



Course outline

SIT30616 Certificate III in Hospitality

*SIT50416 Diploma of Hospitality
Management*



UNIT	ELEMENT	PERFORMANCE CRITERIA
SITHIND002 Source and use information on the hospitality industry	Source and use relevant industry information.	Identify sources of information on the structure and operation of the hospitality industry. Access specific information of relevance to the hospitality industry to assist operational duties. Obtain information on features of current and in trend hospitality products and services relevant to job role. Use knowledge of the hospitality industry and its products and services to enhance the quality of work performance.
	Source and use compliance information in daily activities.	Obtain information on laws specifically relevant to the hospitality industry and work compliantly. Seek information on industry quality assurance schemes. Access information on career planning and equal employment opportunity law. Conduct day to day hospitality activities according to ethical industry practices.
	Source and use information on hospitality technology.	Source and access information on current and emerging technologies that impact on operational duties. Use information on technology to suggest new and improved workplace practices. Use current and emerging technology in day to day work activities.
	Update personal and organisational knowledge of the hospitality industry.	Identify and use a range of opportunities to update knowledge of the hospitality industry. Monitor current issues and trends for the industry. Share updated information with colleagues.
SITHIND004 Work effectively in hospitality service	Prepare for service.	Plan and organise tasks from organisational information. Liaise with team members to confirm and inform others of service requirements. Develop work schedules taking into consideration roles and responsibilities of other team members. Prepare work area, equipment and supplies according to procedures to meet service requirements.
	Provide service.	Provide quality customer service, using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery. Offer information to customers on products and services. Assist customer choices that meet individual needs, special requests or cultural requirements. Proactively promote, upsell and cross sell products and services according to organisational procedures. Resolve complaints according to individual empowerment and use appropriate communication techniques to deal with conflict.
	Complete operational tasks.	Follow work schedules and work cooperatively as part of the team to maximise efficiency. Follow workplace safety and hygiene procedures. Maintain the cleanliness and tidiness of work areas. Use organisational procedures and technology for operational tasks. Identify and anticipate operational problems and take action to minimise the effect on customer satisfaction.
	Complete end of shift duties.	Follow end of shift procedures. Complete administration and reporting requirements. Participate in debriefing and handover sessions with colleagues and suggest service improvements.
SITXCCS006 Provide service to customers	Communicate with internal and external customers.	Communicate with customers in a polite, professional and friendly manner within designated response times. Use appropriate language and tone in both written and spoken communication. Use appropriate non-verbal communication. Observe and respond to non-verbal communication of customers. Use active listening and questioning to facilitate effective two way communication. Select a medium of communication appropriate for the audience and situation.
	Deliver service according to defined standards.	Practise high standards of personal presentation and hygiene according to organisational requirements. Follow organisational customer service policies and procedures. Adhere to professional standards expected of service industry personnel.
	Provide service to customers.	Establish rapport with the customer to promote goodwill and trust during service delivery. Identify customer needs and expectations, including customers with special needs. Promptly meet all reasonable customer needs and requests. Identify and anticipate operational problems and take action to minimise the effect on customer satisfaction. Recognise and act upon opportunities to deliver additional levels of service beyond the customer's immediate request.
	Respond to customer complaints.	Proactively recognise customer dissatisfaction and take swift action to avoid escalation to a complaint. Respond to customer complaints positively, sensitively and politely. Seek solutions by consulting the customer. Resolve complaints according to individual empowerment and organisational policy. Refer complex service issues to a higher level staff member for action. Maintain a positive and cooperative manner at all times.
	Provide internal feedback on customer service practices.	Provide ongoing internal feedback on service practices, policies and procedures, and suggest improvements Identify individual and recurring complaints and provide internal feedback to avoid future occurrence.

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SITXCOM002 Show social and cultural sensitivity	Communicate with customers and colleagues from diverse backgrounds.	Value and respect customers and colleagues from different social and cultural groups and treat them with respect and sensitivity. Consider social and cultural differences in all verbal and non-verbal communication. Respond to others in a non-discriminatory way. Make attempts to overcome language barriers. Obtain assistance with communication.
	Address cross cultural misunderstandings.	Identify issues that may cause conflict or misunderstanding in the workplace. Address difficulties and seek assistance from others. Consider social and cultural differences when difficulties or misunderstandings occur. Make efforts to resolve misunderstandings, taking account of social and cultural considerations. Refer problems and unresolved issues to the appropriate supervisor or manager for follow-up.
SITXHRM001 Coach others in job skills	Prepare for on the job coaching.	Identify the need for coaching based on a range of factors. Identify specific coaching needs through discussion with colleague and organise coaching sessions.
	Coach colleagues on the job.	Explain the overall purpose of coaching to colleague. Explain and demonstrate the specific skills. Communicate required knowledge and check colleague understanding. Advise organisational procedures for completing workplace tasks. Provide colleague with opportunity to practise the skill and ask questions. Provide feedback in a constructive and supportive manner.
	Follow up coaching.	Monitor progress of new workplace skills and provide supportive assistance. Report progress to the appropriate person. Identify performance problems or difficulties with the coaching and rectify or refer to the appropriate person for follow up.
SITXWHS001 Participate in safe work practices	Work safely.	Follow organisational health and safety procedures. Incorporate safe work practices into all workplace activities. Follow safety directions of supervisors, managers and workplace safety warning signs. Use personal protective equipment and clothing. Promptly report unsafe work practices, issues and breaches of health, safety and security procedures. Identify and remove hazards from immediate workplace area and report all workplace hazards as they arise.
	Follow procedures for emergency situations.	Recognise emergency and potential emergency situations. Follow organisational security and emergency procedures. Seek assistance from colleagues or authorities. Complete emergency incident reports accurately, following organisational procedures.
	Participate in organisational work health and safety practices.	Participate in work health and safety management practices developed by the organisation to ensure a safe workplace. Actively participate in the work health and safety consultation processes. Report work health and safety issues and concerns as they arise.
SITHIND001 Use hygienic practices for hospitality service	Maintain personal hygiene.	Develop a routine of personal hygiene practices in preparation for work. Check and adjust personal cleanliness during service periods to maintain health of self and others. Check cleanliness of uniform, dress or personal protective items for contamination during service periods and adjust to maintain health of self and others. Maintain customer confidence in organisational service standards through personal hygiene practices.
	Prevent health hazards.	Identify and report hygiene hazards that may affect the health of self and others. Avoid unhygienic personal contact that may cause illnesses. Prevent the spread of micro-organisms by washing hands at appropriate times.
SITXFIN001 Process financial transactions	Process customer payments.	Receive, check and record cash float. Check customer payments against sale value. Provide correct change for cash payments. Process and record transactions according to organisational procedures. Prepare and issue accurate receipts including all relevant tax details. Complete transactions using appropriate software applications. Complete transactions within organisation speed and customer service requirements.
	Reconcile takings.	Balance customer payments at the designated time according to organisational policy. Separate cash floats from takings prior to balancing. Determine point-of-sale records of customer payments. Accurately count and calculate customer payments. Balance cash and other payments with point-of-sale records. Investigate or report discrepancies in the reconciliation. Record takings according to organisational procedures. 2Transport and secure cash floats, cash and other payments according to organisational security procedures.
SITHACS008 Provide accommodation reception services	Prepare for guest arrival.	Prepare and check reception area and equipment. Check and review daily arrival details prior to guest arrival. Allocate rooms according to guest requirements and organisational policy. Follow up uncertain arrivals or reservations. Compile and distribute accurate arrivals information to relevant colleagues, including special situations or requests.
	Welcome and register guests.	Welcome guests courteously, confirm reservation details and seek opportunities to upsell when appropriate. Complete registration procedures according to organisational security requirements. Follow accounting procedures. Provide arrival information to guests. Follow organisational procedures where rooms are not immediately available or overbooking has occurred in order to minimise guest inconvenience. Monitor activity against expected arrivals and report deviations.

UNIT	ELEMENT	PERFORMANCE CRITERIA
	Organise guest departure.	Review and check accuracy of departure lists. Seek information on departing guests from other departments in a timely manner to facilitate preparation of account. Generate guest accounts and check for accuracy. Explain account clearly and courteously and process payments. Recover and process keys or electronic cards. Action or refer guest requests for departure assistance. Process express checkouts according to organisational procedures as required. Follow procedures for group checkout.
	Prepare front office records and reports.	Prepare and update front office records within designated timelines. Follow organisational policy in regard to room changes, no shows, extensions and early departures. Distribute reports and records to the appropriate departments within designated timelines. Reduce waste by minimising use of printed materials.
SITXCCS002 Provide visitor information	Access and update visitor information.	Identify and access sources of visitor information. Obtain general information on different local facilities, products and services to meet different customer needs. Share information with colleagues to support the efficiency and quality of service. Identify and use opportunities to update and maintain local area knowledge.
	Provide information to visitors.	Identify the specific information and assistance needs of the customer. Provide an appropriate scope and depth of information to meet customer needs. Promote internal products and services.
	Seek feedback on information provision.	Proactively seek visitor feedback to ensure all required information has been provided. Follow procedures for any formal customer evaluation. Provide internal feedback on visitor information services.
BSBITU306 Design and produce business documents	Select and prepare resources.	Select and use appropriate technology and software applications to produce required business documents Select layout and style of publication according to information and organisational requirements Ensure document design is consistent with company and/or client requirements, using basic design principles Discuss and clarify format and style with person requesting document/publication
	Design document.	Identify, open and generate files and records according to task and organisational requirements Design document to ensure efficient entry of information and to maximise the presentation and appearance of information Use a range of functions to ensure consistency of design and layout Operate input devices within designated requirements
	Produce document.	Complete document production within designated time lines according to organisational requirements Check document produced to ensure it meets task requirements for style and layout Store document appropriately and save document to avoid loss of data Use manuals, training booklets and/or help-desks to overcome basic difficulties with document design and production
	Finalise document.	Proofread document for readability, accuracy and consistency in language, style and layout prior to final output Make any modifications to document to meet requirements Name and store document in accordance with organisational requirements and exit the application without data/loss damage Print and present document according to requirements
BSBCMM201 Communicate in the workplace	Gather, convey and receive information and ideas.	Collect information to achieve work responsibilities from appropriate sources Use method/s and/or equipment to communicate appropriate ideas and information to the audience Use effective listening and speaking skills in verbal communication Seek input from internal and external sources to develop and refine new ideas and approaches Respond to instructions or enquiries promptly and in accordance with organisational requirements
	Complete workplace documentation and correspondence.	Present written information and ideas in clear and concise language to ensure the intended meaning of correspondence is understood by recipient Draft and present correspondence within designated time lines Ensure presentation of written information meets organisational standards of style, format and accuracy Complete workplace forms and documentation in a clear, concise and easy to read format
	Communicate in a way that responds positively to individual differences.	Value all individuals and treat them with respect, courtesy and sensitivity Take into consideration cultural differences in all verbal and non-verbal communication Use communication to develop and maintain positive relationships, mutual trust and confidence Make efforts to use basic strategies to overcome language barriers Ensure that behaviour is consistent with legislative requirements, enterprise guidelines and/or social protocols
SITXCCS007 Enhance the customer service experience	Provide a quality service experience.	Determine and confirm customer preferences, needs and expectations. Advise customers about appropriate products and services to meet their needs. Anticipate customer preferences, needs and expectations throughout the service experience. Promptly provide products and services with professional and personalised service to meet individual preferences. Offer extras and add-ons and provide tailored and additional products and services. Check actioning of special requests before customer delivery. Liaise with team members and suppliers to ensure efficient service delivery. Share customer information with team members to ensure quality service.

UNIT	ELEMENT	PERFORMANCE CRITERIA
	Proactively respond to difficult service situations.	Identify problems with products and services and take immediate action to address before provision to customer. Anticipate delays in product and service provision and regularly update customer on expected outcomes. Advise customers of alternative products and services. Proactively compensate for service difficulty in line with own level of responsibility and organisational policy. Provide ongoing internal feedback on service issues and suggest improvements.
	Resolve customer complaints.	Use questioning techniques to establish and agree on nature, possible cause, and details of the complaint. Assess impact on customer. Take responsibility for resolving complaints in a professional manner and using communication techniques to assist in their management. Determine options to resolve complaints and promptly analyse and decide on optimal solutions, taking organisational constraints into account. Act swiftly to resolve complaints and prevent escalation, in consultation with customer and to customer satisfaction. Turn complaints into opportunities to demonstrate high quality customer service. Provide internal feedback on customer complaints and feedback and required follow-up in order to avoid future occurrence. Review and evaluate complaints and solutions to enhance response to future issues.
	Develop customer relationships.	Promote repeat business by offering promotional services according to individual empowerment and organisational policy. Maintain customer profiles to enhance service delivery. Provide personalised service to customers in a professional manner that builds repeat business. Provide tailored products and services based on customer profile.
SITXFIN002 Interpret financial information	Access and interpret financial information.	Identify and interpret the range of financial information and reports required for the organisation to monitor business performance. Interpret financial information and reports applicable to operational or departmental activities.
	Use and provide financial information.	Review financial information for impacts on operational activities and take action according to individual empowerment. Routinely provide information on operational or departmental financial activities.
BSBCMM401 Make a presentation	Prepare a presentation	Plan and document presentation approach and intended outcomes Choose presentation strategies, format and delivery methods that match the characteristics of the target audience, location, resources and personnel needed Select presentation aids, materials and techniques that suit the format and purpose of the presentation, and will enhance audience understanding of key concepts and central ideas Brief others involved in the presentation on their roles/responsibilities within the presentation Select techniques to evaluate presentation effectiveness
	Deliver a presentation	Explain and discuss desired outcomes of the presentation with the target audience Use presentation aids, materials and examples to support target audience understanding of key concepts and central ideas Monitor non-verbal and verbal communication of participants to promote attainment of presentation outcomes Use persuasive communication techniques to secure audience interest Provide opportunities for participants to seek clarification on central ideas and concepts, and adjust the presentation to meet participant needs and preferences Summarise key concepts and ideas at strategic points to facilitate participant understanding
	Review the presentation	Implement techniques to review the effectiveness of the presentation Seek and discuss reactions to the presentation from participants or from key personnel involved in the presentation Utilise feedback from the audience or from key personnel involved in the presentation to make changes to central ideas presented
SITXHRM003 Lead and manage people	Model high standards of performance and behaviour.	Act as a positive role model through individual performance. Show support for and commitment to organisational goals in day-to-day work performance. Interact with team members in a positive and professional manner.
	Develop team commitment and cooperation.	Develop and clearly communicate short, medium and long-term plans and objectives consistent with organisational goals in consultation with the team. Communicate expectations, roles and responsibilities of team members to encourage them to take responsibility for own work. Encourage teams and individuals to develop innovative approaches to work. Identify and reward individual and team efforts and contributions. Model and encourage open and supportive communication within the team. Seek and share information from the wider business environment with the team. Represent team interests in the wider environment. Seek feedback from team members and implement changes within the bounds of organisational goals and policies.
	Manage team performance.	Delegate tasks and responsibilities, identify barriers to delegation, and implement processes to overcome them. Evaluate team member skills and provide opportunities for individual development. Monitor team performance to ensure progress towards achievement of goals. Provide mentoring and coaching to support team members. Motivate individuals and teams to achieve optimum performance. Provide recognition and rewards for team achievements.
SITXFSA001 Use hygienic practices for food safety	Follow hygiene procedures and identify food hazards.	Follow organisational hygiene procedures. Report unsafe practices that breach hygiene procedures promptly. Identify food hazards that may affect the health and safety of customers, colleagues and self. Remove or minimise the hygiene hazard and report as appropriate for follow-up.
	Report any personal health issues.	Report personal health issues likely to cause a hygiene risk. Report incidents of food contamination resulting from personal health issues. Cease participation in food handling activities where own health issue may cause food contamination.

UNIT	ELEMENT	PERFORMANCE CRITERIA
	Prevent food contamination.	Maintain clean clothes, wear required personal protective clothing, and only use organisation-approved bandages and dressings. Prevent food contamination from clothing and other items worn. Prevent unnecessary direct contact with ready to eat food. Ensure hygienic personal contact with food and food contact surfaces. Use hygienic cleaning practices that prevent food-borne illnesses.
	Prevent cross-contamination by washing hands.	Wash hands at appropriate times and follow hand washing procedures consistently. Wash hands using appropriate facilities.

Diploma of Hospitality Management

Aims

This qualification provides the skills and knowledge for an individual to be competent as a manager in hospitality management areas. This individual would possess a sound theoretical knowledge base and be able to use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of their team. Work would be undertaken in various hospitality settings including, but not limited to, hotel reservation units, hotels, motels, clubs.

Job roles

Individuals with this qualification are able to perform roles such as:

- Managing a department in a large hospitality enterprise
- Managing a small hospitality enterprise

Possible job titles include:

- Restaurant manager
- Front office manager
- Front desk manager
- Motel manager
- Unit manager
- Reservations manager

Duration

The expected duration for the Diploma of Hospitality Management is six 9-week terms. There will be a three week break between terms which will extend to maximum of seven weeks over Christmas. The maximum total duration for this course will be 77 weeks.

Entry Requirements

Current entry requirement for all students:

- Successful completion of Australian Year 12 or equivalent

International students must fulfil an additional entry requirement as follows:

- IELTS or equivalent (with a minimum of 5.0 in the writing module)

Materials

The required texts for this course are the Australian Pacific College workbooks. You should bring your workbooks to all lessons. These workbooks are provided to you free of charge in a pdf version that you can download to your mobile device. Alternatively you may choose to purchase a hard copy from Student Services.

Course Structure

The 28 units of competency in the qualification have been organised into an off-the-job training program comprising of twenty-three (23) subjects. *Work placement is a mandatory requirement pertaining to core competency SITHIND301. Students are required to attend work placement (paid or unpaid) of minimum 1 shift per week (minimum 3 hours per shift).

Subjects are delivered as shown below. You will receive a timetable that indicates the times of your scheduled lectures and tutorials.

TERM	SUBJECT	COMPETENCIES
1	Hospitality Industry Info	SITHIND002 Source and use information on the hospitality industry
1	Hospitality Service	SITHIND004 Work effectively with hospitality service
1	Work Skills	BSBWOR203 Working effectively with others SITXCOM002 Show social and cultural sensitivity BSBCMM201 Communicate in the workplace
1	Customer Service Experiences	SITXCCS006 Provide service to customers SITXCCS007 Enhance the customer service experience
1	WHS 1	SITXWHS001 Participate in safe work practices
2	Reception Services	SITHACS008 Provide accommodation reception services
2	Produce Business Documents	BSBITU306 Design and produce business documents
2	Visitor Information	SITXCCS002 Provide visitor information
2	Make Presentations	BSBCMM401 Make a presentation
2	Hygiene	SITHIND001 Use hygienic practices for hospitality service
3	Finance 1	SITXFIN001 Process financial transactions SITXFIN002 Interpret financial information
3	Human Resource Management 1	SITXHRM001 Coach others in job skills SITXHRM003 Lead and manage people
3	Food Safety	SITXFSA001 Use hygienic practices for food safety
4	Work Operations	SITXMGT001 Monitor work operations
4	Operational Plans	BSBMGT515 Manage operational plan
4	Manage Diversity	BSBDIV501 Manage diversity in the workplace
4	WHS 2	SITXWHS003 Implement and monitor work health and safety practices
5	Quality Customer Service	SITXCCS008 Develop and manage quality customer service practices
5	Business Relationships	SITXMGT002 Establish and conduct business relationships
5	Regulatory Requirements	SITXGLC001 Research and comply with regulatory requirements
6	Human Resource Management 2	SITXHRM002 Roster staff SITXHRM004 Recruit, select and induct staff
6	Staff Management	SITXHRM006 Monitor staff performance SITXCOM005 Manage conflict
6	Finance 2	SITXFIN003 Manage finances within a budget SITXFIN004 Prepare and monitor budgets

Assessment Schedule

Information about your assessments is included in the Student Workbooks for each subject. This information explains the assessment requirements and what you need to do to complete the assessments. Assessments should be submitted on the due date. Your trainer will give you more comprehensive information about each assessment task. Generally assessments are due in the lecture in sessions 5 and 8.

All assessments should have an assessment cover sheet. Please complete all parts of the assessment cover sheet and sign the declaration that it is all your own work i.e. that you have not plagiarised by copying from the internet or other sources. Assessment cover sheets can be obtained at Student Services or Reception.

Assessment Performance Criteria

You will be assessed according to the following criteria. You have to be competent in each unit of competency to achieve your qualification.

Note: Please refer to individual assessment sheets or ask your teacher for further information on the units of competency and performance criteria.

UNIT	ELEMENT	PERFORMANCE CRITERIA
BSBWOR203 Work effectively with others	Develop effective workplace relationship.	Identify own responsibilities and duties in relation to workgroup members and undertake activities in a manner that promotes cooperation and good relationships Take time and resource constraints into account in fulfilling work requirements of self and others Encourage, acknowledge and act upon constructive feedback provided by others in the workgroup
	Contribute to workgroup activities.	Provide support to team members to ensure workgroup goals are met Contribute constructively to workgroup goals and tasks according to organisational requirements Share information relevant to work with workgroup to ensure designated goals are met Identify and plan strategies/opportunities for improvement of workgroup in liaison with workgroup
	Deal effectively with issues, problems and conflict.	Respect differences in personal values and beliefs and their importance in the development of relationships Identify any linguistic and cultural differences in communication styles and respond appropriately Identify issues, problems and conflict encountered in the workplace Seek assistance from workgroup members when issues, problems and conflict arise and suggest possible ways of dealing with them as appropriate or refer them to the appropriate person
SITHIND002 Source and use information on the hospitality industry	Source and use relevant industry information.	Identify sources of information on the structure and operation of the hospitality industry. Access specific information of relevance to the hospitality industry to assist operational duties. Obtain information on features of current and in trend hospitality products and services relevant to job role. Use knowledge of the hospitality industry and its products and services to enhance the quality of work performance.
	Source and use compliance information in daily activities.	Obtain information on laws specifically relevant to the hospitality industry and work compliantly. Seek information on industry quality assurance schemes. Access information on career planning and equal employment opportunity law. Conduct day to day hospitality activities according to ethical industry practices.
	Source and use information on hospitality technology.	Source and access information on current and emerging technologies that impact on operational duties. Use information on technology to suggest new and improved workplace practices. Use current and emerging technology in day to day work activities.
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	Provide service.	Provide quality customer service, using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery. Offer information to customers on products and services. Assist customer choices that meet individual needs, special requests or cultural requirements. Proactively promote, upsell and cross sell products and services according to organisational procedures. Resolve complaints according to individual empowerment and use appropriate communication techniques to deal with conflict.
	Complete operational tasks.	Follow work schedules and work cooperatively as part of the team to maximise efficiency. Follow workplace safety and hygiene procedures. Maintain the cleanliness and tidiness of work areas. Use organisational procedures and technology for operational tasks. Identify and anticipate operational problems and take action to minimise the effect on customer satisfaction.
	Complete end of shift duties.	Follow end of shift procedures. Complete administration and reporting requirements. Participate in debriefing and handover sessions with colleagues and suggest service improvements.
SITXCCS006 Provide service to customers	Communicate with internal and external customers.	Communicate with customers in a polite, professional and friendly manner within designated response times. Use appropriate language and tone in both written and spoken communication. Use appropriate non-verbal communication. Observe and respond to non-verbal communication of customers. Use active listening and questioning to facilitate effective two way communication. Select a medium of communication appropriate for the audience and situation.
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	Respond to customer complaints.	Proactively recognise customer dissatisfaction and take swift action to avoid escalation to a complaint. Respond to customer complaints positively, sensitively and politely. Seek solutions by consulting the customer. Resolve complaints according to individual empowerment and organisational policy. Refer complex service issues to a higher level staff member for action. Maintain a positive and cooperative manner at all times.
	Provide internal feedback on customer service practices.	Provide ongoing internal feedback on service practices, policies and procedures, and suggest improvements Identify individual and recurring complaints and provide internal feedback to avoid future occurrence.
SITXCOM002 Show social and cultural sensitivity	Communicate with customers and colleagues from diverse backgrounds.	Value and respect customers and colleagues from different social and cultural groups and treat them with respect and sensitivity. Consider social and cultural differences in all verbal and non-verbal communication. Respond to others in a non-discriminatory way. Make attempts to overcome language barriers. Obtain assistance with communication.
	Address cross cultural misunderstandings.	Identify issues that may cause conflict or misunderstanding in the workplace. Address difficulties and seek assistance from others. Consider social and cultural differences when difficulties or misunderstandings occur. Make efforts to resolve misunderstandings, taking account of social and cultural considerations. Refer problems and unresolved issues to the appropriate supervisor or manager for follow-up.
SITXHRM001 Coach others in job skills	Prepare for on the job coaching.	Identify the need for coaching based on a range of factors. Identify specific coaching needs through discussion with colleague and organise coaching sessions.
	Coach colleagues on the job.	Explain the overall purpose of coaching to colleague. Explain and demonstrate the specific skills. Communicate required knowledge and check colleague understanding. Advise organisational procedures for completing workplace tasks. Provide colleague with opportunity to practise the skill and ask questions. Provide feedback in a constructive and supportive manner.
	Follow up coaching.	Monitor progress of new workplace skills and provide supportive assistance. Report progress to the appropriate person. Identify performance problems or difficulties with the coaching and rectify or refer to the appropriate person for follow up.
SITXWHS001 Participate in safe work practices	Work safely.	Follow organisational health and safety procedures. Incorporate safe work practices into all workplace activities. Follow safety directions of supervisors, managers and workplace safety warning signs. Use personal protective equipment and clothing. Promptly report unsafe work practices, issues and breaches of health, safety and security procedures. Identify and remove hazards from immediate workplace area and report all workplace hazards as they arise.
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SITHIND001 Use hygienic practices for hospitality service	Maintain personal hygiene.	Develop a routine of personal hygiene practices in preparation for work. Check and adjust personal cleanliness during service periods to maintain health of self and others. Check cleanliness of uniform, dress or personal protective items for contamination during service periods and adjust to maintain health of self and others. Maintain customer confidence in organisational service standards through personal hygiene practices.
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SITHACS008 Provide accommodation reception services	Prepare for guest arrival.	Prepare and check reception area and equipment. Check and review daily arrival details prior to guest arrival. Allocate rooms according to guest requirements and organisational policy. Follow up uncertain arrivals or reservations. Compile and distribute accurate arrivals information to relevant colleagues, including special situations or requests.

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	Welcome and register guests.	Welcome guests courteously, confirm reservation details and seek opportunities to upsell when appropriate. Complete registration procedures according to organisational security requirements. Follow accounting procedures. Provide arrival information to guests. Follow organisational procedures where rooms are not immediately available or overbooking has occurred in order to minimise guest inconvenience. Monitor activity against expected arrivals and report deviations.
	Organise guest departure.	Review and check accuracy of departure lists. Seek information on departing guests from other departments in a timely manner to facilitate preparation of account. Generate guest accounts and check for accuracy. Explain account clearly and courteously and process payments. Recover and process keys or electronic cards. Action or refer guest requests for departure assistance. Process express checkouts according to organisational procedures as required. Follow procedures for group checkout.
	Prepare front office records and reports.	Prepare and update front office records within designated timelines. Follow organisational policy in regard to room changes, no shows, extensions and early departures. Distribute reports and records to the appropriate departments within designated timelines. Reduce waste by minimising use of printed materials.
SITXCCS002 Provide visitor information	Access and update visitor information.	Identify and access sources of visitor information. Obtain general information on different local facilities, products and services to meet different customer needs. Share information with colleagues to support the efficiency and quality of service. Identify and use opportunities to update and maintain local area knowledge.
	Provide information to visitors.	Identify the specific information and assistance needs of the customer. Provide an appropriate scope and depth of information to meet customer needs. Promote internal products and services.
	Seek feedback on information provision.	Proactively seek visitor feedback to ensure all required information has been provided. Follow procedures for any formal customer evaluation. Provide internal feedback on visitor information services.
BSBITU306 Design and produce business documents	Select and prepare resources.	Select and use appropriate technology and software applications to produce required business documents Select layout and style of publication according to information and organisational requirements Ensure document design is consistent with company and/or client requirements, using basic design principles Discuss and clarify format and style with person requesting document/publication
	Design document.	Identify, open and generate files and records according to task and organisational requirements Design document to ensure efficient entry of information and to maximise the presentation and appearance of information Use a range of functions to ensure consistency of design and layout Operate input devices within designated requirements
	Produce document.	Complete document production within designated time lines according to organisational requirements Check document produced to ensure it meets task requirements for style and layout Store document appropriately and save document to avoid loss of data Use manuals, training booklets and/or help-desks to overcome basic difficulties with document design and production
	Finalise document.	Proofread document for readability, accuracy and consistency in language, style and layout prior to final output Make any modifications to document to meet requirements Name and store document in accordance with organisational requirements and exit the application without data/loss damage Print and present document according to requirements
BSBCMM201 Communicate in the workplace	Gather, convey and receive information and ideas.	Collect information to achieve work responsibilities from appropriate sources Use method/s and/or equipment to communicate appropriate ideas and information to the audience Use effective listening and speaking skills in verbal communication Seek input from internal and external sources to develop and refine new ideas and approaches Respond to instructions or enquiries promptly and in accordance with organisational requirements
	Complete workplace documentation and correspondence.	Present written information and ideas in clear and concise language to ensure the intended meaning of correspondence is understood by recipient Draft and present correspondence within designated time lines Ensure presentation of written information meets organisational standards of style, format and accuracy Complete workplace forms and documentation in a clear, concise and easy to read format
	Communicate in a way that responds positively to individual differences.	Value all individuals and treat them with respect, courtesy and sensitivity Take into consideration cultural differences in all verbal and non-verbal communication Use communication to develop and maintain positive relationships, mutual trust and confidence Make efforts to use basic strategies to overcome language barriers Ensure that behaviour is consistent with legislative requirements, enterprise guidelines and/or social protocols

UNIT	ELEMENT	PERFORMANCE CRITERIA
SITXCCS007 Enhance the customer service experience	Provide a quality service experience.	Determine and confirm customer preferences, needs and expectations. Advise customers about appropriate products and services to meet their needs. Anticipate customer preferences, needs and expectations throughout the service experience. Promptly provide products and services with professional and personalised service to meet individual preferences. Offer extras and add-ons and provide tailored and additional products and services. Check actioning of special requests before customer delivery. Liaise with team members and suppliers to ensure efficient service delivery. Share customer information with team members to ensure quality service.
	Proactively respond to difficult service situations.	Identify problems with products and services and take immediate action to address before provision to customer. Anticipate delays in product and service provision and regularly update customer on expected outcomes. Advise customers of alternative products and services. Proactively compensate for service difficulty in line with own level of responsibility and organisational policy. Provide ongoing internal feedback on service issues and suggest improvements.
	Resolve customer complaints.	Use questioning techniques to establish and agree on nature, possible cause, and details of the complaint. Assess impact on customer. Take responsibility for resolving complaints in a professional manner and using communication techniques to assist in their management. Determine options to resolve complaints and promptly analyse and decide on optimal solutions, taking organisational constraints into account. Act swiftly to resolve complaints and prevent escalation, in consultation with customer and to customer satisfaction. Turn complaints into opportunities to demonstrate high quality customer service. Provide internal feedback on customer complaints and feedback and required follow-up in order to avoid future occurrence. Review and evaluate complaints and solutions to enhance response to future issues.
	Develop customer relationships.	Promote repeat business by offering promotional services according to individual empowerment and organisational policy. Maintain customer profiles to enhance service delivery. Provide personalised service to customers in a professional manner that builds repeat business. Provide tailored products and services based on customer profile.
SITXFIN002 Interpret financial information	Access and interpret financial information.	Identify and interpret the range of financial information and reports required for the organisation to monitor business performance. Interpret financial information and reports applicable to operational or departmental activities.
	Use and provide financial information.	Review financial information for impacts on operational activities and take action according to individual empowerment. Routinely provide information on operational or departmental financial activities.
BSBCMM401 Make a presentation	Prepare a presentation	Plan and document presentation approach and intended outcomes Choose presentation strategies, format and delivery methods that match the characteristics of the target audience, location, resources and personnel needed Select presentation aids, materials and techniques that suit the format and purpose of the presentation, and will enhance audience understanding of key concepts and central ideas Brief others involved in the presentation on their roles/responsibilities within the presentation Select techniques to evaluate presentation effectiveness
	Deliver a presentation	Explain and discuss desired outcomes of the presentation with the target audience Use presentation aids, materials and examples to support target audience understanding of key concepts and central ideas Monitor non-verbal and verbal communication of participants to promote attainment of presentation outcomes Use persuasive communication techniques to secure audience interest Provide opportunities for participants to seek clarification on central ideas and concepts, and adjust the presentation to meet participant needs and preferences Summarise key concepts and ideas at strategic points to facilitate participant understanding
	Review the presentation	Implement techniques to review the effectiveness of the presentation Seek and discuss reactions to the presentation from participants or from key personnel involved in the presentation Utilise feedback from the audience or from key personnel involved in the presentation to make changes to central ideas presented
SITXHRM003 Lead and manage people	Model high standards of performance and behaviour.	Act as a positive role model through individual performance. Show support for and commitment to organisational goals in day-to-day work performance. Interact with team members in a positive and professional manner.
	Develop team commitment and cooperation.	Develop and clearly communicate short, medium and long-term plans and objectives consistent with organisational goals in consultation with the team. Communicate expectations, roles and responsibilities of team members to encourage them to take responsibility for own work. Encourage teams and individuals to develop innovative approaches to work. Identify and reward individual and team efforts and contributions. Model and encourage open and supportive communication within the team. Seek and share information from the wider business environment with the team. Represent team interests in the wider environment. Seek feedback from team members and implement changes within the bounds of organisational goals and policies.

UNIT	ELEMENT	PERFORMANCE CRITERIA
	Manage team performance.	<p>Delegate tasks and responsibilities, identify barriers to delegation, and implement processes to overcome them.</p> <p>Evaluate team member skills and provide opportunities for individual development.</p> <p>Monitor team performance to ensure progress towards achievement of goals.</p> <p>Provide mentoring and coaching to support team members.</p> <p>Motivate individuals and teams to achieve optimum performance.</p> <p>Provide recognition and rewards for team achievements.</p>
BSBDIV501 Manage diversity in the workplace	Implement diversity policy.	<p>Locate and review diversity policy</p> <p>Determine its application to the specific work context</p> <p>Institute actions to ensure that the diversity policy is understood and implemented by relevant parties. Provide feedback and suggestions for improvement to ensure currency and efficacy of diversity policy</p>
	Foster respect for diversity in the work team.	<p>Address own prejudices and demonstrate respect for difference in personal interactions</p> <p>Aim for diversity in selecting and recruiting staff</p> <p>Identify and address training needs to address issues of difference in the team</p> <p>Manage tensions and encourage collaboration and respect between staff who struggle to work effectively with difference</p> <p>Assist staff to see that working effectively with difference is a strength that can improve the organisation's products, services and customer relations</p> <p>Manage allegations of harassment and address complaints according to established organisational procedures</p>
	Promote the benefits of diversity.	<p>Promote the organisation's workforce diversity in internal and external forums to enhance the company's image and reputation</p> <p>Capture ideas and information from the diversity in the workforce to enhance products and services and contribute to competitive advantage</p> <p>Support organisational efforts to value diversity</p>
SITXCOM005 Manage conflict	Identify conflict situations.	<p>Identify potential for conflict and take swift and tactful action to prevent escalation.</p> <p>Identify situations where personal safety of customers or colleagues may be threatened and organise appropriate assistance.</p> <p>Identify and use resources to assist in managing conflict.</p>
	Resolve conflict.	<p>Take responsibility for finding a solution to conflict.</p> <p>Establish and agree on the nature and details of conflict with all parties and assess impact.</p> <p>Deal with conflict sensitively, courteously and discreetly.</p> <p>Minimise impact on other colleagues and customers.</p> <p>Use effective conflict resolution techniques and communication skills to manage the conflict and develop solutions.</p> <p>Encourage all points of view, acknowledge them and treat them with respect.</p> <p>Identify and evaluate the impact of conflict on business reputation and legal liability.</p> <p>Evaluate options to resolve the dispute taking into account any organisational policies and constraints.</p> <p>Implement the best solution and complete required documentation.</p>
	Evaluate conflicts and resolutions.	<p>Communicate with the parties involved to seek and provide feedback on conflict and its resolution.</p> <p>Evaluate and reflect on the situation and effectiveness of the solution.</p> <p>Determine possible causes of workplace conflict and provide input for workplace enhancement and improvements.</p>
SITXFIN003 Manage finances within a budget	Allocate budget resources.	<p>Allocate funds according to budget and agreed priorities.</p> <p>Discuss changes to income and expenditure priorities with appropriate colleagues prior to implementation.</p> <p>Consult with and inform all relevant personnel about resource decisions.</p> <p>Promote awareness of the importance of budget control.</p> <p>Maintain detailed records of resource allocation according to organisational control systems.</p>
	Monitor financial activities against budget.	<p>Use financial records to regularly check actual income and expenditure against budgets.</p> <p>Include financial commitments in all documentation to ensure accurate monitoring.</p> <p>Identify and report deviations according to significance of deviation.</p> <p>Investigate appropriate options for more effective management of deviations.</p> <p>Advise appropriate colleagues of budget status in relation to targets.</p>
	Identify and evaluate options for improved budget performance.	<p>Assess existing costs and resources and proactively identify areas for improvement.</p> <p>Discuss desired budget outcomes with relevant colleagues.</p> <p>Undertake appropriate research to investigate new approaches to budget management.</p> <p>Define and communicate the benefits and disadvantages of new approaches.</p> <p>Take account of impacts on customer service levels and colleagues in developing new approaches.</p> <p>Present clear and logical recommendations for budget management.</p>
SITXFIN004 Prepare and monitor budgets	Prepare budget information.	<p>Determine and confirm scope and nature of required budgets.</p> <p>Identify, access and interpret data and data sources required for budget preparation.</p> <p>Analyse internal and external factors for potential impact on budget.</p> <p>Provide opportunities for colleagues to contribute to the budget planning process.</p>
	Prepare budget.	<p>Draft budget, based on analysis of all available information.</p> <p>Estimate income and expenditure and support with valid, reliable and relevant information.</p> <p>Reflect organisational objectives within the draft budget.</p> <p>Assess and present options and recommendations in a clear format.</p> <p>Circulate the draft budget to colleagues and managers for input.</p>
	Finalise budget.	<p>Negotiate budget according to organisational policy and procedures.</p> <p>Agree on and incorporate modifications.</p> <p>Complete final budget in a clear format within designated timelines.</p> <p>Inform colleagues of final budget decisions and their application within the relevant work area, including reporting and financial management responsibilities.</p>
	Monitor and review budget.	<p>Regularly review budget to assess actual performance against estimated performance and prepare accurate financial reports.</p> <p>Incorporate all financial commitments into budget and all budget reports.</p> <p>Investigate and take appropriate action on significant deviations.</p> <p>Analyse changes in the internal and external environment and make necessary adjustments.</p> <p>Collect and record relevant information to assist in future budget preparation.</p>

UNIT	ELEMENT	PERFORMANCE CRITERIA
SITXMGT001 Monitor work operations	Monitor and improve workplace operations.	Monitor efficiency and service levels through close contact with day to day operations. Ensure that workplace operations support overall organisation goals and quality assurance initiatives. Identify quality problems and issues and make appropriate adjustments to procedures and systems, with relevant approvals. Proactively consult with colleagues about ways to improve efficiency and service levels, including potential for new technologies and other innovations. Provide feedback to colleagues and management to inform future planning. Identify and take opportunities to evaluate current and emerging industry trends and practices for relevance to own work situation. Assess and respond to opportunities to improve sustainability of day-to-day operations.
	Plan and organise workflow.	Assess current workloads, and schedule work to maximise efficiency and customer service quality within budget constraints. Delegate work according to principles of delegation. Assess workflow and progress against agreed objectives and timelines. Assist colleagues in prioritisation of workload through supportive feedback and coaching. Provide timely input to appropriate management regarding staffing needs.
	Monitor and support team members.	Monitor team and individual performance against agreed goals and objectives. Pro-actively share information, knowledge and experiences with team members. Challenge and test ideas within the team in a positive and collaborative way. Provide feedback, coaching and support to team members. Complete and submit workplace records as required.
	Solve problems and make decisions.	Identify and analyse workplace problems from an operational and customer service perspective. Initiate short term action to resolve immediate problem where appropriate. Analyse problems for long term impact, and assess and action potential solutions in consultation with relevant colleagues. Where a team member raises a problem, encourage individual participation in solving it. Take follow up action to monitor effectiveness of solutions.
SITXWHS003 Implement and monitor work health and safety practices	Provide information on health, safety and security.	Explain relevant work health and safety information to personnel. Make all current work health and safety information readily accessible to staff.
	Monitor safe work practices.	Monitor adherence to organisational work health and safety procedures. Monitor ongoing compliance with safe work practices. Take prompt action to address non-compliance with procedures and safe work practice. Monitor the day-to-day effectiveness of work health and safety practices in maintaining the health, safety and security of personnel.
	Coordinate consultative arrangements for the management of health, safety and security issues.	Coordinate the operation of all consultative processes. Provide the opportunity for staff members to contribute their views on current and future work health and safety management practices. Resolve or refer issues raised through work health and safety consultation to the appropriate person. Provide timely staff and own feedback on work health and safety management practices to the designated person.
	Implement and monitor procedures for identifying hazards, assessing and controlling risks.	Coordinate scheduled hazard identification activities ensuring hazards are identified at times designated by legislation. Identify any hazards on an ongoing basis through own day-to-day workplace operations. React to reports of hazards by other workers, coordinate and participate in risk assessments. Implement any risk control methods or refer to appropriate person if control is outside scope of responsibility. Monitor the effectiveness of control measures, promptly identify any inadequacies and resolve or report them to the appropriate person.
	Implement and monitor health, safety and security training.	Identify work health and safety training needs based on regular staff monitoring. Make arrangements for fulfilling training needs. Monitor effectiveness of training and make required adjustments.
	Maintain work health and safety records and reports.	Complete work health and safety records and reports accurately and legibly and store according to organisation and legal requirements. Use data and reports to provide reliable and timely input to the management of workplace health, safety and security. Minimise use of printed materials and maximise electronic transmission and filing of all documents to reduce waste.
BSBMGT515 Manage operational plan	Develop operational plan.	Research, analyse and document resource requirements and develop an operational plan in consultation with relevant personnel, colleagues and specialist resource managers. Develop and/or implement consultation processes as an integral part of the operational planning process. Ensure details of the operational plan include the development of key performance indicators to measure organisational performance. Develop and implement contingency plans at appropriate stages of operational planning. Ensure the development and presentation of proposals for resource requirements is supported by a variety of information sources and seek specialist advice as required. Obtain approval for plan from relevant parties and ensure understanding among work teams involved.
	Plan and manage resource acquisition.	Develop and implement strategies to ensure that employees are recruited and/or inducted within the organisation's human resources management policies and practices. Develop and implement strategies to ensure that physical resources and services are acquired in accordance with the organisation's policies, practices and procedures.

UNIT	ELEMENT	PERFORMANCE CRITERIA
	Monitor and review operational performance.	<p>Develop, monitor and review performance systems and processes to assess progress in achieving profit and productivity plans and targets</p> <p>Analyse and interpret budget and actual financial information to monitor and review profit and productivity performance</p> <p>Identify areas of underperformance, recommend solutions, and take prompt action to rectify the situation</p> <p>Plan and implement systems to ensure that mentoring and coaching are provided to support individuals and teams to effectively, economically and safely use resources</p> <p>Negotiate recommendations for variations to operational plans and gain approval from designated persons/groups</p> <p>Develop and implement systems to ensure that procedures and records associated with documenting performance are managed in accordance with organisational requirements</p>
SITXCCS008 Develop and manage quality customer service practices	Develop quality customer service practices.	<p>Obtain information on customer needs, expectations and satisfaction levels using both formal and informal research.</p> <p>Provide opportunities for customers and colleagues to provide feedback on products and services.</p> <p>Review changes in internal and external environments and integrate findings into planning for quality service.</p> <p>Provide opportunities for staff to participate in the development of customer service practices.</p> <p>Develop policies and procedures for quality service provision.</p>
	Manage the delivery of quality service.	<p>Communicate policies, procedures and expectations to colleagues.</p> <p>Make policies readily available to customers.</p> <p>Monitor customer service in the workplace to ensure standards are met.</p> <p>Initiate internal or external staff training to enhance customer service.</p> <p>Take responsibility for service outcomes and dispute resolution.</p> <p>Act as a positive role model for professional standards expected of service industry personnel.</p>
	Monitor and adjust customer service.	<p>Seek ongoing feedback from staff and customers and use it to improve performance.</p> <p>Identify systematic customer service problems and adjust policies and procedures to improve service quality.</p> <p>Assess the effectiveness of customer service practices.</p> <p>Identify and evaluate systematic customer service problems.</p> <p>Adjust policies and procedures to improve service quality.</p> <p>Develop, document and communicate new approaches to all those involved in service delivery.</p>
SITXGLC001 Research and comply with regulatory requirements	Research information required for legal compliance.	<p>Identify sources of information for compliance with laws and licensing for business operations.</p> <p>Evaluate areas of business operation and determine scope of compliance requirements.</p> <p>Access regulatory information relevant to specific business operation.</p> <p>Identify risks, penalties and consequences of non-compliance.</p> <p>Assess and act on need for specialist legal advice.</p>
	Develop and communicate policies and procedures for legal compliance.	<p>Develop and clearly articulate regulatory policies and procedures in a format readily accessible to all workers.</p> <p>Nominate the roles and responsibilities of personnel for regulatory compliance within policies and procedures.</p> <p>Distribute policies, procedures and legal information to personnel at appropriate times.</p> <p>Organise information updates for personnel and ensure knowledge of roles and responsibilities for legal compliance.</p>
	Ensure compliance with legal requirements.	<p>Communicate with regulatory authorities when planning business operations and submit required documentation.</p> <p>Maintain business and occupational licences and check contractor compliance to avoid risk to business.</p> <p>Continuously evaluate business operations for non-compliance and implement modifications.</p>
	Maintain personal and organisational knowledge of regulatory requirements.	<p>Identify and use a range of opportunities to maintain knowledge of current regulatory requirements.</p> <p>Use organisational communication methods to share updated regulatory knowledge.</p> <p>Continuously review and distribute plans, policies and procedures for compliance with current laws and licensing requirements.</p>
SITXHRM002 Roster staff	Develop staff rosters.	<p>Develop rosters according to relevant industrial agreements and other considerations and wage budgets.</p> <p>Maximise operational and customer service efficiency while minimising wage costs.</p> <p>Combine duties where appropriate to ensure effective use of staff.</p> <p>Roster teams with the most effective skills mix to meet all operational requirements.</p> <p>Take account of social and cultural considerations and broader organisational policies that affect staff rosters.</p> <p>Consult with colleagues to ensure input to rosters.</p> <p>Use roster systems and equipment to administer rosters.</p>
	Present and communicate rosters.	<p>Present rosters in required formats to ensure clarity of information according to organisational standards.</p> <p>Communicate rosters to appropriate colleagues within designated timeframes.</p>
	Maintain rostering records.	<p>Administer records of shift time completed by employees or contractors.</p> <p>Maintain staff rostering records according to organisational procedures.</p>
	Evaluate rosters.	<p>Monitor the effectiveness of rosters in consultation with colleagues.</p> <p>Identify ways in which rosters and roster development processes may be improved and take appropriate action.</p>
SITXMGT002 Establish and conduct business relationships	Build business relationships.	<p>Establish relationships within appropriate cultural context.</p> <p>Build trust and respect in business relationships through use of effective communication skills and techniques.</p> <p>Proactively identify and take up opportunities to maintain regular contact with customers and suppliers.</p>

UNIT	ELEMENT	PERFORMANCE CRITERIA
	Conduct negotiations.	Conduct negotiations in a professional manner in the relevant cultural context. Conduct negotiations in the context of current organisation goals. Maximise benefits for all parties through use of established negotiation techniques and in the context of establishing long term relationships. Incorporate feedback and input from colleagues into negotiation where appropriate. Communicate results of negotiations to appropriate colleagues and stakeholders within appropriate timeframes.
	Make formal business agreements.	Confirm agreements in writing according to organisational requirements, using formal contracts where appropriate. Obtain approvals for all aspects of formal agreements according to organisational procedures. Evaluate and act on the need for specialist advice as required.
	Foster and maintain business relationships.	Proactively seek, review and act upon information needed to maintain sound business relationships. Honour agreements within scope of individual responsibility, complying with agreed terms. Take account of agreed performance indicators. Make adjustments to agreements in consultation with customer or supplier and share information with appropriate colleagues. Nurture relationships through regular contact and use of effective interpersonal and communication styles.
SITXHRM004 Recruit, select and induct staff	Identify recruitment needs.	Identify recruitment needs based on monitoring of service and efficiency levels in the workplace. Consult colleagues about staffing needs and job descriptions. Obtain approval for recruitment according to organisational recruitment policies. Use job descriptions to develop clear and concise selection criteria. Ensure criteria incorporate customer service attitude and experience to ensure a fit for the service industries.
	Administer recruitment.	Choose and organise selection processes taking into account the skill requirements for the job. Create and disseminate advertisements for positions. Process applications according to organisational policy. Review applications against criteria and choose people to progress to an interview. Inform unsuccessful applicants of decisions and provide other recruitment information in appropriate media within reasonable timeframes. Establish a need and make special arrangements for those progressing. Process and file recruitment records according to organisational policy.
	Select staff.	Use selection criteria as the basis for selection ensuring merit based selection and adherence to EEO principles and law. Participate in selection processes. Evaluate applicants for customer service attitude and experience to ensure a fit for the service industries. Select people according to their attitude, aptitude and fit to the existing organisational culture. Communicate selection recommendations to appropriate colleagues. Make employment offers according to organisational procedures. Advise new employees about employment details according to organisational policy. Create and maintain accurate, clear and complete records of the selection process.
	Plan and organise induction programs.	Plan content and format of induction programs to reflect organisational objectives and policies. Include all appropriate information in induction programs according to organisational policy. Liaise with operational colleagues to ensure induction programs are implemented in a manner that minimises operational disruption.
SITXHRM006 Monitor staff performance	Monitor staff performance and provide feedback.	Consult with and inform colleagues about expected standards of performance using appropriate communication mechanisms. Monitor ongoing performance by maintaining close contact with the workplace and colleagues. Regularly provide confirming and corrective feedback to colleagues. Provide colleagues with guidance and support. Provide recognition and reward for achievements and outstanding performance. Identify the need for further coaching or training and organise according to organisational policies.
	Recognise and resolve performance problems.	Identify and investigate performance problems. Use feedback and coaching to address performance problems. Discuss and agree upon possible solutions with the colleague. Follow up outcomes of informal counselling through review in the workplace. Organise and conduct a formal counselling session when needed according to required procedures.
	Implement performance management systems.	Implement formal performance management systems. Conduct individual performance evaluations openly and fairly. Complete and file performance management records. Agree on courses of action with colleagues and follow up in the workplace.
SITHACS303 Provide accommodation reception services	Prepare for guest arrival.	Prepare and check reception area and equipment. Check and review daily arrival details prior to guest arrival. Allocate rooms according to guest requirements and organisational policy. Follow up uncertain arrivals or reservations. Compile and distribute accurate arrivals information to relevant colleagues, including special situations or requests.
	Welcome and register guests.	Welcome guests courteously, confirm reservation details and seek opportunities to upsell when appropriate. Complete registration procedures according to organisational security requirements. Follow accounting procedures. Provide arrival information to guests. Follow organisational procedures where rooms are not immediately available or overbooking has occurred in order to minimise guest inconvenience. Monitor activity against expected arrivals and report deviations.

	Organise guest departure.	<p>Review and check accuracy of departure lists. Seek information on departing guests from other departments in a timely manner to facilitate preparation of account. Generate guest accounts and check for accuracy. Explain account clearly and courteously and process payments. Recover and process keys or electronic cards. Action or refer guest requests for departure assistance. Process express checkouts according to organisational procedures as required. Follow procedures for group checkout.</p>
	Prepare front office records and reports.	<p>Prepare and update front office records within designated timelines. Follow organisational policy in regard to room changes, no shows, extensions and early departures. Distribute reports and records to the appropriate departments within designated timelines. Reduce waste by minimising use of printed materials.</p>