance • Investigate causes of deviations of processed food against standards • Recommend suitable preventive actions
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant quality standards, policies and procedures • Characteristics of ingredients used • Safety environment aspects of operation processes • Relevant measurement techniques and quality checking procedures • Workplace procedures • Reporting procedures

Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Interpret work instructions, specifications, standards and patterns appropriate to the required work • Carry out relevant visual inspections of materials and final products • Carry out relevant physical measurements • Maintain accurate work records in accordance with procedures • Meet work specifications • Communicate effectively within defined workplace procedures
Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> • Access to relevant workplace or appropriately simulated environment where assessment can take place • Materials relevant to the proposed activity or task
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview • Observation/Demonstration • Written test
Context for Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Hotel Operation Level I	
Unit Title	Demonstrate Work Values
Unit Code	CST HOP1 18 0912
Unit Descriptor	This unit covers the knowledge, skills, and attitude in demonstrating proper work values.

Elements	Performance Criteria
1. Define the purpose of work	<p>1.1 One's unique sense of purpose for working and the 'whys' of work are identified, reflected on and clearly defined for one's development as a person and as a member of society.</p> <p>1.2 Personal mission is in harmony with company's values</p>
2. Apply work values/ethics	<p>2.1 Work values/ethics/concepts are classified and reaffirmed in accordance with the transparent company ethical standards, policies and guidelines.</p> <p>2.2 Work practices are undertaken in compliance with industry work ethical standards, organizational policy and guidelines</p> <p>2.3 Personal behavior and relationships with co-workers and/or clients are conducted in accordance with ethical standards, policy and guidelines.</p> <p>2.4 Company resources are used in accordance with transparent company ethical standard, policies and guidelines.</p>
3. Deal with ethical problems	<p>3.1 Company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct are accessed and applied in accordance with transparent company ethical standard, policies and guidelines.</p> <p>3.2 Work incidents/situations are reported and/or resolved in accordance with company protocol/guidelines.</p> <p>3.3 Resolution and/or referral of ethical problems identified are used as learning opportunities.</p>
4. Maintain integrity of conduct in the workplace	<p>4.1 Personal work practices and values are demonstrated consistently with acceptable ethical conduct and company's core values.</p> <p>4.2 Instructions to co-workers are provided based on ethical, lawful and reasonable directives.</p> <p>4.3 Company values/practices are shared with co-workers using appropriate behavior and language.</p>

Variable	Range
Work values/ethics/concepts	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> • Commitment/ Dedication • Sense of urgency • Sense of purpose • Love for work • High motivation • Orderliness • Reliability and Dependability • Competence • Goal-oriented • Sense of responsibility • Being knowledgeable • Loyalty to work/company • Sensitivity to others • Compassion/Caring attitude • Balancing between family and work • Sense of nationalism
Work practices	<ul style="list-style-type: none"> • Quality of work • Punctuality • Efficiency • Effectiveness • Productivity • Resourcefulness • Innovativeness/Creativity • Cost consciousness • 5S • Attention to details
Incidents/situations	<ul style="list-style-type: none"> • Violent/intense dispute or argument • Gambling • Use of prohibited substances • Pilferages • Damage to person or property • Vandalism • Falsification • Bribery • Sexual Harassment • Blackmail

Company resources	<ul style="list-style-type: none"> • Consumable materials • Equipment/Machineries • Human • Time • Financial resources
Instructions	<ul style="list-style-type: none"> • Verbal • Written

Evidence Guide	
Critical Aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • Defined one's unique sense of purpose for working • Clarified and affirmed work values/ethics/concepts consistently in the workplace • Demonstrated work practices satisfactorily and consistently in compliance with industry work ethical standards, organizational policy and guidelines • Demonstrated personal behavior and relationships with co-workers and/or clients consistent with ethical standards, policy and guidelines • Used company resources in accordance with company ethical standard, policies and guidelines. • Followed company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct/behavior
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Occupational health and safety • Work values and ethics • Company performance and ethical standards • Company policies and guidelines • Fundamental rights at work including gender sensitivity • Work responsibilities/job functions • Corporate social responsibilities • Company code of conduct/values • Balancing work and family responsibilities
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Interpersonal skills • Communication skills • Self awareness, understanding and acceptance • Application of good manners and right conduct

Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> • Workplace or assessment location • Case studies/Scenarios
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Portfolio Assessment • Interview • Third Party Reports
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Hotel Operation Level I	
Unit Title	Work with Others
Unit Code	CST HOP1 19 0912
Unit Descriptor	This unit covers the skills, knowledge and attitudes required to develop workplace relationship and contribute in workplace activities.

Element	Performance Criteria
1. Develop effective workplace relationship	<p>1.1 Duties and responsibilities are done in a positive manner to promote cooperation and good relationship</p> <p>1.2 Assistance is sought from workgroup when difficulties arise and addressed through discussions</p> <p>1.3 Feedback provided by others in the team is encouraged, acknowledged and acted upon</p> <p>1.4 Differences in personal values and beliefs are respected and acknowledged in the development</p>
2. Contribute to work group activities	<p>2.1 Support is provided to team members to ensure workgroup goals are met</p> <p>2.2 Constructive contributions to workgroup goals and tasks are made according to organizational requirements</p> <p>2.3 Information relevant to work is shared with team members to ensure designated goals are met</p>

Variable	Range
Duties and responsibilities	<ul style="list-style-type: none"> • Job description and employment arrangements • Organization's policy relevant to work role • Organizational structures • Supervision and accountability requirements including OHS • Code of conduct
Work group	<ul style="list-style-type: none"> • Supervisor or manager • Peers/work colleagues • Other members of the organization
Feedback on performance	<ul style="list-style-type: none"> • Formal/Informal performance appraisal • Obtaining feedback from supervisors and colleagues and clients • Personal, reflective behavior strategies • Routine organizational methods for monitoring service delivery

Providing support to team members	<ul style="list-style-type: none"> • Explaining/clarifying • Helping colleagues • Providing encouragement • Providing feedback to another team member • Undertaking extra tasks if necessary
Organizational requirements	<ul style="list-style-type: none"> • Goals, objectives, plans, system and processes • Legal and organization policy/guidelines • OHS policies, procedures and programs • Ethical standards • Defined resources parameters • Quality and continuous improvement processes and standards
Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • Provided support to team members to ensure goals are met • Acted on feedback from clients and colleagues • Accessed learning opportunities to extend own personal work competencies to enhance team goals and outcomes
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • The relevant legislation that affects operations, especially with regards to safety • Reasons why cooperation and good relationships are important • Knowledge of the organization's policies, plans and procedures • Understanding how to elicit and interpret feedback • Knowledge of workgroup member's responsibilities and duties • Importance of demonstrating respect and empathy in dealings with colleagues • Understanding of how to identify and prioritize personal development opportunities and options
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Ability to read and understand the organization's policies and work procedures • Write simple instructions for particular routine tasks • Interpret information gained from correspondence • Communication skills to request advice, receive feedback and work with a team • Planning skills to organized work priorities and arrangement

	<ul style="list-style-type: none"> • Technology skills including the ability to select and use technology appropriate to a task • Ability to relate to people from a range of social, cultural and ethnic backgrounds.
Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> • Access to relevant workplace or appropriately simulated environment where assessment can take place • Materials relevant to the proposed activity or task
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Direct observations of work activities of the individual member in relation to the work activities of the group • Observation of simulation and/or role play involving the participation of individual member to the attainment of organizational goal • Case studies and scenarios as a basis for discussion of issues and strategies
Context for Assessment	<ul style="list-style-type: none"> • Competence assessment may occur in workplace or any appropriately simulated environment • Assessment shall be observed while task are being undertaken whether individually or in group

Occupational Standard: Hotel Operation Level I	
Unit Title	Develop Understanding of Entrepreneurship
Unit Code	CST HOP1 20 0912
Unit Descriptor	This unit covers skills, knowledge and attitude required to understand the principles, functions, strategies and methods of entrepreneurship. It also covers identifying and developing the major entrepreneurial competences.

Elements	Performance Criteria
1. Describe and explain the principles, concept and scope of entrepreneurship	<p>1.1 The principles, concept and terminology of entrepreneurship are analyzed and discussed</p> <p>1.2 The different / various forms of enterprises in the community are identified and their roles understood</p> <p>1.3 The identified enterprises are categorized and classified</p> <p>1.4 The terms and elements involved in the concept of enterprising, both on a personal level and in the context of being enterprising in business are identified and interpreted</p> <p>1.5 Functions of entrepreneurship in business and how the entrepreneurs improved business and economic environment are explained</p>
2. Discuss how to become entrepreneur	<p>2.1 Self-employment as an alternative option for an individual economic independence and personal growth is discussed and analyzed</p> <p>2.2 Advantages and disadvantages of self-employment are discussed and explained</p> <p>2.3 Entrepreneurial characteristics and traits are identified and discussed</p> <p>2.4 Self-potential is assessed to determine if qualified to become future entrepreneur</p> <p>2.5 Major competences of successful entrepreneurship are identified and explained</p>
3. Discuss how to organize an enterprise	<p>3.1 The importance and role of business entrepreneurship in the society are discussed and correlated to the operations of the economy</p> <p>3.2 Facts about small and medium enterprises are discussed, clarified and understood</p> <p>3.3 Key success factor in setting up small and medium business are identified and explained</p> <p>3.4 Business opportunities are identified and assessed</p> <p>3.5 Business ideas are generated using appropriate tools,</p>

	<p>techniques and steps</p> <p>3.6 Procedures for identifying suitable market for business are discussed and understood</p> <p>3.7 Major factors to consider in selecting a location for a business are identified and discussed</p> <p>3.8 Basic types of business ownership are identified and explained</p> <p>3.9 Amount of money needed to start an enterprise estimated and distinction between pre operations and initial operation payments clarified</p> <p>3.10 Advantages and disadvantages of using various sources of capital to start an enterprise are identified</p>
4. Discuss how to operate an enterprise	<p>4.1 Disadvantages and advantages of three alternative means of becoming an entrepreneur are identified and understood</p> <p>4.2 Process of hiring and managing people is discussed and explained</p> <p>4.3 The importance and techniques of managing time are discussed and understood</p> <p>4.4 The techniques and procedures of managing sales are discussed and explained</p> <p>4.5 Factors to consider in selecting suppliers and the steps to follow when doing business with them are identified and discussed</p> <p>4.6 Awareness of how new technologies can affect small and medium business are developed</p> <p>4.7 Characteristics of appropriate technology for use in small and medium business are identified and explained</p> <p>4.8 Different types of cost that occur in a business and how to manage them are discussed and understood</p> <p>4.9 Factors and procedures in knowing the cost of the enterprise are discussed and understood</p> <p>4.10 Importance of financial record keeping and preparing simple financial statement are explained and understood</p> <p>4.11 The application of self-management skills and negotiation skills are discussed in operating a business</p> <p>4.12 Risk assessment and management of business enterprise are performed</p>
5. Develop one's own business plan	<p>5.1 Process of preparing/ writing a business plan is discussed and applied</p> <p>5.2 Standard structure and format are applied in preparing business plan</p>

	<p>5.3 Findings of the business plan are interpreted, assessed and analyzed</p> <p>5.4 Feasibility of the business idea is made clear and understandable</p> <p>5.5 Problems that may arise or encounter when starting a business are identified and understand</p> <p>5.6 Techniques and procedures in obtaining and sourcing information are discussed and understood</p>
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Variables	Range
Classification	<ul style="list-style-type: none"> • Private vs public • Profit vs non-profit • Formal vs Non-formal • Individual vs Community • Local vs Foreign • Business vs Social • Small vs Large • Manufacturing vs Service • Consumer vs Industrial
Major factors	<ul style="list-style-type: none"> • Economics (local economy) • Population • competition
Three alternative	<ul style="list-style-type: none"> • Buying an existing business • Starting a new business • Operating a franchising business

Evidence Guide	
Critical Aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • explained principles and concept of entrepreneurship • discussed how to become entrepreneur • discussed how to organize an enterprise • discussed how to operate an enterprise • develop business plan
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Entrepreneurship principles, concepts and terminologies • Entrepreneurial competence • Entrepreneurial motivation • Risk assessment and evaluation • Principles and process of negotiations • Self-management and self-employment • Managing sales, people and time

	<ul style="list-style-type: none"> • Factors in setting up small and medium business • Small and Medium Enterprise • Business plan development • Discussion techniques and procedures
Underpinning Skills	Demonstrate skills in: <ul style="list-style-type: none"> • Planning and Leading • Presentation skills • Using technology • Managing money • Preparing simple financial statement • Selecting suppliers
Resource Implications	The following resources must be provided: <ul style="list-style-type: none"> • Tools, equipment and facilities appropriate to the proposed activities • Materials relevant to the proposed activities
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview/Written Test • Demonstration/ Direct Observation with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level I	
Unit Title	Apply 5S Procedures
Unit Code	CST HOP1 21 1012
Unit Descriptor	This unit of competence covers the skills, attitudes and knowledge required by an employee or worker to apply 5S procedures (structured approach to housekeeping) to their own job and work area and maintains the housekeeping and other standards set by 5S. The unit assumes the employee or worker has a particular job and an allocated work area and that processes in the work area are known by the individual.

Elements	Performance Criteria
1. Develop understanding of quality system	1.1 Discuss quality assurance procedures of the enterprise or organization 1.2 Understand the relationship of quality system and continuous improvement in the workplace 1.3 Identify and relate to workplace requirements the purpose and elements of quality assurance (QA) system 1.4 Explain the 5S system as part of the quality assurance of the work organization
2. Sort needed items from unneeded	2.1 Identify all items in the work area 2.2 Distinguish between essential and non-essential items 2.3 Sort items to achieve deliverables and value expected by downstream and final customers 2.4 Sort items required for regulatory or other required purposes 2.5 Place any non-essential item in a appropriate place other than the workplace 2.6 Regularly check that only essential items are in the work area
3. Set workplace in order	3.1 Identify the best location for each essential item 3.2 Place each essential item in its assigned location 3.3 After use immediately return each essential item to its assigned location 3.4 Regularly check that each essential item is in its assigned location
4. Shine work area	4.1 Keep the work area clean and tidy at all times

	<p>4.2 Conduct regular housekeeping activities during shift</p> <p>4.3 Ensure the work area is neat, clean and tidy at both beginning and end of shift</p>
5. Standardize activities	<p>5.1 Follow procedures</p> <p>5.2 Follow checklists for activities, where available</p> <p>5.3 Keep the work area to specified standard</p>
6. Sustain 5S system	<p>6.1 Clean up after completion of job and before commencing next job or end of shift</p> <p>6.2 Identify situations where compliance to standards is unlikely and take actions specified in procedures</p> <p>6.3 Inspect work area regularly for compliance to specified standard</p> <p>6.4 Recommend improvements to lift the level of compliance in the workplace</p>

Variable	Range
Elements of QA system	<ul style="list-style-type: none"> • corrective action • mission statements • monitoring procedures • SOPs • work instructions • PDCA concept
5S	<p>5S is a system of work organization originally developed in Japan based around housekeeping principles. A close translation of the five stages in the housekeeping approach is:</p> <ul style="list-style-type: none"> • sort • set in order • shine • standardize • sustain <p>Japanese terms:</p> <ul style="list-style-type: none"> • seiri - eliminating everything not required for the work being performed (sort) • seiton - efficient placement and arrangement of equipment and material (set in order) • seison - tidiness and cleanliness (shine) • seiketsu - ongoing, standardized, continually improving seiri, • seiton, seison • shitsuke - discipline with leadership

Items in the work area	<p>Includes:</p> <ul style="list-style-type: none"> • tools • jigs/fixtures • materials/components • plant and equipment • manuals • personal items (e.g. bags, lunch boxes and posters) • safety equipment and personal protective equipment • other items which happen to be in the work area
Sort	<p>Sort involves keeping only what is absolutely necessary for the processes in the work area. Sort includes:</p> <ul style="list-style-type: none"> • clearing the work area of all non-essential equipment and materials <p>Non-essential items are those not required to either produce product, conduct process or operations, or make required adjustments to equipment during process or operations</p>
Set in order	<p>After removing unnecessary materials, the remaining materials must be those that are required immediately for either the machine or the job at hand. All of these materials/change/parts etc must have an assigned location on the production floor.</p> <p>Locations should be clearly marked and labeled to show what belongs where. assigning required equipment and materials appropriate locations in the work area</p>
Shine	<p>includes:</p> <ul style="list-style-type: none"> • keeping the work area clean at all times • this should be carried out to a regular daily schedule against allowed time and, on most occasions, at the end of a job
Standardize	<p>Once 5S is established, standardizing activities help maintain the order and the housekeeping standards. Standardizing may use procedures and checklists developed from a procedure. Standardizing includes:</p> <ul style="list-style-type: none"> • activities that help maintain the order and the housekeeping standards • using procedures and checklists developed from a procedure • OHS measures such as signage, symbols / coding and labeling of work area and equipment
Procedures	<p>Procedures may include:</p> <ul style="list-style-type: none"> • work instructions • standard operating procedures • formulas/recipes • batch sheets • temporary instructions and similar instructions provided for the operation of the plant • good operating practice as may be defined by industry

	<p>codes of practice (e.g. good manufacturing practice (GMP) and responsible care) and government regulations</p> <p>Procedures may be:</p> <ul style="list-style-type: none"> written, verbal, computer based or in some other format
Sustain	<p>includes:</p> <ul style="list-style-type: none"> making sure that daily activities are completed every day regardless of circumstance cleaning up after a job undertaking inspections, including: <ul style="list-style-type: none"> informal inspections carried out often, at least weekly formal inspections carried out at least monthly generating continuous improvement actions from daily activities following up specific actions to generate continuous improvement

Evidence Guide	
Critical Aspects of Competence	<p>A person who demonstrates competence in this unit must be able to provide evidence of the ability to:</p> <ul style="list-style-type: none"> identify own tasks and responsibilities and relate them to organization and customer requirements identify and explain the stages of 5S implement 5S in own work area identify waste (muda) in the work area routine practice of 5S as part of their job
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> operations and processes relevant to own job basic principle of quality assurance system and its elements quality procedures and continuous improvement (kaizen) meaning and application of 5S steps to own job and work area principles of efficient workplace organization purposes of 5S methods of making/recommending improvements
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> communicating with others to clarify issues during 5S implementation, communicate results and contribute suggestions for improvement visualizing operations in terms of flow and contribution to customer outcomes planning own tasks in implementation of 5S implementing 5S in own work area according to instructions identifying waste (muda) organizing, prioritizing activities and items reading and interpreting documents describing procedures recording activities and results against templates and other

	<p>prescribed formats</p> <ul style="list-style-type: none"> • working with others • solving problems
Resources Implication	<p>Access may be required to:</p> <ul style="list-style-type: none"> • workplace procedures and plans relevant to work area • specifications and documentation relating to planned, currently being implemented, or implemented changes to work processes and procedures relevant to the candidate • documentation and information in relation to production, waste, overheads and hazard control/management • reports from supervisors/managers • case studies and scenarios to assess responses to contingencies
Methods of Assessment	<p>A holistic approach should be taken to the assessment. Competence in this unit may be assessed by using a combination of the following to generate evidence:</p> <ul style="list-style-type: none"> • demonstration in the workplace • workplace projects • suitable simulation • case studies/scenarios (particularly for assessment of contingencies, improvement scenarios, and so on) • targeted questioning <p>In all cases it is expected that practical assessment will be combined with targeted questioning to assess underpinning knowledge.</p>
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting. Assessment of performance must be undertaken in a workplace using or implementing 5S as competitive systems and practices.</p>

NTQF Level II

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Occupational Standard: Hotel Operation Level II	
Unit Title	Apply Food and Beverage Skills in the Workplace
Unit Code	CST HOP2 01 0912
Unit Descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to organise, prepare and serve food, and alcoholic and non-alcoholic beverages to customers. It incorporates all aspects of organising, preparing and serving a variety of menu items and alcoholic and non-alcoholic beverage items for a service period in a hospitality enterprise, using a range of service methods and team coordination skills.</p> <p>The unit integrates key technical and organisational skills required by a food and beverage attendant. It brings together the skills and knowledge covered in individual units and focuses on the way these must be applied in a commercial cafe, dining room or restaurant.</p> <p>It requires individual responsibility or autonomy in relation to own work roles and responsibilities and collaboration with others as part of a team or group</p>

Elements	Performance Criteria
1. Prepare food and beverage for service	<p>1.1 Follow a jobs checklist and work schedule according to enterprise policies and procedures to prepare for food and beverage service.</p> <p>1.2 Liaise with other team members on the table and room set-up, type of menu and style of service, and wine and drinks list.</p> <p>1.3 Liaise with the chef about the menu, available portions and specials.</p> <p>1.4 Carry out mise en place according to enterprise procedures and requirements.</p> <p>1.5 Check availability of bar stock and food items, equipment cleanliness and quantity required for food and beverage service according to established systems and procedures</p>

2. Serve menu, bar and wine list items to customers	<p>2.1 Greet customers courteously and appropriately according to allocated table plan and provide relevant information.</p> <p>2.2 Recommend menu items and alcoholic and non-alcoholic beverages to meet individual needs, special requests or dietary requirements of customers and up-sell as appropriate.</p> <p>2.3 Prepare alcoholic and non-alcoholic beverages and serve menu items and wines, using appropriate service methods to meet customer expectations of quality, presentation and timeliness of delivery.</p> <p>2.4 Work cooperatively as part of the floor or bar team and according to the work plan.</p> <p>2.5 Follow workplace safety and hygiene procedures according to enterprise and legislative requirements.</p> <p>2.6 Provide quality customer service and deal appropriately with complaints according to enterprise procedures.</p> <p>2.7 Identify problems, determine possible solutions and take appropriate action to resolve the situation according to job role and enterprise procedures.</p> <p>2.8 Process accounts and payment according to enterprise procedures and farewell customers appropriately</p>
3. Complete ends of service procedures	<p>3.1 Complete end of service procedures according to enterprise procedures, OHS requirements and environmental considerations.</p> <p>3.2 Store food and beverage service items, equipment and commodities appropriately to minimize waste.</p> <p>3.3 Check bar closing stock, prepare a requisition for replacement stock and complete timesheets where appropriate.</p> <p>3.4 Participate in debriefing sessions with colleagues where appropriate, identifying possible improvements.</p>

Variable	Range
Food and beverage service must cover the following service periods:	<ul style="list-style-type: none"> • Break fast • lunch • dinner • function
Type of menu and style of service may include:	<ul style="list-style-type: none"> • set menu (table d'hôte) • à la carte • function requiring cocktail, finger food, set menu or buffet • cafe or bistro espresso coffee service • afternoon tea service

	<ul style="list-style-type: none"> • wine service • cocktail bar service • plate service
Mise en place may include:	<ul style="list-style-type: none"> • preparing bar garnishes, condiments and other commodities • preparing alcoholic and non-alcoholic beverage orders • assembling and preparing items and ingredients for silver or gueridon service organising service ware and equipment • Food and beverage service equipment may include: • glassware for alcoholic and non-alcoholic beverages • ice buckets • crockery • cutlery • platters, lids and covers • service utensils • oven to tableware • condiments and condiment containers • linen • chairs • tables • food menus • wine, bar or cocktail lists • display materials • tea and coffee making equipment • espresso machine • electronic point-of-sale (POS) system with touch screen and/or PALM order pad • electronic funds transfer at point of sale (EFTPOS) equipment
Information provided to customers may include:	<ul style="list-style-type: none"> • food menu options, choices and specials • wine and cocktail drink list choices and specials • product knowledge of food, alcoholic and non-alcoholic beverages • local area knowledge and venue facilities
Special requests or dietary requirements may include:	<ul style="list-style-type: none"> • cultural needs and restrictions • specific dietary requirements related to medical requirements, such as food exclusions for allergies and medications, and diabetic and other diets • preferences for particular ingredients and cooking methods
Process accounts may include:	<ul style="list-style-type: none"> • depositing money in cash register, processing and giving change • using an electronic POS system with touch screen and/or PALM order pad • processing credit cards manually or EFTPOS • handing over account to the cashier to process

End of service procedures may include:	<ul style="list-style-type: none"> • safe storage of food and beverage items • cleaning procedures related to floor and bar areas and equipment • debriefing sessions, including quality service reviews • restocking • preparations for the next service period
Environmental considerations include:	<ul style="list-style-type: none"> • recycling and minimising waste • responsible disposal of waste • efficient energy use • efficient water use

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • collection of direct, indirect and supplementary evidence showing provision of integrated service for a minimum of 12 complete food service periods in order to address a range of food and beverage service styles (cafe or bistro, table d'hôte, à la carte and functions), food and beverage service periods (break fast lunch, dinner and functions) and menu items • service of a wide range of food and beverage items for a menu • ability to carry out a number of activities effectively and simultaneously • ability to deal with typical issues such as workplace time constraints, late arrivals, no-shows, walk-ins and other problems • ability to meet, greet and interact positively with a diverse range of customers throughout the hospitality experience • ability to maintain the cleanliness and tidiness of work areas, including dealing with disposables and recyclables • ability to participate in the service process and work flow as part of a team and take responsibility for own work and the quality of outcomes • compliance with relevant legislative and regulatory requirements, OHS requirements and demonstrated health and safety practices
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • relevant legislative and regulatory requirements related to hygiene, health, safety, security and provision of hospitality products and services • current knowledge of food and beverage menu items offered by the enterprise
Underpinning Skills	<p>Planning and organising work in the floor and bar environment, including:</p> <ul style="list-style-type: none"> • prioritising and sequencing tasks and procedures according to enterprise requirements

	<ul style="list-style-type: none"> • collecting information and resources • working within or setting timelines • integration and application of food and beverage service skills, including mise en place, service procedures, close down and customer relations • team participation and providing support to team members as required • using safe and hygienic work practices in relation to provision of food and beverage services and according to enterprise and legislative requirements • communication skills to read workplace documents, deal effectively with colleagues and customers, and resolve problems • numeracy skills to calculate or estimate bills, stock requirements and required ingredients, materials or equipment
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level II	
Unit Title	Apply Hospitality Skills in the Workplace
Unit Code	CST HOP2 02 0912
Unit Descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to apply hospitality skills in the workplace. The unit integrates a defined range of key technical and organisational skills required by service staff to provide a range of organisation products and services to multiple and diverse customers.</p> <p>The unit brings together the skills and knowledge acquired in individual units and focuses on the way these must then be applied in a hospitality setting. It incorporates preparation, service and close-down, using a range of techniques, equipment and materials. It requires individual responsibility or autonomy in relation to own work roles and responsibilities and collaboration with others as part of a team or group</p>

Elements	Performance Criteria
1. Organize and prepare for service	<p>1.1 Access appropriate workplace information in order to plan and organize tasks to be completed.</p> <p>1.2 Liaise with team members and other relevant people to confirm and inform others of service requirements.</p> <p>1.3 Develop and follow a work plan or schedule to maximize efficiency, taking into consideration roles and responsibilities of other team members.</p> <p>1.4 Prepare work area, equipment and supplies to meet service requirements and according to established systems and procedures</p>
2. Provide service	<p>2.1 Greet customers courteously and appropriately and determine their requirements for products and services.</p>

	<p>2.2 Offer information to customers on available products and services and promote products and services where appropriate according to organization policy and procedures.</p> <p>2.3 Provide service using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery.</p> <p>2.4 Communicate effectively and work cooperatively as part of the team and according to established work plan or schedule.</p> <p>2.5 Follow workplace safety and hygiene procedures according to organization and legislative requirements.</p> <p>2.6 Provide quality customer service and deal appropriately with complaints according to organization procedures.</p> <p>2.7 Identify problems, determine possible solutions and take appropriate action to resolve the situation according to job role and organization procedures.</p> <p>2.8 Where appropriate, farewell customers according to job role and organization procedures in a manner that will encourage them to return</p>
3. Close down after service	<p>3.1 Complete end of service procedures according to organization procedures, OHS requirements and environmental considerations.</p> <p>3.2 Complete administration and reporting requirements.</p> <p>3.3 Participate in debriefing sessions with colleagues where appropriate, identifying possible improvements</p>

Variable	Range
Workplace information may include:	<ul style="list-style-type: none"> • job role and tasks to be performed • verbal or written advice affecting job performance and service requirements • details of expected business, including customer requirements and scheduling • knowledge and availability of products, services and specials • local area knowledge and venue facilities
End of service procedures include:	<ul style="list-style-type: none"> • safe storage of products, equipment and materials • cleaning procedures related to work areas and equipment • debriefing sessions, including quality service reviews • restocking • preparation for the next service period
Environmental considerations include:	<ul style="list-style-type: none"> • recycling and minimising waste • responsible disposal of waste • efficient energy use • efficient water use

Administrative and reporting requirements may include:	<ul style="list-style-type: none"> • handover • completing financial transactions such as reconciling takings and/or floats • completing work plans and schedules • completing incident, OHS or maintenance reports
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Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • collection of direct, indirect and supplementary evidence showing provision of integrated service for a minimum of 12 complete service periods (shifts) to ensure integration of skills and consistency of performance in different circumstances • ability to multi-task and respond to multiple demands and requests of a number of customers with varying requirements • ability to deal with typical issues such as workplace time constraints, late arrivals, no-shows, walk-ins and other problems • ability to meet, greet and interact positively with multiple and diverse customers throughout the hospitality experience • ability to maintain the cleanliness and tidiness of work areas, including dealing with disposables and recyclables • ability to participate in the service process and work flow as part of a team and take responsibility for own work and quality of outcomes • compliance with relevant legislative and regulatory requirements, including OHS requirements • demonstrated health and safety practices
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • relevant legislative and regulatory requirements related to hygiene, health, safety, security and provision of hospitality products and services • current knowledge of all main products and services offered by the organisation
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • planning and organising work according to organisation procedures, including collecting information and resources, and working within and setting timelines • integration and application of service skills, including preparation, service procedures, close down and customer relations • working cooperatively as part of a team and providing advice and support as required • using safe and hygienic work practices in relation to provision of hospitality products and services according to organisation and legislative requirements • communication skills to liaise with other team members, clarify requirements, provide information and listen to and

	<p>interpret information and non-verbal communication</p> <ul style="list-style-type: none"> • numeracy skills to calculate and/or estimate bills, stock requirements and required ingredients, materials or equipment
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level II	
Unit Title	Operate and Monitor Cellar Systems
Unit Code	CST HOP2 03 0912
Unit Descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to work safely in a cellar. It includes the operation of beverage dispensing systems and the quality monitoring of beverage products.</p> <p>Note that the word 'cellar' is used in its broadest sense, and means any area used as the storage location for bulk beverages and the equipment that supports its service.</p> <p>The safety requirements covered by this unit reflect compliance requirements under Occupational Health and Safety legislation. Federal and regional also have legislative requirements in relation to service of alcohol.</p>

Elements	Performance Criteria
1. Operate and maintain beverage dispensing systems	<p>1.1 Operate beer systems according to with manufacturer instructions and relevant safety requirements.</p> <p>1.2 Tap kegs according to safety requirements and manufacturer instructions.</p> <p>1.3 Handle, connect and store beverage gas according to relevant safety standards.</p> <p>1.4 Check post mix systems for effective operation and change syrup boxes as required.</p> <p>1.5 Clean beverage system parts in accordance with manufacturer instructions and safety requirements.</p> <p>1.6 Use chemicals safely according to relevant standards and enterprise procedures.</p>

	1.7 Correct or report dispensing system faults to the appropriate person according to scope of individual responsibility and enterprise contracting arrangements
2. Use and monitor refrigeration systems	<p>2.1 Monitor and accurately measure refrigeration system, and adjust to comply with product requirements.</p> <p>2.2 Perform routine checking of glycol levels and cleaning of vents, ensuring safe use of chemicals at all times.</p> <p>2.3 Promptly identify refrigeration faults and report to qualified refrigeration mechanic according to enterprise procedures</p>
3. Monitor overall cellar safety	<p>3.1 Make regular routine checks of gas systems according to relevant safety standards.</p> <p>3.2 Systematically monitor the use and storage of chemicals and ensure safety requirements are met.</p> <p>3.3 Monitor the cellar area to ensure appropriate safety signage and take action to rectify any deficiencies.</p> <p>3.4 Proactively provide relevant information to other workers in relation to safety issues</p>
4. Monitor quality of beverage products	<p>4.1 Monitor cellar temperature to ensure optimum storage conditions for different beverage products.</p> <p>4.2 Systematically check cellar conditions to ensure the requirements of the international Food Standards Code are met.</p> <p>4.3 Use systematic product rotation to maintain quality.</p> <p>4.4 Use manual or electronic stock control system to assist in monitoring the quality of products and controlling stock during receiving, storage and issuing.</p> <p>4.5 Test the quality of beverage products regularly and identify faults.</p> <p>4.6 Take appropriate action to rectify faults within scope of individual responsibility or report and follow up with the appropriate person</p>

Variable	Range
Beer systems may include:	<ul style="list-style-type: none"> • direct pull systems • party kegs • multiple hook-up • flow back systems • refrigerated beer line systems • ice bank systems • Temperate or instantaneous cooler system

<p>Safety requirements may relate to:</p>	<ul style="list-style-type: none"> • legislative requirements • requirements under international Standards • correct lifting, moving and handling techniques for kegs and cylinders • safe use of electrical equipment • dealing with pressure factors • chemical and detergent use, including manual or a dosing unit detergent system • correct servicing and maintenance of equipment which operate under pressure e.g. connectors & couplers • conducting risk assessments • Beverage system parts must include: <ul style="list-style-type: none"> • beer lines • beer taps • couplers • leads • connectors • manifolds • FOB detectors • beer pumps • Chemicals may include: <ul style="list-style-type: none"> • 'Corrosive 8' detergents • low PH detergents • general cleaning agents • two-part detergent solutions • one-part detergent solutions • specialised-part cleaning agents • cleaning of lines & equipment
<p>Dispensing systems must include:</p>	<ul style="list-style-type: none"> • beer • post-mix syrups
<p>Dispensing systems may include:</p>	<ul style="list-style-type: none"> • spirits • wine <p>Refrigeration systems must include:</p> <ul style="list-style-type: none"> • glycol system or refrigerated beer line system • compressors • chiller plates • glycol tanks and pumps <p>Refrigeration systems may include:</p> <ul style="list-style-type: none"> • cold rooms • cabinets • portable systems • chilled beer fonts • ice bank or water chilled system • Temprite or instantaneous cooler system <p>Gas system must include:</p> <ul style="list-style-type: none"> • checking for gas leaks (e.g. drop tests, spray tests)

	<ul style="list-style-type: none"> • isolating gas board • monitoring of regulator pressures • monitoring alarms • types of beverage gases • gas cylinder handling, storage and connection • Beverage products may include: <ul style="list-style-type: none"> • bulk and packaged beers • wine • spirits • liqueurs • aerated and mineral waters • post-mix • juices and syrups • ancillary cellar products (e.g. paper products) • Faults may include: <ul style="list-style-type: none"> • heady beer • flat beer • cloudy beer • sour beer • no or slow beer flow • Appropriate action to rectify faults may include: <ul style="list-style-type: none"> • gas systems checking, identification and adjustment • refrigeration checking, identification and adjustment • housekeeping, cleaning and maintenance • stock control, rotation of stock
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Evidence Guide			
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • knowledge and understanding of the safety requirements for operating cellar equipment • ability to operate cellar equipment within those safety requirements • ability to maintain cellar hygiene and tidiness • ability to service and clean equipment and lines • ability to identify and rectify quality issues affecting cellared beverages 		
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • general knowledge of cellar compliance requirements under various legislation, including: <ul style="list-style-type: none"> ➢ Health Act ➢ Occupational Health and Safety legislation ➢ techniques for safe lifting and handling ➢ procedures and safety requirements for the use and storage of hazardous substances such as chemicals and other cleaning agents, including labelling and Material Safety Data Sheets ➢ correct and environmentally sound disposal methods for 		
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	<ul style="list-style-type: none"> hazardous substances <ul style="list-style-type: none"> ➤ overview knowledge of the way that beer is brewed and what this means for cellar operations • cellar products (which must include beer) and their characteristics, including: <ul style="list-style-type: none"> ➤ correct handling and storage ➤ shelf life ➤ potential faults
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communication skills to provide practical information about cellar issues to colleagues • literacy skills to: <ul style="list-style-type: none"> ➤ read and comprehend enterprise or manufacturer logbooks or incident reports, safety requirements ➤ record faults and equipment monitoring, testing and checking activities ➤ numeracy skills to effectively monitor regulators, measure temperature and calculate quantities of chemicals and cleaning agents ➤ problem-solving skills to identify and rectify problems with beverage quality ➤ technology skills to work with equipment at an operational and basic maintenance level
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level II	
Unit Title	Develop and Update Tourism Industry Knowledge
Unit Code	CST HOP2 04 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to develop and update current and emerging information on the tourism industry, including industry structure, current technology and key environmental, community, legal and ethical issues that must be considered and applied by tourism industry personnel in their day-to-day work. The unit focuses on the ability to source and comprehend general tourism industry information and covers the initial and ongoing development of a person's required knowledge base. This information underpins effective performance in the tourism industry. More specialised and advanced tourism research and management knowledge is found in other units

Elements	Performance Criteria
1. Source and apply general information on the structure and operation of the tourism industry	<p>1.1 Identify <i>sources of information</i> to understand the structure and operation of <i>the tourism industry</i>.</p> <p>1.2 Access and comprehend specific <i>information</i> of relevance to the tourism industry.</p> <p>1.3 Access and use knowledge of the tourism industry to <i>enhance the quality of work performance</i></p>

2. Source and apply information on legal and ethical issues that impact on the tourism industry	<p>2.1 Obtain information on legal issues to assist effective work performance.</p> <p>2.2 Conduct day-to-day tourism organization activities according to legal obligations and ethical industry practices</p>
3. Source and apply information on tourism industry technology	<p>3.1 Source and access information on current and emerging technologies that impact on the tourism organization process.</p> <p>3.2 Identify the potential effects of different technologies on the tourism organization process.</p> <p>3.3 Apply knowledge of current and emerging technology in day-to-day work activities.</p>
4. Update personal and organizational knowledge of the tourism industry	<p>4.1 Identify and use a range of opportunities to update knowledge of the tourism industry.</p> <p>4.2 Monitor current issues of concern to the industry.</p> <p>4.3 Share updated information with colleagues, according to organizational procedures, and incorporate into day-to-day work activities</p>

Variable	Range
Sources of information on and opportunities to update knowledge may include:	<ul style="list-style-type: none"> • formal and informal research • media • reference books • legislation or Ethiopian publications describing the law and responsibilities to comply • libraries • unions • industry associations and organisations • industry journals • computer data, including internet • personal observations and experience • informal discussions and networking with colleagues • industry seminars • training courses • familiarisation tours of tourism destinations and facilities • participation or membership in professional industry associations • participation in industry accreditation schemes • use of industry codes of conduct or ethics

<p>The tourism industry involves a range of sectors and businesses including:</p>	<ul style="list-style-type: none"> • accommodation • attractions • transport • retail travel • tour wholesaling: <ul style="list-style-type: none"> ➤ inbound tour operators ➤ outbound wholesalers • tour operations • meetings, incentives, conventions and events • tour guiding • information services and promotion: <ul style="list-style-type: none"> ➤ visitor information centres, regional, state and national tourism offices • coordination: <ul style="list-style-type: none"> ➤ industry associations, councils, taskforces, research bodies
<p>Information of relevance to the tourism industry must include:</p>	<p>different tourism markets and their relevance to industry sectors</p> <p>relationships between tourism and other industries, including:</p> <ul style="list-style-type: none"> • events • hospitality • entertainment • arts • sports • agriculture • conservation • science and research • retail <p>different sectors and businesses within the industry, their interrelationships and the services available in each sector</p> <p>major tourism industry bodies and associations</p> <p>economic and social significance of the tourism industry, which may relate to:</p> <ul style="list-style-type: none"> • employment • effect on local amenities and facilities • population change due to tourism development • community role in tourism <p>role of and impacts on local communities</p> <p>environmental issues for tourism, including:</p> <ul style="list-style-type: none"> • protection of natural and cultural integrity • minimal impact operations • environmental sustainability • waste management • energy-efficient operations • land ownership • land access and usage <p>industrial relations</p> <p>specific features of the local and regional industry</p> <p>career opportunities within the industry</p>

	roles and responsibilities of individual staff members in a successful tourism business, including ethical practices and quality assurance
Enhancing the quality of work performance may involve:	<ul style="list-style-type: none"> • making contacts with networks for obtaining key information to develop, deliver and improve tourism operations • suggesting new and improved ways of doing things • performing work duties within legal, ethical and social guidelines to ensure smooth tourism operations • improving skills, knowledge and productivity to improve tourism operations by accessing and attending industry professional development courses or activities
Legal issues may include:	<ul style="list-style-type: none"> • consumer protection • EEO • anti-discrimination • workplace relations • public liability and duty of care • licensing • land ownership, management and access • environmental management • risk management • OHS • child sex tourism
Ethical industry practices may relate to:	<ul style="list-style-type: none"> • maintaining the rights and lifestyle conditions of local community residents • agreed compliance with codes of conduct, practice or ethics • truth and honesty regarding all information given to customers • product recommendations • declaration of commissions, fees and other charges • subcontracting and provision of services as promoted • pricing • procedures for payment of commissions • bookings at venues • overbooking • confidentiality of customer information • tipping • familiarisations • gifts and services free of charge • preferred product arrangements
Technologies that impact on the tourism organisation process may relate to:	<ul style="list-style-type: none"> • current and emerging industry technology, including e-business • internal and industry wide reservation, operations and financial and tracking systems • project management systems • computer-aided design (CAD) systems

Issues of concern to the industry may relate to:	<ul style="list-style-type: none"> • maintaining organisational and industry profitability by productivity and pricing flexibility • industry initiatives • government initiatives • emerging markets • environmental and social issues • labour issues • industry expansion or retraction
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Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to source initial and updated tourism industry information and apply this to day-to-day activities to maximise effective performance in specific tourism sector contexts • general knowledge of the tourism industry, including main roles, functions and interrelationships of different sectors, with a more detailed knowledge of issues that relate to a specific sector or workplace • general knowledge of the key environmental, community, legal and ethical issues for the tourism industry
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • sources of general information on the tourism industry structure of the tourism industry; the functions, key characteristics and business interrelationships of the different sectors of the tourism industry including the distribution roles of the following sectors: <ul style="list-style-type: none"> ➤ accommodation ➤ attractions and theme parks ➤ tour operators ➤ inbound and outbound tour wholesalers ➤ retail travel agents • the general nature of allied and crossover industries including hospitality, meetings, incentives, conferences and events • the existence and primary functions of the major cross-industry and sector-specific industry associations especially those with which the business has a relationship • the existence and primary functions of trade unions in the industry • the existence and primary functions of local, regional, state and national tourism information service and marketing organisations • the existence and primary functions of tourism research bodies • the existence and key characteristics of occupational licensing, codes of conduct or ethics and industry accreditation schemes in the tourism industry, the impacts of compliance and non-compliance and the roles and

	<p>responsibilities of individual staff members in these quality assurance processes</p> <ul style="list-style-type: none"> the existence and basic aspects of state, territory and local council laws that impact on tourism operations and actions that must be adhered to by tourism businesses, in particular laws that cover: <ul style="list-style-type: none"> ➤ equal employment opportunity (EEO) ➤ anti-discrimination ➤ occupational health and safety and workers' compensation ➤ workplace relations ➤ child sex tourism ➤ legal liability and duty of care of customers ➤ Environmental protection (This would include requirements that must be met by tourism operators when delivering services.) ➤ Local community protection (This would include land ownership, management and access requirements that must be met by tourism operators when delivering services.) ➤ Consumer protection (This would include refund requirements that must be met by tourism businesses, terms and conditions of quotations and cancellation fees.) ➤ responsible service of alcohol ➤ food safety current and emerging technology used in the tourism industry, including e-business
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> research skills to identify, interpret and sort relevant information communication skills including active listening and questioning to obtain information and to provide a verbal summary of information literacy skills to read and comprehend the content of Ethiopian information documents about legal issues, industry accreditation schemes and codes of conduct writing skills to note take, summarise and record information in basic documents such as information sheets, portfolios and files
Resources Implication	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> Interview / Written Test / Oral Questioning Observation / Demonstration
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Hotel Operation Level II	
Unit Title	Provide Room Service
Unit Code	CST HOP2 05 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to provide room service in commercial accommodation establishments

Elements	Performance Criteria
1. Take and process room service orders	1.1 Answer telephone promptly and courteously according to enterprise procedures and customer service standards. 1.2 Check guests' names and use them throughout the interaction. 1.3 Clarify details of orders, repeat them and check with guests for accuracy. 1.4 Use suggestive selling techniques where appropriate. 1.5 Advise guests of approximate time for delivery. 1.6 Record room service orders and check the information . 1.7 Interpret room service orders received from doorknob dockets. 1.8 Transfer orders promptly to the appropriate location for preparation, where required
2. Set up trays and trolleys	2.1 Prepare food and beverage items for service periods. 2.2 Prepare general room service equipment for use. 2.3 Set up trays and trolleys appropriately according to enterprise standards for a range of meals . 2.4 Select sufficient service equipment and check for cleanliness and damage. 2.5 Set up trays and trolleys so that they are balanced, safe and attractively presented. 2.6 Collect all food items and beverages promptly and in the right order. 2.7 Check trays before leaving the kitchen and prior to entering the room, ensuring orders are complete and all items are served at the correct temperature
3. Present room service meals and beverages to guests	3.1 Request entry to guests' rooms by knocking firmly on the door and announcing the department according to enterprise service standards. 3.2 Enter guests' rooms upon appropriate response from guests and greet them politely and according to enterprise service standards. 3.3 Consult guests about their preferences for where trays or trolleys should be placed in the room and advise them of any potential hazards. 3.4 Place trays or trolleys safely and conveniently. 3.5 Position furniture where required. 3.6 Offer an explanation of the meal to guests where appropriate.

	3.7 Serve and place meals and beverages according to enterprise procedures
4. Present room service accounts	<p>4.1 Check guests' accounts for accuracy and present them according to enterprise procedures.</p> <p>4.2 Present charge accounts to guests for signing and charge to their room account or accept cash payment where tendered.</p> <p>4.3 Provide correct change to guests where appropriate.</p> <p>4.4 Promptly present cash payments to the cashier for processing and payment</p>
5. Clear room service area	<p>5.1 Check and clear floors promptly for used room service trolleys and trays.</p> <p>5.2 Return trays and trolleys to the room service area and dismantle and clean according to enterprise procedures.</p> <p>5.3 Restock station with equipment, food and beverage according to enterprise procedures.</p>

Variable	Range
Information provided to guests may include:	<ul style="list-style-type: none"> • name of service person and department • menu choices and options • specials • approximate time of delivery • description of meal or food and beverage items
Room service equipment may include:	<ul style="list-style-type: none"> • trays and trolleys • toasters • coffee machines • linen • cutlery, crockery and glassware • warming equipment and lids • printed materials
Typical set-up for room service trays and trolleys may include:	<ul style="list-style-type: none"> • butters • condiments • cereals • juices and other beverages
Range of meals must include:	<ul style="list-style-type: none"> • breakfast, lunch and dinner • complimentary • special requests • VIPs.

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to set up and serve a variety of room service orders according to enterprise needs and within typical timeframes for the preparation and service of meals • ability to communicate with guest • ability to follow established legislative and enterprise

	<p>procedures in the handling of food and beverages</p> <ul style="list-style-type: none"> • product knowledge of the menu and wine list
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • room locations within the establishment • product knowledge of the menu and wine list • structures and procedures for work flow within a food and beverage or room service location • relevant legislation relating to OHS and food hygiene
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • ordering and service procedures for processing and delivering room service items • customer service skills for up-selling and interacting tactfully and appropriately with guests • safe work practices and hygiene issues in relation to delivery of items for room service • problem-solving skills to deal with a guest complaint • numeracy skills to check guest account and calculate change
Resources Implication	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting</p>

Occupational Standard: Hotel Operation Level II	
Unit Title	Provide Accommodation Reception Services
Unit Code	CST HOP2 06 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to provide arrival and departure services to guests in commercial accommodation establishments. It requires the ability to check daily arrivals, allocate rooms, check guests in and out of their accommodation and complete invoicing of guest charges

Elements	Performance Criteria
1. Prepare for guest arrival	<p>1.1 Prepare reception area for service and check all necessary equipment prior to use.</p> <p>1.2 Check and review daily arrival details prior to guest arrival.</p> <p>1.3 Allocate rooms according to guest requirements and enterprise policy.</p> <p>1.4 Follow up uncertain arrivals or reservations according to enterprise procedures.</p> <p>1.5 Compile and distribute accurate arrivals lists to relevant people or departments.</p> <p>1.6 Inform colleagues and other departments about special situations or requests in a timely manner</p>
2. Welcome and register guests	<p>2.1 Welcome guests warmly and courteously.</p> <p>2.2 Confirm details of reservation with guests.</p> <p>2.3 Follow enterprise procedures for guests registering with or without reservations, and complete registration within acceptable timeframes and according to enterprise security requirements.</p> <p>2.4 Follow correct accounting procedures according to enterprise practices.</p> <p>2.5 Explain relevant details clearly to guests, such as room key or electronic card, guest mail, messages and safety deposit facility arrangements.</p> <p>2.6 Follow correct enterprise procedures where rooms are not immediately available or overbooking has occurred in order to minimize guest inconvenience.</p> <p>2.7 Monitor arrivals and check actual arrivals against expected arrivals, reporting deviations according to enterprise procedures</p>

3. Organize guest departure	<p>3.1 Review departure lists, checking for accuracy.</p> <p>3.2 Seek information on departing guests from other departments in a timely manner to facilitate preparation of account.</p> <p>3.3 Generate guest accounts and check for accuracy.</p> <p>3.4 Explain account clearly and courteously to guests, process accounts, and receive and process payments.</p> <p>3.5 Recover keys or electronic cards from guests and process correctly.</p> <p>3.6 Action guest requests for assistance with departure courteously, or refer requests to the appropriate department for follow up.</p> <p>3.7 Process express checkouts according to enterprise procedures where appropriate.</p> <p>3.8 Follow correct procedures for group checkout and process accounts according to enterprise procedures</p>
4. Prepare front office records and reports	<p>4.1 Prepare and update front office records within designated timelines.</p> <p>4.2 Follow correct enterprise policy in regard to room changes, no shows, extensions and early departures.</p> <p>4.3 Distribute reports and records to the appropriate departments within designated timelines</p>
5. Minimize waste of printed materials	<p>5.1 Minimize use of printed materials and maximize electronic transmission and filing of all documents to reduce waste and negative environmental impacts</p>

Variable	Range
Guests may be:	<ul style="list-style-type: none"> • individuals • groups • international tourists • domestic tourists • business travellers • attendees at events, conferences, meetings and functions
Reservation details may include:	<ul style="list-style-type: none"> • name • contact details • arrival and departure times • length of stay • type of accommodation required and bed configuration • payment details • special requests • rates and discounts

Accounting procedures may relate to:	<ul style="list-style-type: none"> • credit card payments • prepayments • deposits • vouchers and discount rates • group rates • refunds • checking final guest accounts • payments for additional services such as telephone calls, meals and mini-bar • issuing receipts
Assistance with departure may include:	<ul style="list-style-type: none"> • organising transport • making forward bookings • luggage assistance

Evidence Guide			
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to check daily arrivals accurately, allocate rooms, check guests in and out of their accommodation and complete invoicing of guest charges within typical workplace time constraints • ability to complete guest registration and departure and reporting documentation accurately and on multiple occasions • ability to provide accommodation reception services for different customer types with various reservation requirements, in a range of accommodation types • ability to communicate with guest 		
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • in-depth product knowledge of the accommodation venue • reservations and bookings terminology • check-in and check-out procedures for groups and individuals • documentation received and issued in an accommodation reception desk context • types of reports handled or generated by the front desk, including arrival and departure lists, occupancy rates, guest feedback summaries and accounting reports • front desk security systems, including issuing of keys or electronic cards and safety deposit arrangements • range of needs and expectations of different types of guests • relationships between the front desk and other areas of operation, including housekeeping, food and beverage service and maintenance • relationships between accommodation establishments and other sectors of the tourism industry in relation to their impact on front office operations, including: <ul style="list-style-type: none"> different sources of reservations (e.g. direct, travel agents, booking centres, inbound tour operators and online) local tourism operators promoted by reception 		
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Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • verbal and written use of reservations jargon and system and product codes • high-level interpersonal communication skills to provide quality customer service to a diverse customer base • literacy skills to read and interpret reservation information, such as customer files, customer requests and accommodation type and costing information • writing skills to create customer files and to document succinctly complex customer requests and any conditions specifically applicable to the guest stay • numeracy skills to prepare, present and explain guest accounts and occupancy reports and statistics
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level II	
Unit Title	Receive and Process Reservations
Unit Code	CST HOP2 07 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to receive and process reservations for a tourism or hospitality product or service offered for sale to agents or direct to the consumer. It requires the ability to determine the availability of the product or service, offer alternatives, accurately record the reservation details and administer the reservation through to finalisation. This unit does not cover specific selling skills required by reservations or call centre staff, nor does it cover the use of a computerised reservation system to manage reservations

Elements	Performance Criteria
1. Receive reservation request.	<p>1.1 Determine the availability of the requested reservation and advise this to customer.</p> <p>1.2 Offer alternatives if the requested booking is not available, including waitlist options.</p> <p>1.3 Answer enquiries regarding costs and other product features</p>
2. Record details of reservation	<p>2.1 Accurately record customer details against their reservation in a manner that ensures correct interpretation by others who may access the reservations details.</p> <p>2.2 Check for and make use of customer profile or history, if available, and use information to assist in making the reservation and enhancing customer service.</p> <p>2.3 Clearly record any special requests according to organization requirements.</p> <p>2.4 Confirm all details of the booking with the customer and ensure that they understand and agree to all details.</p> <p>2.5 File the reservation in a manner that ensures easy access by others and according to organization procedures.</p> <p>2.6 Prepare and issue documents and other material to the customer according to requirements of the specific reservation</p>
3. Update reservations	<p>3.1 Update the financial status of the reservation accurately and according to organization procedures.</p> <p>3.2 Receive, process and record any amendments to or cancellations of reservations according to customer request and organization procedures</p>
4. Advise others on reservation	<p>4.1 Communicate general and specific customer requirements and reservation details to appropriate</p>

details	departments and colleagues. 4.2 Compile and provide accurate and relevant reservation statistics on request
5. Minimize waste of printed materials	5.1 Minimize use of printed materials and maximize electronic transmission and filing of all documents to reduce waste and negative environmental impacts

Variable	Range
Customers may be:	<ul style="list-style-type: none"> industry customers, e.g. retail travel consultants and inbound tour companies or operators end users of the service, i.e. the consumer
Customer details may be recorded using:	<ul style="list-style-type: none"> a computer file a manual file
Reservation:	<p>may be made by:</p> <ul style="list-style-type: none"> phone facsimile mail face-to-face internet <p>may be for:</p> <ul style="list-style-type: none"> individuals groups VIPs conference delegates
Customer profiles may include:	<ul style="list-style-type: none"> full name and title address phone, fax, email and other communication methods special requirements amount of business generated by the customer usual method of payment
Documents issued to customers may include:	<ul style="list-style-type: none"> paper-based or electronically transmitted materials invoices credit notes receipts service vouchers confirmation letters information packs
Updating the financial status of the reservation may include:	<ul style="list-style-type: none"> receiving, processing and recording payments generating and issuing invoices and credit notes for changed reservations checking and recording that the reservation has been fully paid
General and specific customer	<ul style="list-style-type: none"> special requests timing details

requirements and reservation details may include:	<ul style="list-style-type: none"> • special needs • payment arrangements • information of a style of customer, e.g. special interest group or VIP status • details of other services being used
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Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to make accurate reservations according to established systems and procedures and within typical workplace time constraints • ability to receive and process multiple reservations in response to multiple customer requests covering a range of tourism products and services and ideally as a component of integrated work activity • understanding of the different sources of reservations and the industry interrelationships that apply • ability to update the financial status of the reservation
Underpinning Knowledge and Attitudes	<ul style="list-style-type: none"> • ability to receive and process reservations within the context of the particular industry sector in which they are working or seeking work
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • verbal and written use of the 24-hour clock and ability to translate for customers • verbal and written use of reservation jargon, system and product codes • literacy skills to read and interpret reservation information such as customer files, customer requests and complex product and costing information • writing skills to create customer files and succinctly document complex customer requests and any conditions specifically applicable to reservations • numeracy skills to prepare and present reservation statistics
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level II	
Unit Title	Control Reservations or Operations Using a Computerized System
Unit Code	CST HOP2 08 0912
Unit Descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to use a computerised reservations or operations system to create, maintain and administer bookings for a range of products and services in tourism, hospitality or events. It requires the ability to use the system capabilities to fulfil a range of sales and operational functions.</p> <p>The unit concentrates on the specific computer skills required to apply many tourism operational functions.</p>

Elements	Performance Criteria
1. Access and manipulate system information	<p>1.1 Access and interpret system displays.</p> <p>1.2 Use all system features to access a range of information</p>
2. Create and process reservations	<p>2.1 Check availability of required booking according to system functions and requirements.</p> <p>2.2 Create new reservations containing accurate customer details and full requirements according to system procedures and features.</p> <p>2.3 Input all customer details in the format required by the computer system.</p> <p>2.4 Retrieve bookings as required, using the format required by the computer system.</p> <p>2.5 Make accurate updates and amendments to reservations and store as required.</p> <p>2.6 Download and file any required reservation details</p>
3. Send and receive communications	<p>3.1 Create and process accurate communications to industry colleagues using the required features of the system.</p> <p>3.2 Access and interpret communications from industry colleagues at the appropriate time</p>
4. Administer sales and operations functions using the system	<p>4.1 Use the system capabilities to meet the particular sales or operational need.</p> <p>4.2 Use the system capabilities to manage all required accounting processes that relate to a particular file, customer or reservation.</p> <p>4.3 Produce reports to meet sales and operational needs</p>

5. Minimize waste of printed materials	5.1 Minimize use of printed materials and maximize electronic transmission and filing of all documents to reduce waste and negative environmental impacts
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Variable	Range
System may be:	<ul style="list-style-type: none"> • industry wide • organisation-specific • CRS • GDS • reservations-based • operations-based
Information may include:	<ul style="list-style-type: none"> • costs of any tourism product or service, such as tours, hotels and rental cars • airfares • airport taxes • availability of products or services • size of vehicles • touring inclusions • product information • product rules • payment requirements • health • customs and immigration • general industry information
Reservations:	<p>can be made for the diverse range of products and services offered within the tourism industry, including:</p> <ul style="list-style-type: none"> • airline seats • hotel rooms and other accommodation • rental cars and other vehicles • transportation • transfers • entertainment • tours • cruises • entrance to attractions or sites • travel insurance • tour guiding services • activities • meals • functions • special items with customer's corporate branding • special events • venue facilities • convention facilities • speaker services

	<ul style="list-style-type: none"> • audiovisual services • meeting or event equipment • special event consumable items • food, beverage and catering <p>may be created for:</p> <ul style="list-style-type: none"> • groups • individuals • tour guides, crew and other touring personnel • domestic tourists • outbound tourists • inbound tourists • meetings and conference delegates • events attendees
Updates and amendments to reservations may involve:	<ul style="list-style-type: none"> • adding additional customers • splitting an existing reservation • cancelling a booking • changing an itinerary by adding or deleting products or services • changing customer names, if permitted • cross-referencing multiple bookings • entering invoicing details • entering payment details • entering ticketing or voucher details
Industry colleagues may include:	<ul style="list-style-type: none"> • any product or service supplier with whom the reservation is being made, such as airline and rental car company • other organisation departments needing access to reservations or operations information
System capabilities may relate to:	<ul style="list-style-type: none"> • sales management functions • operational management functions
Particular sales or operational need may include:	<ul style="list-style-type: none"> • providing destination and specific product information and advice • accessing and interpreting product information • selling tourism products to the customer • preparing quotations • constructing airfares • booking and coordinating a supplier service for the customer • issuing customer travel documentation • issuing crew documentation, e.g. operational or technical itineraries • issuing air tickets • organising functions • processing and monitoring meeting or event registrations • purchasing promotional products • hiring special equipment
Accounting processes that relate to a particular	<ul style="list-style-type: none"> • processing financial transactions • issuing invoices • issuing credit notes

file, customer or reservation may include:	<ul style="list-style-type: none"> • managing the receipt of customer payments and refunds • reconciling all financial transactions • managing the application of transaction fees
Reports may be:	<ul style="list-style-type: none"> • paper-based or electronically transmitted materials • specific to a department • cover the whole organisation • relate to sales generated by individual staff members • accounting reports • sales reports • reservation reports • cost comparisons for various product suppliers • usage rates for various product suppliers • used to negotiate rates • used to determine currency of information held in the system

Evidence Guide			
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to use the features of a computerised reservations or operations system correctly and efficiently • ability to accurately operate a computer reservations system to make and process bookings in response to multiple customer requests covering a range of tourism products and services, ideally as a component of integrated work activity • ability to use a full range of system administrative capabilities relevant to the job role • project or work activities that show the candidates' ability to operate a computerised reservation or operations system used within the particular industry sector in which they are working or seeking work • completion of reservation or operational activities within typical workplace time constraints 		
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • role of computerised reservations and operations systems within the tourism and hospitality industry • range of products and services controlled by the computer system • range of sales, operational and accounting functions that can be controlled by the system • procedures and codes required to enter and exit a system • common computerised reservation and operational entries, including encodes and decodes • mandatory fields • requirements for specific formatted entries • procedures for confirming, storing and retrieving reservations or operational data • procedures for amending and cancelling reservations • procedures for sending and receiving messages 		
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Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • basic computer and keyboarding skills • literacy skills to read and interpret complex product information controlled by the system which can include costs, terms and conditions of their sale; read, interpret and use system codes • writing skills to input reservation or operational data accurately • numeracy skills to interpret statistical data within the various reports produced and manage the accounting processes that relate to a particular file, customer or reservation
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level II	
Unit Title	Perform Office Procedures
Unit Code	CST HOP2 09 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to complete a range of routine office procedures and activities, including writing simple correspondence.

Elements	Performance Criteria
1. Process office documents	<p>1.1 Process office documents according to organization procedures and within designated timelines.</p> <p>1.2 Use office equipment safely and correctly to process documents.</p> <p>1.3 Identify, rectify or report office equipment malfunctions promptly and according to organization procedures</p>
2. Draft written communication	<p>2.1 Select appropriate format and style for correspondence according to purpose, audience and situation.</p> <p>2.2 Draft documents according to organization formats and protocols.</p> <p>2.3 Use clear and concise language appropriate to purpose, audience and situation.</p> <p>2.4 Use correct spelling, punctuation and grammar to ensure understanding by receiver.</p> <p>2.5 Check information for accuracy prior to sending</p>
3. Maintain document systems	<p>3.1 File or store documents according to organization security procedures.</p> <p>3.2 Modify and update reference and index systems according to organization procedures</p>

Variable	Range
Office documents to be processed may include:	<ul style="list-style-type: none"> • guest mail • customer records • incoming and outgoing correspondence • files • letters • facsimiles • memos • reports • menus • banquet orders

	<ul style="list-style-type: none"> • financial records • invoices • receipts
Office equipment may include:	<ul style="list-style-type: none"> • photocopiers • facsimiles • computers • paging equipment • calculators • audio-transcribing machines • telephone answering machines
Processing of documents may include:	<ul style="list-style-type: none"> • recording sent or received documents • filing, including electronic filing • mailing, including bulk mailing • photocopying • faxing • emailing • collating • binding
Correspondence to be drafted must include a selection from each of the following:	<ul style="list-style-type: none"> • letters • emails • faxes • memos

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to draft multiple pieces of clear, concise and correct written communication, with different purposes, appropriate to the audience and situation • ability to process a range of office documentation accurately and undertake a range of office tasks using different equipment ideally across a complete shift or operating period to address a range of office tasks • completion of office administrative activities within typical workplace time constraints
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • organization practices and procedures for preparing and processing documents • layout, format and features of typical business documents and alternative formats for special needs groups, such as large print • features and usage of typical office equipment • safe work practices for using office equipment and any related chemicals
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communication skills to convey meaning clearly and concisely • basic literacy and written communication skills to produce

	workplace documentation and correspondence <ul style="list-style-type: none"> • basic numeracy skills to do simple clerical tasks and count
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level II	
Unit Title	Provide Quality Customer Service
Unit Code	CST HOP2 10 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to provide quality service to customers in a range of service industry workplaces. It requires the ability to determine and address diverse customer needs and expectations, ascertain changes in customer preferences, establish rapport, deal with complaints and difficult service situations, use opportunities for promoting and up-selling, apply knowledge of protocol and ritual for particular types of industry sectors and organizations, and systematically manage a clientele through rewards systems, databases, etc.

Elements	Performance Criteria
1. Develop and maintain product, service and market knowledge	<p>1.1 Identify opportunities and use formal and informal research to develop and maintain knowledge of products and services.</p> <p>1.2 Use customer feedback and workplace observation to evaluate products, services and promotional initiatives and identify changes in customer preferences, needs and expectations.</p> <p>1.3 Share market, product and service knowledge obtained with colleagues to enhance the effectiveness of the team.</p> <p>1.4 Suggest ideas to appropriate person for product and service adjustments to meet customer needs for future planning according to organization policy</p>
2. Provide a quality service experience to customers	<p>2.1 Determine and clarify customer preferences, needs and expectations.</p> <p>2.2 Offer accurate information about appropriate products and services to customers to meet their needs and expectations.</p> <p>2.3 Anticipate customer preferences, needs and expectations throughout the service experience and provide products and services in a timely manner, appropriate to individual needs and preferences, and according to organization standards.</p> <p>2.4 Offer possible extras and add-ons appropriately and provide personalized and additional services and products where appropriate.</p> <p>2.5 Proactively promote products and services at appropriate opportunities according to current organization goals and promotional focus and employ selling techniques appropriately to encourage usage and purchase.</p> <p>2.6 Identify problems in products and services and take action immediately to address them and/or notify management.</p>

	<p>2.7 Liaise with team members to ensure timely and efficient service.</p> <p>2.8 Share information with other team members and relevant persons to ensure efficient service and timely and smooth workflow</p>
3. Deal with complaints and difficult customer service situations	<p>3.1 Use questioning techniques to establish and agree on the nature, possible cause and details of the complaint or difficult customer service situation with the customer and assess the impact on the customer of the situation.</p> <p>3.2 Use communication techniques to assist in the management of the complaint and handle the situation sensitively, courteously and discreetly.</p> <p>3.3 Take responsibility for finding a solution to the complaint within the scope of individual responsibility.</p> <p>3.4 Determine possible options to resolve the complaint and promptly analyze and decide on the best solution, taking into account any organization constraints.</p> <p>3.5 Take appropriate action swiftly to resolve the complaint and prevent escalation, in agreement with customer and to the customer's satisfaction.</p> <p>3.6 Where appropriate, use techniques to turn complaints into opportunities to demonstrate high quality customer service.</p> <p>3.7 Provide feedback on complaints to appropriate personnel in order to avoid future occurrence.</p> <p>3.8 Reflect on and evaluate complaint and solution to enhance response to future complaints or difficult service situations</p>
4. Manage and use information about clients and customers	<p>4.1 Determine and record customer information where appropriate to provide personalized service.</p> <p>4.2 Develop and maintain knowledge of organization promotional initiatives and implement where appropriate.</p> <p>4.3 Proactively provide enhanced products and services to clients and customers based on client information.</p>

Variable	Range
Formal and informal research may include:	<ul style="list-style-type: none"> • discussions with colleagues • reading organization information • research of product and service information brochures • general media • membership of industry associations and networks • attendance at conferences, trade shows and industry events • distributing surveys and questionnaires

Products, services and promotional initiatives may include:	<ul style="list-style-type: none"> • tours and transport • conferences and conventions • function facilities • entertainment • shopping services • restaurant facilities • food and beverage • add-on services • special offers or packages
Customer preferences, needs and expectations:	<p>may be determined by:</p> <ul style="list-style-type: none"> • active listening • questioning • observation • recognition of non-verbal signs <p>may be related to:</p> <ul style="list-style-type: none"> • age • gender • social and cultural characteristics • prior knowledge • special needs <p>may include:</p> <ul style="list-style-type: none"> • friendliness • courtesy • value for money • prompt or timely service • assistance • empathy and support • comfort • new experience • basic needs for food, shelter, transport or other services
Product and service knowledge may relate to:	<ul style="list-style-type: none"> • general features • special features • benefits • disadvantages • price • special offers • availability • how to purchase or order
Promoting products and services may include:	<ul style="list-style-type: none"> • displays • promotions • special offers and deals • menus and specials • word of mouth • up-selling

Selling techniques include up-selling and suggestive selling and may involve:	<ul style="list-style-type: none"> • serving • helping • advising • building rapport with customers • arousing interest
Complaints or difficult customer service situations may include:	<ul style="list-style-type: none"> • problems or faults with the service or product • delays or poor timing of product or service supply • misunderstandings or communication barriers • difficult or demanding customers • customers with different or special needs or expectations • escalated complaints
Communication techniques may include:	<ul style="list-style-type: none"> • listening and active listening • asking questions to gain information, clarify ambiguities and adequately understand requirements • rephrasing and repeating questions, requests and statements to confirm that they have been correctly understood • empathising with the customer's situation while upholding organization policy • non-verbal communication and recognition of non-verbal signs • using communication techniques appropriate to different social and cultural groups • ability to speak clearly, be understood and use appropriate language, style and tone
Organization constraints may include:	<ul style="list-style-type: none"> • feasibility • costs and budgets • policy and procedures • job role and responsibility
Customer information may include:	<ul style="list-style-type: none"> • names • preferences and expectations such as favourite products, rooms, additional requirements and special needs • details of products and services experienced • comments and feedback provided

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to provide a total quality service experience • knowledge of different customer preferences and ways to meet both stated and unstated requirements • ability to use selling techniques to promote products and services within a specific tourism or hospitality context • ability to handle and resolve complaints and difficult customer service situations
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • any legal issues that impact on the sale of products and services

	<ul style="list-style-type: none"> • in-depth knowledge of organization products and services • general knowledge of the market for different types of products and services • different stated and unstated customer preferences and needs, and ways of meeting requirements • protocols, service rituals, and service culture and expectations in relevant industry context • expectations of socially and culturally diverse customers • role of frontline staff in maximising business performance through effective up-selling and promotion • ways in which different services present and promote products • client management and reward systems, such as customer databases, promotions and loyalty programs
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communication skills to source information and determine customer needs and preferences through observation, questioning and active listening • appropriate personal presentation and use of non-verbal communication • selection and use of appropriate communication medium, including email and telephone and appropriate tone and style for different purposes and target audience • formal and informal research skills • conflict resolution techniques • managing own work tasks, timing and workflow • problem-solving techniques to deal with contingencies, difficult service situations and customer complaints
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level II	
Unit Title	Provide Club Reception Services
Unit Code	CST HOP2 11 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to provide reception services within a licensed club environment. It requires the ability to deliver quality customer service while assisting customers to comply with club and legislative requirements

Elements	Performance Criteria
1. Provide information on club services and process memberships	<p>1.1 Provide advice and information on club services and facilities to customers and club members as required.</p> <p>1.2 Explain club membership and club rules clearly, correctly and politely to the public and to members.</p> <p>1.3 Clearly explain membership application forms to applicants and assist them to complete forms if required.</p> <p>1.4 Issue correct membership badges or cards.</p> <p>1.5 Check membership records to verify membership.</p> <p>1.6 Use club reception technology to assist with the provision of services to members</p>
2. Monitor entry to club	<p>2.1 Check membership badges or cards upon entry to the club.</p> <p>2.2 Assist guests to sign in according to government and organization requirements.</p> <p>2.3 Check that members and guests comply with dress and age regulations, according to organization policy.</p> <p>2.4 In a polite manner, inform members and guests who do not comply with dress regulations that entry is not permitted.</p> <p>2.5 Refer disputes over club entry to security, supervisor or other relevant person according to organization policy.</p>

Variable	Range
Club services and facilities will vary according to the particular club, and may include:	<ul style="list-style-type: none"> • restaurants and cafes • gaming facilities • shows and attractions • prize nights and special events • games and sporting facilities • gymnasiums and health facilities • member clubs and associations • computer rooms and internet facilities • community courses and training programs • member benefits

Club reception technology may include:	<ul style="list-style-type: none"> • telephones • internal public address system • membership database • membership badge production equipment • scanning equipment for temporary membership documents
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Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to offer courteous and friendly service to members and guests within the confines of the club rules and legislative requirements • ability to accurately monitor the entry of club members and guests and issue necessary documentation within typical workplace time constraints and to allow for the efficient flow of people through reception to the club facilities • knowledge of club rules and legislative requirements for entry into the club • ability to process a range of different customer enquiries, membership applications and temporary membership forms, to meet different customer needs and on multiple occasions
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • broad and working knowledge of club and licensing laws that relate to entry requirements for customers and dress regulations • in-depth knowledge of particular club membership rules, conditions, benefits, entitlements and costs • in-depth knowledge of the particular club services and facilities
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • high-level communication and customer service skills for dealing tactfully and politely with customers • literacy skills to read documents such as club membership cards, membership database records, ID cards, proof of age cards and driver's licences • writing skills to assist customers to complete membership application forms, temporary and guest membership forms and to issue membership badges • numeracy skills to calculate and explain membership costs
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level II	
Unit Title	Present Food
Unit Code	CST HOP2 12 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to efficiently and professionally plate, present and serve food in a commercial kitchen or catering operation. It may include the presentation of food for Asian cuisines

Elements	Performance Criteria
1. Prepare food for service	1.1 Identify foods for menu items. 1.2 Arrange sauces and garnishes to enterprise requirements for specific dishes
2. Portion and plate food	2.1 Ensure that sufficient supplies of clean, undamaged crockery are available at temperatures appropriate to food being served. 2.2 Portion food according to enterprise policies and standard recipes. 2.3 Plate food and present neatly and attractively, without drips or spills, to the enterprise requirements for the specified dish, taking into consideration eye appeal, color and contrast, temperature of food, service equipment , and classical and innovative arrangement styles. 2.4 Serve food to be displayed in public areas in appropriate service ware at the correct temperature, in an attractive manner, without drips or spills and giving attention to color
3. Work in a team	3.1 Demonstrate good teamwork with all kitchen and food service staff to ensure timely, quality service of food. 3.2 Organize and follow a kitchen routine for food service to maximize food quality and minimize delays. 3.3 Maintain a high standard of personal and work-related hygiene practices

Variable	Range
A variety of foods must be plated, presented and served, including:	<ul style="list-style-type: none"> • entrees • main courses • desserts • soups • sandwiches • breakfast items • canapés and appetisers
Service equipment may include:	<ul style="list-style-type: none"> • food and beverage trays • buffet or suitable table

	<ul style="list-style-type: none"> • dishes and platters • buffet and smorgasbord display items
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Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • application of hygiene and safety principles and procedures • ability to plate, present and serve a general range of foods efficiently and within realistic workplace time constraints • ability to work as part of a team in a positive and courteous manner
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • use and characteristics of basic food products and types of menus as required • classical and innovative styles of food presentation for major food groups
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • logical and time-efficient work flow • safe work practices according to OHS principles and procedures • hygienic handling of food and equipment according to regulatory requirements • waste minimisation techniques and environmental considerations in relation to food presentation • problem-solving skills to deal with minor problems such as shortages of ingredients, spillages and mistakes • literacy skills to read menus and orders • numeracy skills to calculate portions and plate menu items uniformly
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level II	
Unit Title	Maintain Financial Records
Unit Code	CST HOP2 13 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to maintain accurate financial records in a range of business contexts.

Elements	Performance Criteria
1. Post transactions	<p>1.1 Organize and interpret source documents accurately in preparation for entering transactions.</p> <p>1.2 Identify any irregularities in documentation promptly and take action to resolve within scope of individual responsibility and designated timeframes.</p> <p>1.3 Check or obtain correct authorization for entry.</p> <p>1.4 Select correct account and journal for intended entry.</p> <p>1.5 Enter credit and debit transactions into journals, including correct allocation of all amounts within designated timeframes.</p> <p>1.6 Support journal entries with explanation and cross-referencing to support documentation where necessary.</p> <p>1.7 Cross-check source documentation with entered transaction to ensure matching.</p> <p>1.8 File source documents in the correct location and according to organization procedures</p>
2. Reconcile transactions to a balance	<p>2.1 Check documentation and balances to ensure matching.</p> <p>2.2 Where appropriate, use reconciliation features of computerized systems correctly to assist the reconciliation process.</p> <p>2.3 Where necessary, investigate and clear outstanding entries accurately and promptly in consultation with appropriate colleagues.</p> <p>2.4 Identify, investigate or report discrepancies according to scope of individual responsibility.</p> <p>2.5 Finalize reconciliations within designated timelines and provide information to colleagues</p>
3. Retrieve financial information	<p>3.1 Interrogate financial records correctly to identify required information.</p> <p>3.2 Generate and distribute relevant routine financial reports or information at designated times and in response to requests</p>

	<p>from colleagues.</p> <p>3.3 Check financial reports for accuracy prior to distribution.</p> <p>3.4 Identify, investigate or report discrepancies according to scope of individual responsibility.</p>
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Variable	Range
Source documents may include:	<ul style="list-style-type: none"> • cheques • deposit books • cheque requisitions • tax invoices • credit notes • expense vouchers • petty cash vouchers • receipts • bank and credit card statements
Transactions may include:	<ul style="list-style-type: none"> • cash and credit card receipts • cash and credit card payments • petty cash • sales • refunds • rebates • interest expenses or interest received • direct debits and credits • returns and allowances journal entries • bad debts journal entries • main, general journal entries • payroll journal entries
Reconciliations may include:	<ul style="list-style-type: none"> • single system reconciliations • creditor statements • petty cash • foreign currency • bank reconciliations • guest accounts • travel files • taxation
Routine financial reports may include:	<ul style="list-style-type: none"> • period reports on receipts or disbursements • account summaries • short-term trading information • information for business activity statements • GST paid or received

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • understanding of financial record-keeping processes as they

	<p>apply to a particular industry sector or organization</p> <ul style="list-style-type: none"> • ability to maintain accurate records within acceptable organization timeframes and according to organization requirements • ability to complete reconciliations and resolve routine bookkeeping problems within organization -acceptable timeframes • posting of multiple transactions of different types over a period of time to reflect the typical trading or reporting period within a given sector or organization • completion of reconciliations that include data of a size, scope and nature to reflect current industry practice • generation of financial information and routine reports that reflect current industry format and practices • presence of time constraints that reflect the relevant industry environment
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • features of financial record-keeping systems relevant to the industry sector or organization • bookkeeping cycle relevant to a particular industry sector or organization • principles of bookkeeping and general understanding of bookkeeping terminology, including charts of accounts, reporting periods, ledgers, double-entry, debits, credits, debtors, creditors, income, expenditure, receipts, disbursements, transactions, journals, accounts, reconciliations, un presented cheques, bank charges, and direct debits and credits • impact of GST on the bookkeeping process in the relevant industry context, including the types of transactions that attract GST or are GST-exempt and the GST reporting requirements for different businesses • bookkeeping terminology of specific relevance to an industry sector or organization • income and expenditure types relevant to a particular industry sector or organization • nature of source documents relevant to a particular industry sector or organization
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • problem-solving skills to identify and resolve discrepancies in transaction journals and reconciliations • organizational skills to logically organise, file and maintain a wide range of business source documents • literacy skills to interpret a range of source documents • numeracy skills to make basic calculations, identify numerical discrepancies and work with financial reconciliations

Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level II	
Unit Title	Transport and Store Food in a Safe and Hygienic Manner
Unit Code	CST HOP2 14 0912
Unit Descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to transport food from a food preparation area to another location. It also deals with holding or storage on its arrival. The unit applies to all catering operations but is particularly relevant to external catering and events.</p> <p>Transportation refers to the moving of food and food items from one location to another. For example, transporting food from a kitchen to a school or hospital or providing event catering. It does not refer to the transport of food from the kitchen to the dining room or as part of room service.</p> <p>The person transporting the food may or may not be driving the vehicle</p>

Elements	Performance Criteria
1. Identify appropriate food transportation	1.1 Select suitable food transportation vehicles according to legislative requirements
2. Transport food safely and hygienically	2.1 Package, load, restrain and unload food appropriately. 2.2 Employ hygienic work practices and observe OHS regulations. 2.3 Maintain appropriate and accurate records of food transportation
3. Store food safely and hygienically	3.1 Select food storage conditions appropriate to specific food types . 3.2 Maintain appropriate environmental conditions for specific food types to ensure freshness, quality and appearance. 3.3 Ensure that storage and holding methods optimize nutritional quality and comply with relevant stock control principles. 3.4 Employ hygienic work practices and observe OHS procedures and practices. 3.5 Keep storage areas free from contaminants and pests.

Variable	Range
Type of transportation used:	will vary according to organization needs and type of food being transported may include: <ul style="list-style-type: none"> • vans • cars • refrigerated trucks • trolleys, carts and buggies

Legislative requirements refer to federal, state or territory, and local regulations and guidelines and may apply to:	<ul style="list-style-type: none"> • temperature • lining • sealing • food safety programs
Specific food types must include:	<ul style="list-style-type: none"> • dairy • meat and fish • eggs • fruit and vegetables • dried goods • frozen food
Environmental conditions may involve:	<ul style="list-style-type: none"> • temperature • humidity • exposure to light • exposure to weather • exposure to pests

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • safe transport and storage of food items within food safety requirements and regulations • transport of a range of food item types
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • hygiene and OHS requirements for food storage and transport • advantages and disadvantages of different forms of transport for particular food items, quantities and circumstances • safe storage principles and practices for different food types, including storage options • characteristics of different food items and conditions required to maintain optimum freshness, palatability and safety
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • safe work practices, in particular loading and unloading, lifting and dealing with heated surfaces • problem-solving skills to deal with minor problems such as delays with products, traffic congestion and getting lost • literacy skills to read directions and instructions for venues and locations • numeracy skills to calculate quantities during the packing and unpacking process
Resources Implication	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration

Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting
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Occupational Standard: Hotel Operation Level II	
Unit Title	Attend Gaming Machines
Unit Code	CST HOP2 15 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to conduct day-to-day gaming machine operations. It covers the operation and maintenance of gaming machines, payouts and security of gaming areas and the provision of advice on all games offered by the enterprise

Elements	Performance Criteria
1. Advise customers on games and gaming activities	<p>1.1 According to relevant rules and regulations, advise customers on available games and gaming activities; basic player rules and conditions; odds, win rates and return to player; collection of payments and winnings; and promotions.</p> <p>1.2 Interpret and explain artwork and machine operations correctly and courteously to customers.</p> <p>1.3 Display promotional materials and information on gaming activities in suitable locations.</p> <p>1.4 Respond to customer queries, requests and complaints appropriately and courteously</p>
2. Operate and maintain gaming machines	<p>2.1 Operate gaming machines correctly according to their design function and enterprise practices.</p> <p>2.2 Clear and refill machines according to industry, enterprise and government regulations.</p> <p>2.3 Identify machine faults promptly and correctly.</p> <p>2.4 Make simple machine repairs with minimum disruption to players according to manufacturer instructions and to the level authorized by legislation and enterprise practices.</p> <p>2.5 Identify unserviceable machines 'out of order' promptly and report them according to enterprise practices and state and territory legislative requirements.</p> <p>2.6 Observe OHS procedures and practices in operating and maintaining machines</p>
3. Monitor security of gaming areas	<p>3.1 Observe players and onlookers, note any unusual practices and behaviors accurately, and report as appropriate.</p> <p>3.2 Carry out machine security checks according to industry and enterprise procedures.</p> <p>3.3 Identify any breakdowns in security functions or safety and deal with them according to scope of responsibility, enterprise procedures and OHS requirements.</p> <p>3.4 Report breakdowns in security or safety to appropriate</p>

	<p>persons according to industry and enterprise practices and legislative requirements.</p> <p>3.5 Keep voucher and gaming machine record books and cash box keys secure at all times.</p> <p>3.6 Where appropriate, follow barring procedures according to enterprise policy</p>
4. Make gaming machine payouts	<p>4.1 Verify payout claims according to enterprise procedures.</p> <p>4.2 Record payout according to industry and enterprise procedure.</p> <p>4.3 Check the identification and age of players where required, according to industry, enterprise and government regulations prior to payouts.</p> <p>4.4 Identify situations where payouts should be refused and refer them to the appropriate person according to enterprise and government regulations.</p> <p>4.5 Pay winnings to the player and witness them according to enterprise and government regulations.</p> <p>4.6 Validate machines and return them to service promptly where appropriate.</p> <p>4.7 Complete payout summaries or issue payout vouchers and balance them with cash, float and machine readings, according to industry and enterprise procedures.</p> <p>4.8 Resolve payout disputes or refer to supervisor according to enterprise policies and customer service standards</p>
5. Operate and maintain coin dispensing equipment	<p>5.1 Operate coin dispensing equipment according to design function and manufacturer instructions.</p> <p>5.2 Identify equipment faults promptly and correctly, and repair or report them according to individual scope of responsibility.</p> <p>5.3 Dispense coins and receive and weigh them according to industry and enterprise procedures.</p> <p>5.4 Handle cash according to enterprise security procedures</p>

Variable	Range
Games and gaming activities for which advice is given may include:	<ul style="list-style-type: none"> • gaming machines • bingo • lotteries • miscellaneous games of chance, such as raffles and trade competitions • lucky envelopes
Promotional materials and	<ul style="list-style-type: none"> • conduct and rules of games • responsible conduct of gaming

information include brochures, flyers, signs and stickers, and advertisements in the media and may refer to:	<ul style="list-style-type: none"> • sources of assistance • enterprise rules and policies • promotional activities
Gaming machines include:	<ul style="list-style-type: none"> • poker machines • approved amusement devices • slot machines • multi-terminal gaming machines • progressive and stand-alone gaming machines • stand-alone games • linked machines • linked progressive jackpot systems
Simple machine repairs and maintenance may include:	<ul style="list-style-type: none"> • replacing globes • fixing coin diverter apparatus faults • unblocking coin jams • resolving frozen screens • resolving incorrect payouts • filling hoppers and clearing jams • replacing printer rolls and ribbons
Payouts may include:	<ul style="list-style-type: none"> • cash • cheque • voucher
Situations where payouts should be refused may include:	<ul style="list-style-type: none"> • machine malfunctions • illegal credit • player ineligibility

Evidence Guide			
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • ability to use technical skills to operate gaming machines and provide effective customer service and advice • awareness of security issues and compliance with security procedures in gaming operations • compliance with responsible gaming legislation or requirements • ability to apply terminology and knowledge of software and hardware correctly to gambling operations 		
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • range of gaming activities offered by the enterprise, including: <ul style="list-style-type: none"> ➢ basic player rules and conditions ➢ odds, win rates and return to players ➢ collection of payments and winnings ➢ promotions • awareness of potential social and economic costs and benefits of gambling and their impact on gaming operations 		
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	<ul style="list-style-type: none"> • basic requirements of relevant state and territory legislation and relevant codes of practice, including: <ul style="list-style-type: none"> ➤ general requirement for responsible provision of gambling services ➤ general license requirements ➤ licensing requirements for gaming personnel (e.g. managers and employees, machine technicians, service consultants and machine managers, manufacturers and sales personnel) ➤ penalties for non-compliance ➤ types, parts and basic functions of gaming machines, including: <ul style="list-style-type: none"> ➤ credit and currency systems ➤ software, menus and display screens and associated functions ➤ terminology used ➤ data retrieval systems ➤ enterprise security and safety procedures for gaming machines
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • basic accounting requirements for balancing cash receipts and payments • problem-solving skills to resolve payout disputes and suspected security breaches and solve technical problems with machines • literacy skills to read machine manuals and enterprise policies and procedures • numeracy skills to provide correct change and payouts to customers and balance gaming floats
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level II	
Unit Title	Conduct basic workplace oral communication in a language Other than English
Unit Code	CST HOP2 16 0912
Unit Descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to understand and use a language other than English for very simple, commonly used expressions of a basic and predictable nature in tourism and hospitality workplaces. It covers activities such as welcoming and fare welling guests, providing face-to-face routine customer service and other routine workplace activities. This unit can be used for training delivery and assessment of basic oral proficiency in any language other than English.</p> <p>This unit is the first in a hierarchical set of four units dealing with oral communication and cultural skills in a language other than English, ranging from entry to fluency and increasing in complexity with the level of linguistic and cultural ability.</p>

Elements	Performance Criteria
1. Be courteous to customers and colleagues	<p>1.1 Identify the specific language needed in order to conduct basic communications.</p> <p>1.2 Use appropriate, very simple, commonly-used courtesy expressions with customers or colleagues including greeting and welcoming, fare welling, apologizing and thanking.</p> <p>1.3 Recognize and observe any social and cultural conventions of the specific language speaker to support communication.</p> <p>1.4 Make efforts to communicate through use of gestures or use of basic vocabulary in the other person's language where language barriers exist.</p> <p>1.5 Identify and use appropriate resources and seek assistance from those with suitable language skills</p>
2. Communicate with customers and colleagues in a language other than English to support routine workplace activities	<p>2.1 Understand and use key words, short phrases and gestures to enhance communication.</p> <p>2.2 Use any visual techniques to enhance or replace oral communication.</p>

Variable	Range
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Commonly-used courtesy expressions (formulaic language) may include:	<ul style="list-style-type: none"> • Good Morning • How are you? • Goodbye • May I help you? • This way please • Have you had lunch? • Did you have a good trip? • May I clean your room now? • Do you need another towel? • Sorry, I don't understand. Do you speak English?
Appropriate resources may include:	<ul style="list-style-type: none"> • language mats • phrase books • dictionaries • pamphlets written in the specific language • menus written in the specific language • signs written in the specific language • international signage, such as 'No Smoking' signs • websites with translating facilities
Communication must include:	<ul style="list-style-type: none"> • listening to requests and comments • providing factual information, such as: <ul style="list-style-type: none"> ➢ location of specific facilities ➢ opening hours ➢ procedures, e.g. check-in and tour pick-up ➢ currency ➢ prices ➢ room and floor numbers ➢ safety rules • conducting simple product and service transactions, such as: <ul style="list-style-type: none"> ➢ purchase of souvenir products ➢ payment of a restaurant bill ➢ payment for a tourism service, e.g. day tour, accommodation and ticket ➢ references to timetable, signage and basic rules, e.g. opening hours ➢ selection of food and beverages from a menu ➢ advising check-in and check-out procedures and times ➢ advising opening and closing times • answering very simple queries about products and services, including: <ul style="list-style-type: none"> ➢ in-house facilities ➢ local attractions and places of interest ➢ shopping centres ➢ tour desk ➢ pick-up and drop-off point for tours ➢ transport terminals, and taxi and other transport services ➢ providing general assistance within the scope of responsibility ➢ providing very simple directions

Evidence Guide	
Critical aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • This unit can be used to assess basic oral proficiency in any language other than English. Assessment must be customised to the requirements of a particular language. • Assessment should not only focus on the language being assessed but must also incorporate the practical customer service requirements of the tourism or hospitality industry, i.e. the assessment of language must be conducted while the candidate is carrying out typical tourism or hospitality vocational activities. • This unit can apply to any tourism and hospitality sector, workplace and circumstance. Assessment activities must ensure that the use of a specific language is contextualised and linked to vocational activities which are relevant to the particular tourism or hospitality sector and workplace. For example, if assessment is linked to restaurant service, language usage should relate to a restaurant. <p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • ability to use appropriate courtesy expressions, key words, phrases, short expressions and numbers in a language other than English in order to fulfil common customer needs • ability to gesture in a socially and culturally appropriate manner
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • general knowledge of the culture and the social and cultural conventions relevant to the language being assessed, including traditions, attire, eating habits, table manners, body language and taboo topics • general awareness of cross-cultural communication issues sufficient to avoid giving offence to customers and colleagues
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communication and interpersonal skills to allow for positive and courteous interaction with customers • cross-cultural language skills to use key words, phrases, short expressions and numbers routinely required to fulfil common customer needs relevant for the particular workplace and to the language being assessed
Resources Implication	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration

Occupational Standard: Hotel Operation Level II	
Unit Title	Clean Public Area, Guest Rooms, Bathrooms and Toilets
Unit Code	<u>CST HOP2 17 0912</u>
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required in cleaning public area, guest Rooms, Bathrooms and Toilets. It includes the cleaning of surfaces and floors, cleaning of furnishings and fixtures, making up beds and cots, cleaning of toilets and bathroom, sanitizing rooms and maintaining clean room environment.

Elements	Performance Criteria
1. Clean surfaces and floors	<p>1.1 Appropriate removal/cleaning equipment, supplies, materials, procedures and techniques are used in accordance with the soil, litter types and established procedures.</p> <p>1.2 All wastes are removed from surface based on the procedures.</p> <p>1.3 Suitable maintenance procedures are selected and applied based on the identified floor types and surface textures.</p> <p>1.4 Cleaning, polishing and sweeping are performed according to the standard operating procedures.</p> <p>1.5 Cleaning, polishing and sweeping equipment, supplies and materials are used following the safety procedures and manufacturer's specifications.</p> <p>1.6 Cleaning/polishing equipment is cleaned after use in accordance with the relevant safety procedures and manufacturer's instructions.</p> <p>1.7 All cleaning, polishing, sweeping materials and equipment are stored as per the standard operating procedures (SOPs).</p> <p>1.8 Routine maintenance is carried out as per the SOPs.</p>
2. Clean furnishing and fixtures	<p>2.1 Furnishings and fixtures are cleaned in accordance with the standard operating procedures.</p> <p>2.2 Furniture positioned based on comfort, convenience and room lay out.</p> <p>2.3 Equipment is cleaned after use in accordance with the relevant safety and manufacturer's instructions.</p> <p>2.4 All cleaning materials and equipment are stored following SOPs.</p> <p>2.5 Routine maintenance is carried out or arranged as per the standard operating procedures.</p>
3. Make up beds	3.1 Mattress is aired, freed from and vacuumed in accordance

and cots	<p>with the SOPs.</p> <p>3.2 Soiled linens and pillowcases are replaced in accordance with the SOPs.</p> <p>3.3 Linens are centered and mitered when replaced as per the SOPs.</p> <p>3.4 Beds and cots are made-up according to the prescribed procedure.</p>
4. Clean toilet and bathroom	<p>4.1 Ceilings and walls are cleaned in accordance with the standard operating procedures and techniques.</p> <p>4.2 Window edges and sills are wiped clean in accordance with the standard operating procedures.</p> <p>4.3 Bath tub, lavatory and toilet bowls are scrubbed and disinfected in accordance with the standard operating procedures and techniques.</p> <p>4.4 Accessories are washed and cleaned in accordance with the standard operating procedures and techniques.</p> <p>4.5 Bathroom supplies are replenished and defective accessories are replaced as per SOPs.</p> <p>4.6 Equipment is cleaned after use in accordance with the manufacturer's instruction.</p> <p>4.7 All cleaning materials and equipment are stored in a safe place as per the SOPs.</p> <p>4.8 Routine maintenance is carried out or arranged as per the standard operating procedures.</p>
5. Sanitize rooms	<p>5.1 Sanitizing agents are 100% accurately measured and mixed in accordance with the relevant safety regulations.</p> <p>5.2 Excess mixtures of sanitizing agents are disposed according to the environmental requirements.</p> <p>5.3 Rooms are sanitized in accordance with the standard operating procedures.</p> <p>5.4 Equipment is cleaned after use in accordance with the manufacturer's instructions.</p> <p>5.5 All cleaning materials and equipment are stored in a safe place as per the SOPs.</p> <p>5.6 Routine maintenance is carried out or arranged as per the standard operating procedures.</p>
6. Maintain clean room environment	<p>6.1 All equipment and cleaning paraphernalia are checked and maintained according to the manufacturer's instructions.</p> <p>6.2 All wastes are removed and disposed of in accordance with the employer's requirements.</p> <p>6.3 All movable furniture and fittings are shifted to allow access</p>

	to hidden dust/waste/dirt and as per the SOPs. 6.4 Rooms are checked regularly for orderliness/tidiness in accordance with the employer's requirements.
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Variable	Range
Cleaning equipment, supplies and materials	<ul style="list-style-type: none"> • Brooms • Mops • Brushes • Dusters / dusting and washing rags • Buckets • Hoses • Spotting agent dispensers • Wands • Sprayers • Pile lifter and auto sweeping • Air blowing • Vacuum cleaning • Scrubbing machines • Dry foam machine • Extraction machinery
Public area may includes:	<ul style="list-style-type: none"> • Restaurant • Bar • Premises • Lobbies • Conference room • Public toilet • Recreational areas • Offices
Waste (wet or dry)	<ul style="list-style-type: none"> • Dust • Paper • Food <ul style="list-style-type: none"> • Stones • Gravel
Ceiling	<ul style="list-style-type: none"> • Flat • Suspended • Hard
Sanitizing agents	<ul style="list-style-type: none"> • Solvent spray • Anti-static solution • Anti-static spray • Detergent
Sanitizing equipment, supplies and materials	<ul style="list-style-type: none"> • Ladders • Vacuum unit • Dust mop • Lint free clothing cloths • Mop head and bucket

	<ul style="list-style-type: none"> • Dust pan • Broom
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Evidence Guide	
Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • Cleaned surfaces and floors. • Cleaned furnishings and fixtures. • Made-up beds and cots. • Cleaned toilets and bathrooms. • Sanitized rooms. • Maintained clean room environment.
Underpinning knowledge and attitudes	<ul style="list-style-type: none"> • Procedures in Cleaning, Polishing, Disinfecting and Sanitizing Rooms (public area, guest Rooms, Bathrooms and Toilets) • Types and Characteristics of Floors • Method of Removing Suitable Dirt/Stain • Types/Uses/Functions of Cleaning Equipment, Supplies and Materials • Glass Types, including defects • Methods of Identifying Stains, Mud, Dirt and Grease • Stain Removal Techniques • Effects of Pre-Existing Conditions on Safe Work Practices • Procedures in Arranging Furniture • Types and Characteristics of Furniture and Furnishings • Procedures in Bed Making • Knowledge on Different Linen and Fabric • Procedures in Cleaning and Maintaining Room Furniture and Furnishings • Knowledge on Different Areas Where Dirt and Dust Can Easily Accumulate • Schedule of House Chores • Types of Ancillary Rooms • Types of Home Set-Up • Types of Living Room Appliances and Ornament
3Underpinning skills	<ul style="list-style-type: none"> • Cleaning and Maintaining rooms (living room, bedroom, bathroom, toilet and kitchen) • Handling and Disposing of Chemical • Reporting and Recording Information • Communicating with others • Minimizing Waste • Decanting Chemicals
Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> • Workplace or fully equipped location with necessary tools and equipment as well as consumable materials
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written exam • Observation / Demonstration

	<ul style="list-style-type: none"> • Portfolio
Context for Assessment	Competence may be assessed in the workplace or in simulated work

Occupational Standard: Hotel Operation Level II	
Unit Title	Develop Keyboard Skills
Unit Code	CST HOP2 18 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to develop basic keyboard skills using touch typing techniques.

Elements	Performance Criteria
1. Use safe work practices	<p>1.1 Adjust workspace, furniture and equipment to suit user ergonomic requirements</p> <p>1.2 Ensure work organization meets organizational and occupational health and safety (OHS) requirements for computer operation</p>
2. Identify and develop keyboard skills	<p>2.1 Identify and apply keyboard functions for both alpha and numeric keyboard functions</p> <p>2.2 Apply touch typing technique to complete a task</p> <p>2.3 Develop speed and accuracy in accordance with workplace requirements for level of responsibility</p>
3. Check accuracy	<p>3.1 Proofread document carefully to identify errors</p> <p>3.2 Amend document, correct errors and complete a final accuracy check</p>

Variable	Range
Ergonomic requirements may include:	<ul style="list-style-type: none"> • avoiding radiation from computer screens • chair height, seat and back adjustment • document holder • footrest • keyboard and mouse position • lighting • noise minimisation • posture • screen position • workstation height and layout
Work organization may include:	<ul style="list-style-type: none"> • exercise breaks • mix of repetitive and other activities • rest periods • visual display unit (VDU) eye testing
Touch typing technique may vary according to:	<ul style="list-style-type: none"> • level of competency of operator • workplace requirements

Speed and accuracy must be:	<ul style="list-style-type: none"> • consistent with degree of experience of operator • relevant to level of responsibility
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Evidence Guide	
Critical aspects of Competence	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • applying touch typing technique to enter alphanumeric characters • safely using keyboard
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as OHS • Organizational benchmarks for keyboarding.
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communication skills to identify lines of communication, to request advice, to effectively question, to follow instructions and to receive feedback • literacy skills to identify work requirements, to comprehend basic workplace documents, and to produce and proofread simple documents • problem-solving skills to solve routine problems in the workplace, while under direct supervision • technology skills to use equipment safely while under direction, and to use basic keyboard, touch typing and mouse skills to produce simple documents
Resources Implication	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to an actual workplace or simulated environment • access to office equipment and resources • access to examples of workplace documentation
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • demonstration of techniques • oral or written questioning to assess knowledge of keyboard operations and functions • review of completed documents
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Hotel Operation Level II	
Unit Title	Produce Simple Word Processed Documents
Unit Code	CST HOP2 19 0912
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to correctly operate word processing applications in the production of workplace documents.

Elements	Performance Criteria
1. Prepare to produce documents	<p>1.1 Use safe work practices to ensure ergonomic, work organization, energy and resource conservation requirements are addressed</p> <p>1.2 Identify document purpose, audience and presentation requirements, and clarify with relevant personnel as required</p> <p>1.3 Identify organizational and task requirements for document layout and design</p>
2. Produce documents	<p>2.1 Format document using appropriate software functions to adjust page layout to meet information requirements, in accordance with organizational style and presentation requirements</p> <p>2.2 Use system features to identify and manipulate screen display options and controls</p> <p>2.3 Use manuals, user documentation and online help to overcome problems with document presentation and production</p>
3. Finalise documents	<p>3.1 Ensure final document is previewed, checked, adjusted and printed in accordance with organizational and task requirements</p> <p>3.2 Ensure document is prepared within designated time lines and organizational requirements</p> <p>3.3 Name and store document in accordance with organizational requirements and exit application without information loss/damage</p>

Variable	Range
Ergonomic requirements may include:	<ul style="list-style-type: none"> • avoiding radiation from computer screens • chair height, seat and back adjustment • document holder • footrest • keyboard and mouse position • lighting • noise minimisation

	<ul style="list-style-type: none"> • posture • screen position • workstation height and layout
Work organization requirements may include:	<ul style="list-style-type: none"> • exercise breaks • mix of repetitive and other activities • rest periods
Conservation requirements may include:	<ul style="list-style-type: none"> • disposing of non-confidential waste paper in recycling bins • double-sided paper use • re-using paper for rough drafts (observing confidentiality requirements) • utilising power-save options for equipment
Documents may include:	<ul style="list-style-type: none"> • agendas • briefing papers • envelopes • faxes • labels • letters • mail merges • memos • minutes • short reports • simple one-page flyers • standard form letters
Organizational requirements may include:	<ul style="list-style-type: none"> • company colour scheme • company logo • consistent corporate image • content restrictions • established guidelines and procedures for document production • house styles • observing copyright legislation • organization name, time, date, document title, filename etc. in header/footer • templates
Formatting may include:	<ul style="list-style-type: none"> • alignment on page • columns • company logo/letterhead • enhancements to format - borders, patterns and colours • enhancements to text - colour, size, orientation • headers/footers • margins • page orientation
Software functions may include:	<ul style="list-style-type: none"> • default settings • document protection • grammar check • headers/footers

	<ul style="list-style-type: none"> • indent • line spacing • page numbers • page set up • paragraph formatting • spell check • tabs • text formatting
Screen display options and controls may include:	<ul style="list-style-type: none"> • layout view • maximize/minimise • normal view • page view • print preview • ruler • toolbars • zoom percentage
Checking may include:	<ul style="list-style-type: none"> • accuracy of information • consistency of layout • ensuring instructions with regard to content and format have been followed • grammar • proofreading • spelling, electronically and manually
Printing may include:	<ul style="list-style-type: none"> • basic print settings • multiple copies • odd or even pages • print preview • printer setup • specified pages • whole document
Designated time lines may include:	<ul style="list-style-type: none"> • organizational time line e.g. deadline requirements • time line agreed with internal/external client • time line agreed with supervisor/person requiring document/s
Naming and storing documents may include:	<ul style="list-style-type: none"> • appropriate file type • authorized access • file names according to organizational procedure e.g. numbers rather than names • file names which are easily identifiable in relation to the content • file/directory names which identify the operator, author, section, date etc • filing locations • organizational policy for backing up files • organizational policy for filing hard copies of documents • security • storage in folders/sub-folders • storage on hard/floppy disk drives, CD-ROM, tape back-up

Evidence Guide	
Critical aspects of Competence	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • knowledge of simple word processing functions, standard document layout and design principles • production of a minimum of three simple, word processed documents
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • formatting styles and their effect on formatting, readability and appearance of documents • purpose, use and function of word processing software • organizational requirements for ergonomics, work periods and breaks, and conservation techniques • organizational style guide
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communication skills to clarify document requirements • editing and proofreading skills to check own work for accuracy • keyboarding skills to enter text and numerical data • literacy skills to read and understand organization 's procedures, and to use basic models to produce a range of correspondence • problem-solving skills to solve routine problems
Resources Implication	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to an actual workplace or simulated environment • access to office equipment and resources • access to examples of word processed documents and style guides
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of formatted document • review of final document • demonstration of techniques • oral or written questioning to assess knowledge of word processing software functions
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Hotel Operation Level II	
Unit Title	Maintain a Hard Floor Surface
Unit Code	CST HOP2 20 0912
Unit Descriptor	This unit of competency covers the skills and knowledge required for cleaning a hard floor surface. The unit applies to both manual and mechanical methods of cleaning a hard floor surface. It requires the ability to assess the extent of the cleaning task through understanding client requirements and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently

Elements	Performance Criteria
1. Assess area to be cleaned	<p>1.1 Assess area to be cleaned and review work order in accordance with company requirements and clarify any issues with appropriate person(s)</p> <p>1.2 Identify hazards and control risks in the work site in accordance with legislative, occupational health and safety (OHS) and company requirements</p> <p>1.3 Identify type and condition of surface on the <i>hard floor</i> through observation in accordance with work order and company requirements</p> <p>1.4 Identify <i>soil</i> type through observation in accordance with work order and company requirements</p> <p>1.5 Determine the size and usage pattern of the work site to ensure safety of personnel and efficient use of equipment and chemicals</p> <p>1.6 Identify and report any pre-existing damage to the appropriate person(s) in accordance with company requirements</p>
2. Select equipment and chemicals	<p>2.1 Select and use suitable personal protective equipment (PPE) in accordance with manufacturers' specifications, OHS and company requirements</p> <p>2.2 Select equipment and chemicals appropriate for the work order in accordance with OHS and company requirements</p> <p>2.3 Check operational effectiveness of equipment in accordance with manufacturers' specifications and company requirements</p>
3. Prepare work site	<p>3.1 Confirm and reassess hazards in the work site and control risks in accordance with legislative, OHS and company requirements</p> <p>3.2 Remove furniture and fittings that impede the cleaning</p>

	<p>operation in accordance with work order and OHS and company requirements</p> <p>3.3 Install appropriate signage and barriers to maximize public safety during the cleaning operation in accordance with work order and OHS and company requirements</p> <p>3.4 Identify any work restrictions affecting the completion of the work order and advise promptly the appropriate person(s)</p>
4. Clean work site	<p>4.1 Clean hard floor using appropriate equipment, PPE, chemicals and cleaning technique(s) in accordance with manufacturers' specifications and legislative, OHS and company requirements</p> <p>4.2 Conduct all work in accordance with manufacturers' specifications and legislative, OHS and company requirements</p>
5. Tidy work site	<p>5.1 Dispose of all collected soil and waste in accordance with client specifications, work order, manufacturers' specifications and environmental, legislative, OHS and company requirements</p> <p>5.2 Replace all furniture and fittings in accordance with client requests, work order and OHS requirements</p> <p>5.3 Remove signage and barriers in accordance with work order and OHS and company requirements</p>
6. Clean, safety-check and store equipment and chemicals	<p>6.1 Clean equipment and PPE in accordance with manufacturers' specifications and environmental, OHS and company requirements</p> <p>6.2 Safety-check equipment and PPE in accordance with manufacturers' specifications and OHS requirements and record any required maintenance in accordance with company requirements</p> <p>6.3 Store and maintain equipment and PPE to allow ready access in accordance with manufacturers' specifications and OHS and company requirements</p> <p>6.4 Store chemicals in accordance with manufacturers' specifications and OHS and company requirements</p>

Evidence Guide	
Critical aspects of competency	<ul style="list-style-type: none"> • Accurate identification of the type and condition of the hard floor surface. • Compliance with company and legislative/regulatory requirements. • Outcomes achieved in relation to customer work order and company requirements.

	<ul style="list-style-type: none"> • Safe and efficient cleaning methods. • Selection of appropriate cleaning equipment and chemicals.
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Types of hard floor surfaces and characteristic finishes. • Knowledge of the range of cleaning equipment and chemicals. • Awareness of applicable legislation, regulations, codes of practice and industry advisory standards. • Awareness of OHS legislation and procedures. • Company management structure and reporting procedures. • Company procedures and practices. • Emergency response and evacuation procedures. • Injury, dangerous occurrence and incident reporting. • Knowledge of biological and viral control procedures. • Routes of entry and potential symptoms of exposure from chemicals
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • sweeping • mopping • buffing • using floor squeegee and deck scrubber • applying correct manual handling techniques • communicating clearly and concisely using written and verbal modes • customer service • handling and disposal of contaminated and toxic waste • handling and disposal of chemicals safely • performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels • planning and organising work • problem solving • reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels • requesting advice or further information • seeking and receiving feedback • sourcing, organising and recording information • working on an individual basis or as part of a team
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Hotel Operation Level II	
Unit Title	Work in Team Environment
Unit Code	CST HOP2 21 0912
Unit Descriptor	This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

Elements	Performance Criteria
1. Describe team role and scope	<p>1.1 The role and objective of the team is identified from available sources of information.</p> <p>1.2 Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources.</p>
2. Identify own role and responsibility within team	<p>2.1 Individual role and responsibilities within the team environment are identified.</p> <p>2.2 Roles and responsibility of other team members are identified and recognized.</p> <p>2.3 Reporting relationships within team and external to team are identified.</p>
3. Work as a team member	<p>3.1 Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives.</p> <p>3.2 Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and workplace context.</p> <p>3.3 Observed protocols in reporting using standard operating procedures.</p> <p>3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.</p>

Variable	Range
Role and objective of team	<ul style="list-style-type: none"> • Work activities in a team environment with enterprise or specific sector • Limited discretion, initiative and judgment maybe demonstrated on the job, either individually or in a team environment
Sources of information	<ul style="list-style-type: none"> • Standard operating and/or other workplace procedures • Job procedures • Machine/equipment manufacturer's specifications and instructions

	<ul style="list-style-type: none"> Organizational or external personnel Client/supplier instructions Quality standards OHS and environmental standards
Workplace context	<ul style="list-style-type: none"> Work procedures and practices Conditions of work environments Legislation and industrial agreements Standard work practice including the storage, safe handling and disposal of chemicals Safety, environmental, housekeeping and quality guidelines

Evidence Guide	
Critical aspects of competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> Operated in a team to complete workplace activity Worked effectively with others Conveyed information in written or oral form Selected and used appropriate workplace language Followed designated work plan for the job Reported outcomes
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> Communication process Team structure Team roles Group planning and decision making
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> Communicate appropriately, consistent with the culture of the workplace
Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> Access to relevant workplace or appropriately simulated environment where assessment can take place
Assessment Methods	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> interview/ written exam observation/demonstration
Context for Assessment	<p>Competence may be assessed in workplace or in a simulated workplace setting</p>

Occupational Standard: Hotel Operation Level II	
Unit Title	Participate in Workplace Communication
Unit Code	CST HOP2 22 0912
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

Elements	Performance Criteria
1. Obtain and convey workplace information	<p>1.1 Specific and relevant information is accessed from appropriate sources</p> <p>1.2 Effective questioning , active listening and speaking skills are used to gather and convey information</p> <p>1.3 Appropriate medium is used to transfer information and ideas</p> <p>1.4 Appropriate non- verbal communication is used</p> <p>1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed</p> <p>1.6 Defined workplace procedures for the location and storage of information are used</p> <p>1.7 Personal interaction is carried out clearly and concisely</p>
2. Participate in workplace meetings and discussions	<p>2.1 Team meetings are attended on time</p> <p>2.2 Own opinions are clearly expressed and those of others are listened to without interruption</p> <p>2.3 Meeting inputs are consistent with the meeting purpose and established protocols</p> <p>2.4 Workplace interactions are conducted in a courteous manner</p> <p>2.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to.</p> <p>2.6 Meetings outcomes are interpreted and implemented</p>
3. Complete relevant work related documents	<p>3.1 Range of forms relating to conditions of employment are completed accurately and legibly</p> <p>3.2 Workplace data is recorded on standard workplace forms and documents</p> <p>3.3 Basic mathematical processes are used for routine calculations</p> <p>3.4 Errors in recording information on forms/ documents are identified and properly acted upon</p>

	3.5 Reporting requirements to supervisor are completed according to organizational guidelines
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Variable	Range
Appropriate sources	<ul style="list-style-type: none"> • Team members • Suppliers • Trade personnel • Local government • Industry bodies
Medium	<ul style="list-style-type: none"> • Memorandum • Circular • Notice • Information discussion • Follow-up or verbal instructions • Face to face communication
Storage	<ul style="list-style-type: none"> • Manual filing system • Computer-based filing system
Forms	<ul style="list-style-type: none"> • Personnel forms, safety reports
Workplace interactions	<ul style="list-style-type: none"> • Face to face • Telephone • Electronic and two way radio • Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
Protocols	<ul style="list-style-type: none"> • Observing meeting • Compliance with meeting decisions • Obeying meeting instructions

Evidence Guide	
Critical Aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> • Prepared written communication following standard format of the organization • Accessed information using communication equipment • Made use of relevant terms as an aid to transfer information effectively • Conveyed information effectively adopting the formal or informal communication
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Effective communication • Different modes of communication • Written communication • Organizational policies • Communication procedures and systems • Technology relevant to the enterprise and the individual's work responsibilities
Underpinning Skills	Demonstrates skills to:

	<ul style="list-style-type: none"> • Follow simple spoken language • Perform routine workplace duties following simple written notices • Participate in workplace meetings and discussions • Complete work related documents • Estimate, calculate and record routine workplace measures • Basic mathematical processes of addition, subtraction, division and multiplication • Ability to relate to people of social range in the workplace • Gather and provide information in response to workplace Requirements
Resource Implications	<ul style="list-style-type: none"> • Fax machine • Telephone • Writing materials • Internet
Methods of Assessment	<ul style="list-style-type: none"> • Direct Observation • Oral interview and written test
Context of Assessment	<ul style="list-style-type: none"> • Competence may be assessed individually in the actual workplace or through accredited institution

Occupational Standard: Hotel Operation Level II	
Unit Title	Develop Business Practice
Unit Code	CST HOP2 23 0912
Unit Descriptor	This unit specifies the outcomes required to establish a business operation from a planned concept. It includes researching the feasibility of establishing a business operation, planning the setting up of the business, implementing the plan and reviewing operations once commenced

Elements	Performance Criteria
1. Identify business opportunity	<p>1.1 Business opportunities are investigated and identified</p> <p>1.2 Feasibility study is undertaken to determine likely business viability</p> <p>1.3 Market research on product or service is undertaken</p> <p>1.4 Assistance with feasibility study of specialist and relevant parties is sought as required</p> <p>1.5 Impact of emerging or changing technology including e-commerce, on business operations are evaluated</p> <p>1.6 Practicability of business opportunity assessed in line with perceived risks, returns sought and resources available</p> <p>1.7 Business plan for operation is completed</p>
2. Identify personal business skills	<p>2.1 Financial and business skills available are identified and taken into account when business opportunities are researched</p> <p>2.2 Personal skills/attributes are assessed and matched against those perceived as necessary for a particular business opportunity</p> <p>2.3 Business risks are identified and assessed according to resources available and personal preferences</p>
3. Plan for establishment of business operation	<p>3.1 Business structure and operations are determined and documented</p> <p>3.2 Procedures to guide operations are developed and documented</p> <p>3.3 Financial backing for business operation is secured</p> <p>3.4 Business legal and regulatory requirements are identified and complied</p> <p>3.5 Human and physical resources required to commence business operation are determined</p> <p>3.6 Recruitment strategies are developed and implemented</p>
4. Implement	<p>4.1 Marketing of business operation is undertaken</p>

establishment plan	<p>4.2 Physical and human resources to implement business operation are obtained</p> <p>4.3 Operational unit to support and coordinate business operation is established</p> <p>4.4 Monitoring process for managing operation is developed and implemented</p> <p>4.5 Legal documents are carefully maintained and relevant records are kept and updated to ensure validity and accessibility</p> <p>4.6 Contractual procurement rights for goods and services including contracts with relevant people, negotiated and secured as required in accordance with the business plan</p> <p>4.7 Options for leasing/ownership of business premises identified and contractual arrangements completed in accordance with the business plan</p>
5. Review implementation process	<p>5.1 Review process for implementation of business operation is developed and implemented</p> <p>5.2 Improvements in business operation and associated management process are identified</p> <p>5.3 Identified improvements are implemented and monitored for effectiveness</p> <p>5.4 Necessary documentation are completed and records organized and kept securely.</p>

Variable	Range
Business opportunities maybe influenced by:	<ul style="list-style-type: none"> • expected financial viability • skills of operator • amount and types of finance available • returns expected or required by owners • likely return on investment • finance required • lifestyle issues
Business viability may include:	<ul style="list-style-type: none"> • opportunities available • market competition • timing/ cyclical considerations • skills available • resources available • location and/ or premises available • risk related to a particular business opportunity, especially • in regard to Occupational Health and Safety and • environmental considerations
Specialist and relevant parties	<ul style="list-style-type: none"> • Chamber of commerce • Financial planners and financial institution representatives,

	business planning specialists and marketing specialists <ul style="list-style-type: none"> • accountants • lawyers and providers of legal advice • government agencies • industry/trade associations • online gateways • business brokers/business consultants
Human and physical resources may include:	<ul style="list-style-type: none"> • software and hardware • office premises • communications equipment • specialist services through outsourcing, contracting and consultancy • staff • vehicles
Personal skills/attributes may include:	<ul style="list-style-type: none"> • technical and/ or specialist skills • business knowledge and skills • entrepreneurship • willingness to take risks
Business risks may be affected by and may include but are not restricted to:	<ul style="list-style-type: none"> • occupational health and safety and environmental considerations • relevant legislative requirements • security of investment • market competition • security of premises/ location • supply and demand • resources available
Resources may include:	<ul style="list-style-type: none"> • staff • money • time • equipment • space
Operational unit refers to:	<ul style="list-style-type: none"> • office location staffed with required personnel and equipped to service and support business • home-based site or other location such as leased or owned property
Legal documents may include:	<ul style="list-style-type: none"> • partnership agreements, constitution documents, statutory books for companies (Register of Members, Register of Directors and Minute Books), Certificate of Incorporation, Franchise Agreements and financial documentation, appropriate software for financial records • recordkeeping including personnel, financial, taxation, OHS and environmental
Contracts with relevant people may include:	<ul style="list-style-type: none"> • owners, suppliers, employees, landlords, agents, distributors, customers or any person with whom the business has, or seeks to have, a performance-based relationship

Evidence Guide	
Critical Aspects of Competence	<p>A person must be able to provide evidence:</p> <ul style="list-style-type: none"> • that a business operation has been planned and implemented from initial research into feasibility of the business and completion of the plan, through to implementing the plan and commencing operations • the ability to evaluate the results of research and assess the likely viability and practicability of a business opportunity, taking into account the current business/market climate and resources available
Underpinning Knowledge and Attitudes	<ul style="list-style-type: none"> • Federal and regional government legislative requirements affecting business operations, especially in regard to occupational health and safety (OHS), equal employment opportunity (EEO), industrial relations and anti-discrimination • Technical or specialist skills relevant to the business operation • Financing options • Business systems and operations • Relevant marketing, management, sales and financial concepts • Methods for researching business opportunities • Principles of risk management relevant to the business • Methods of identifying relevant specialist services to complement the business • Forms and administrative systems • Services available and charges • Planning and control systems (sales, • Advertising and promotion, distribution and logistics • Financial recording systems • Legal rights and responsibilities • Record keeping duties • Operational factors relating to the business (provision of professional services, products)
Underpinning Skills	<ul style="list-style-type: none"> • Literacy skills to interpret legal requirements, company policies and procedures and immediate, day-to-day demands • Marketing skills • Business planning skills • Entrepreneurial skills • Problem-solving skills • OHS skills • Time management skills • Belief in services and products offered by the business • Communication skills including questioning, clarifying, reporting, and giving and receiving constructive feedback • Technical and analytical skills to interpret business documents, reports and financial statements and projections • Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

	<ul style="list-style-type: none"> • Problem solving skills to develop contingency plans • Using computers and software packages to record and manage data and to produce reports • Literacy skills to enable interpretation of business information, numeracy skills for data analysis to aid research • Research skills to identify a business opportunity and to conduct a feasibility study • Analytical skills to assess personal attributes and to identify business risks • Observation skills for identifying appropriate people, resources and to monitor work
Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> • Access to relevant workplace documentation, financial records, and equipment
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written exam • Observation/Demonstration with Oral questioning
Context for Assessment	<p>Competence may be assessed in the workplace or in a simulated work environment</p>

Occupational Standard: Hotel Operation Level II	
Unit Title	Apply Continuous Improvement Processes (Kaizen)
Unit Code	CST HOP2 24 1012
Unit Descriptor	This unit of competence covers the exercise of good workplace practice and effective participation in quality improvement teams. Personnel are required to ensure the quality and integrity of their own work, detect non-conformances and work with others to suggest improvements in productivity and quality.

Elements	Performance Criteria
1. Satisfy quality system requirements in daily work	1.1 Access information on quality system requirements for own job function 1.2 Record and report quality control data in accordance with quality system 1.3 Follow quality control procedures to ensure products, or data, are of a defined quality as an aid to acceptance or rejection 1.4 Recognize and report non-conformances or problems 1.5 Conduct work in accordance with sustainable energy work practices 1.6 Promote sustainable energy principles and work practices to other workers
2. Analyze opportunities for corrective and/or optimization action	2.1 Compare current work practices, procedures and process or equipment performance with requirements and/or historical data or records 2.2 Recognize variances that indicate abnormal or sub-optimal performance 2.3 Collect and/or evaluate batch and/or historical records to determine possible causes for sub-optimal performance 2.4 Use appropriate quality improvement techniques to rank the probabilities of possible causes
3. Recommend corrective and/or optimization actions	3.1 Analyze causes to predict likely impacts of changes and decide on the appropriate actions 3.2 Identify required changes to standards and procedures and training 3.3 Report recommendations to designated personnel
4. Participate in the implementation	4.1 Implement approved actions and monitor performance following changes to evaluate results

of recommended actions	<p>4.2 Implement changes to systems and procedures to eliminate possible causes</p> <p>4.3 Document outcomes of actions and communicate them to relevant personnel</p>
5. Participate in the development of continuous improvement strategies	<p>5.1 Review all relevant features of work practice to identify possible contributing factors leading to sub-optimal performance</p> <p>5.2 Identify options for removing or controlling the risk of sub-optimal performance</p> <p>5.3 Assess the adequacy of current controls, quality methods and systems</p> <p>5.4 Identify opportunities to continuously improve performance</p> <p>5.5 Develop recommendations for continual improvements of work practices, methods, procedures and equipment effectiveness</p> <p>5.6 Consult with appropriate personnel to refine recommendations before implementation of approved improvement strategies</p> <p>5.7 Document outcomes of strategies and communicate them to relevant personnel</p>

Variable	Range
Quality control procedures	<p>Quality control procedures may include:</p> <ul style="list-style-type: none"> • standards imposed by regulatory and licensing bodies • enterprise quality procedures • working to a customer brief or batch card and associated quality procedures • checklists to monitor job progress against agreed time, costs and quality standards • preparation of sampling plans • the use of hold points to evaluate conformance • the use of inspection and test plans to check compliance
Methods for statistical analysis	<p>Methods for statistical analysis may include:</p> <ul style="list-style-type: none"> • means • median • mode • ranges • standard deviations • statistical sampling procedures

Problem solving techniques	<p>Problem solving techniques may include:</p> <ul style="list-style-type: none"> • identifying inputs and outputs • sequencing a process • identifying and rectifying a problem step • root cause analysis • implementing preventative strategies
Quality improvement tools and techniques	<p>Quality improvement tools and techniques may include:</p> <ul style="list-style-type: none"> • run charts, control charts, histograms and scattergrams to present routine quality control data • plan, do, check, act (PDCA) • Ishikawa fishbone diagrams and cause and effect diagrams • logic tree • similarity/difference analysis • Pareto charts and analysis • force field/strength weakness opportunities threats (SWOT) analysis
Sustainable energy principles and work practices	<p>Sustainable energy principles and work practices may include:</p> <ul style="list-style-type: none"> • examining work practices that use excessive electricity • switching off equipment when not in use • regularly cleaning filters • insulating rooms and buildings to reduce energy use • recycling and reusing materials wherever practicable • minimizing process waste
Relevant personnel	<p>Communication to relevant personnel may involve:</p> <ul style="list-style-type: none"> • supervisors, managers and quality managers • administrative, laboratory and production personnel • internal/external contractors, customers and suppliers
Reporting	<p>Reporting may include:</p> <ul style="list-style-type: none"> • verbal responses • data entry into laboratory or enterprise database • brief written reports using enterprise proformas
Quality improvement opportunities	<p>Quality improvement opportunities could include improved:</p> <ul style="list-style-type: none"> • production processes • hygiene and sanitation procedures • reductions in waste and re-work • laboratory layout and work flow • safety procedures • communication with customers • methods for sampling, testing and recording data
Occupational health and safety (OHS) and environmental management	<p>OHS and environmental management requirements:</p> <ul style="list-style-type: none"> • all operations must comply with enterprise OHS and environmental management requirements, which may be

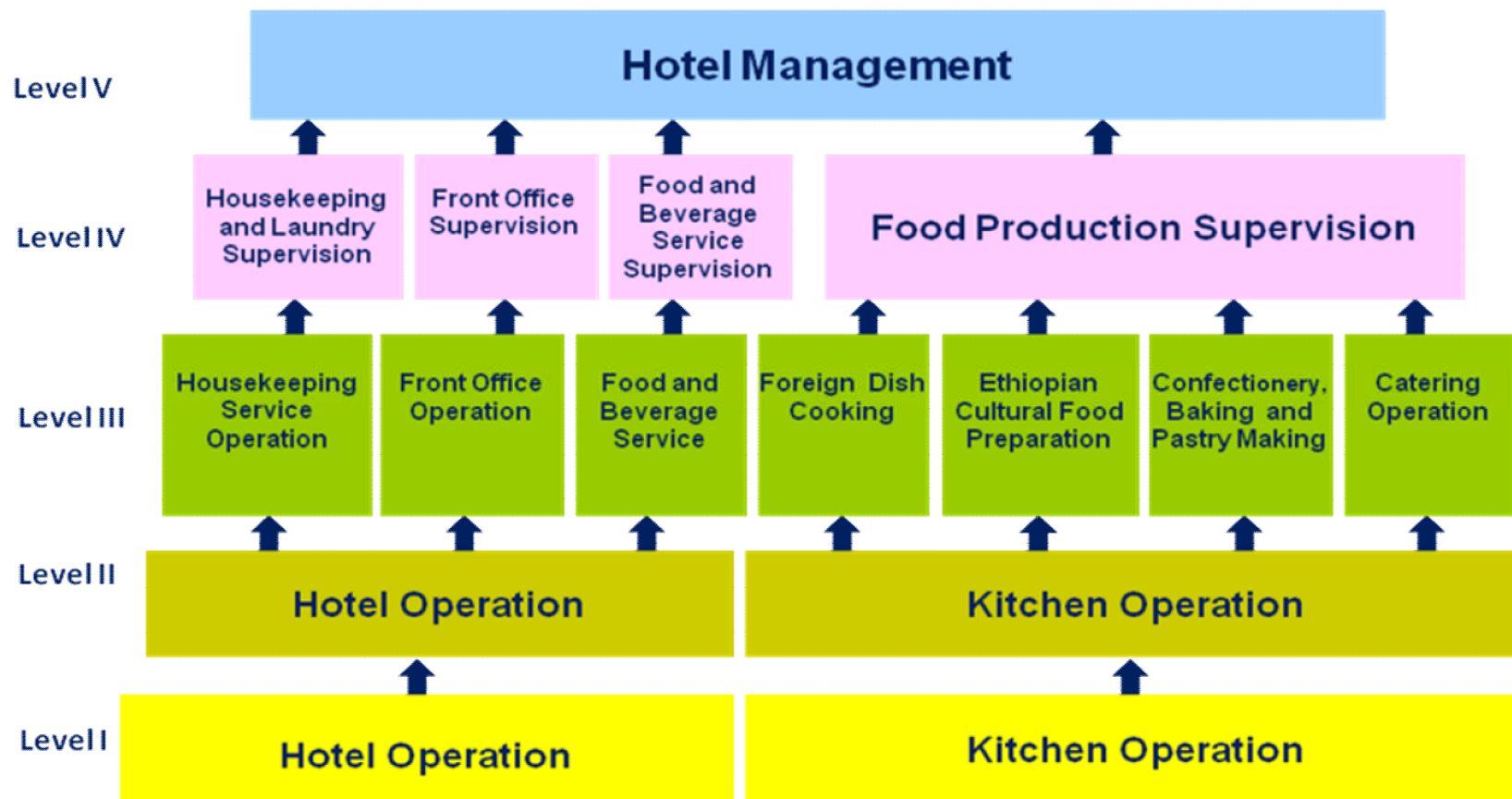
requirements	<p>imposed through regional or federal legislation - these requirements must not be compromised at any time</p> <ul style="list-style-type: none"> • all operations assume the potentially hazardous nature of samples and require standard precautions to be applied • where relevant, users should access and apply current industry understanding of infection control issued by the Ministry of Health
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Evidence Guide	
Critical Aspects of Competence	<p>Assessors should ensure that candidates can:</p> <ul style="list-style-type: none"> • use the enterprise's quality systems and business goals as a basis for decision making and action • apply all relevant procedures and regulatory requirements to ensure the quality and integrity of the products/services or data provided • apply and promote sustainable energy principles and work practices • detect non-conforming products or services in the work area • follow enterprise procedures for documenting and reporting information about quality • contribute effectively within a team to recognize and recommend improvements in productivity and quality • apply effective problem solving strategies • implement and monitor improved practices and procedures
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • specifications for laboratory products and services in the candidate's work area • quality requirements associated with the individual's job function and/or work area • scientific and technical knowledge underpinning the processes, procedures, equipment and instrumentation associated with the candidate's work tasks and duties • workplace procedures associated with the candidate's regular technical duties • sustainable energy principles • relevant health, safety and environment requirements • layout of the enterprise, divisions and laboratory • organizational structure of the enterprise • lines of communication • role of laboratory services to the enterprise and customers • methods of making/recommending improvements • Standards, procedures and/or enterprise requirements

Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • applying problem solving techniques and strategies • applying statistical analysis and statistical sampling procedures • detecting non-conforming products or services in the work area • documenting and reporting information about quality • contributing effectively within a team to recognize and recommend improvements in productivity and quality • implementing and monitoring improved practices and procedures • organizing, prioritizing activities and items • reading and interpreting documents describing procedures • recording activities and results against templates and other prescribed formats • working with others
Resources Implication	<p>Access may be required to:</p> <ul style="list-style-type: none"> • workplace procedures and plans relevant to work area • specifications and documentation relating to planned, currently being implemented, or implemented changes to work processes and procedures relevant to the candidate • documentation and information in relation to production, waste, overheads and hazard control/management • reports from supervisors/managers • case studies and scenarios to assess responses to contingencies • enterprise quality manual and procedures • quality control data/records • customer complaints and rectifications
Methods of Assessment	<p>Competence in this unit may be assessed by using a combination of the following to generate evidence:</p> <ul style="list-style-type: none"> • demonstration in the workplace • suitable simulation • case studies/scenarios (particularly for assessment of contingencies, improvement scenarios, and so on) • verified reports of improvements suggested and implemented by the candidate individually <p>Those aspects of competence dealing with improvement processes could be assessed by the use of suitable simulations and/or a pilot plant and/or a range of case studies and scenarios.</p> <p>In all cases, practical assessment should be supported by questions to assess essential knowledge and those aspects of competence which are difficult to assess directly.</p>

Context of Assessment	Competence may be assessed in the work place or in a simulated workplace setting / environment.
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Sector: Culture, Sports and Tourism
Sub-Sector: Hotel and Hospitality



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This occupational standard was developed in September 2012 at Addis Ababa, Ethiopia.

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