



Provide valet services to guests

D1.HHK.CL3.06

Assessor Manual



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Specialist centre
for foods, tourism
& hospitality

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Competency Based Assessment (CBA) – An introduction for assessors

Assessment is the process of identifying a participant's current knowledge, skills and attitudes sets against all elements of competency within a unit of competency.

Suggested Assessment Methods

For each unit of competency a number of assessment tools have been identified including:

- Work Projects
- Oral Questions
- Written Questions
- Third Party Statements
- Observation Checklists.

Instructions and Evidence Recording Sheets have been identified in this Assessment Manual for use by Assessors.

Alternative Assessment Methods

Whilst the above mentioned assessment methods are suggested assessment methods, the assessor may use an alternate method of assessment taking into account:

- a) The nature of the unit
- b) The strengths of participants
- c) The number of participants in the class
- d) Time required to complete assessments
- e) Time dedicated to assessment
- f) Equipment and resources required.

Alternate assessment methods include:

- Practical demonstrations
- Practical demonstrations in simulated work conditions
- Problem solving
- Portfolios of evidence
- Critical incident reports
- Journals
- Oral presentations
- Interviews
- Videos
- Visuals/slides/audio tapes
- Case studies
- Log books
- Projects and Role plays

- Group projects
- Recognition of Prior Learning.

Whilst there is no specific instruction or evidence collection documents for all the alternative assessment methods, assessors can record competency in the 'Other' section within the 'Competency Recording Sheet'.

Selection of Assessment Methods

Each assessor will determine the combination of Assessment Methods to be used to determine Competency for each Competency Unit on a student by student basis.

'Sufficient' evidence to support the 'Competent'/'Not Yet Competent' decision must be captured.

In practice this means a minimum of two - three Assessment Methods for each candidate for each Competency Element is suggested.

At least one method should provide evidence of practical demonstration of competence.

The following assessment methods deemed to provide evidence of practical demonstration of competence include:

- Practical Work Projects
- Third Party Statement
- Observation Checklist.

Assessing Competency

Competency based assessment does not award grades, but simply identifies if the participant has the knowledge, skills and attitudes to undertake the required task to the specified standard.

Therefore, when assessing competency, an assessor has two possible results that can be awarded:

- 'Pass Competent' (PC)
- 'Not Yet Competent' (NYC).

Pass Competent (PC)

If the participant is able to successfully answer or demonstrate what is required, to the expected standards of the performance criteria, they will be deemed as 'Pass Competent' (PC).

The assessor will award a 'Pass Competent' (PC) if they feel the participant has the necessary knowledge, skills and attitudes in all assessment tasks for a unit.

Not Yet Competent' (NYC)

If the participant is unable to answer or demonstrate competency to the desired standard, they will be deemed to be 'Not Yet Competent' (NYC).

This does not mean the participant will need to complete all the assessment tasks again. The focus will be on the specific assessment tasks that were not performed to the expected standards.

The participant may be required to:

- a) Undertake further training or instruction
- b) Undertake the assessment task again until they are deemed to be 'Pass Competent'.

Regional Qualifications Framework and Skills Recognition System

The 'Regional Qualifications Framework and Skills Recognition System', also known as the 'RQFSRS' is the overriding educational framework for the ASEAN region.

The purpose of this framework is to provide:

- A standardised teaching and assessment framework
- Mutual recognition of participant achievement across the ASEAN region. This includes achievement in individual Units of Competency or qualifications as a whole.

The role of the 'RQFSRS' is to provide, ensure and maintain 'quality assurance' across all countries and educational providers across the ASEAN region.

Recognition of Prior Learning

Recognition of Prior Learning is the process that gives current industry professionals who do not have a formal qualification, the opportunity to benchmark their extensive skills and experience against the standards set out in each unit of competency/subject.

This process is a learning and assessment pathway which encompasses:

- Recognition of Current Competencies (RCC)
- Skills auditing
- Gap analysis and training
- Credit transfer.

Code of practice for assessors

This Code of Practice provides:

- Assessors with direction on the standard of practice expected of them
- Candidates with assurance of the standards of practice expected of assessors
- Employers with assurance of the standards maintained in the conduct of assessment.

The Code detailed below is based on the International Code of Ethics and Practice (The National Council for Measurement in Education [NCME]).

- The differing needs and requirements of the person being assessed, the local enterprise and/or industry are identified and handled with sensitivity
- Potential forms of conflict of interest in the assessment process and/or outcomes are identified and appropriate referrals are made, if necessary
- All forms of harassment are avoided throughout the planning, conducting, reviewing and reporting of the assessment outcomes
- The rights of the candidate are protected during and after the assessment
- Personal and interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes
- The candidate is made aware of rights and process of appeal
- Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency

- Assessment decisions are based on available evidence that can be produced and verified by another assessor
- Assessments are conducted within the boundaries of the assessment system policies and procedures
- Formal agreement is obtained from both the candidate and the assessor that the assessment was carried out in accordance with agreed procedures
- The candidate is informed of all assessment reporting processes prior to the assessment
- The candidate is informed of all known potential consequences of decisions arising from an assessment, prior to the assessment
- Confidentiality is maintained regarding assessment results
- The assessment results are used consistently with the purposes explained to the candidate
- Opportunities are created for technical assistance in planning, conducting and reviewing assessment procedures and outcomes.

Instructions and checklist for assessors

Instructions

General instructions for the assessment

- Assessment should be conducted at a scheduled time that has been notified to the candidate
- Facilitators must ensure participants are made aware of the need to complete assessments and attend assessment sessions
- If a participant is unable to attend a scheduled session, they must make arrangements with the Assessor to undertake the assessment at an alternative time
- At the end of the assessment the Assessor must give feedback and advise the participant on their C/NYC status
- Complete the relevant documentation and submit to the appropriate department.

Preparation

- Gain familiarity with the Unit of Competency, Elements of Competency and the Performance Criteria expected
- Study details assessment documentation and requirements
- Brief candidate regarding all assessment criteria and requirements.

Briefing Checklist

- Begin the assessment by implementing the following checklist and then invite the candidate to proceed with assessment.

Checklist for Assessors

Prior to the assessment I have:	Tick (✓)	Remarks
Ensured the candidate is informed about the venue and schedule of assessment.		
Received current copies of the performance criteria to be assessed, assessment plan, evidence gathering plan, assessment checklist, appeal form and the company's standard operating procedures (SOP).		
Reviewed the performance criteria and evidence plan to ensure I clearly understood the instructions and the requirements of the assessment process.		
Identified and accommodated any special needs of the candidate.		
Checked the set-up and resources for the assessment.		
During the assessment I have:		
Introduced myself and confirmed identities of candidates.		
Put candidates at ease by being friendly and helpful.		
Explained to candidates the purpose, context and benefits of the assessment.		
Ensured candidates understood the assessment process and all attendant procedures.		
Provided candidates with an overview of performance criteria to be assessed.		
Explained the results reporting procedure.		
Encouraged candidates to seek clarifications if in doubt.		
Asked candidates for feedback on the assessment.		
Explained legal, safety and ethical issues, if applicable.		
After the assessment I have:		
Ensured candidate is given constructive feedback.		
Completed and signed the assessment record.		
Thanked candidate for participating in the assessment.		

Instructions for recording competency

Specifications for Recording Competency

The following specifications apply to the preparation of Evidence Gathering Plans:

- A Competency Recording Sheet must be prepared for each candidate to ensure and demonstrate all Performance Criteria and Competency Elements are appropriately assessed. This Sheet indicates how the Assessor will gather evidence during their assessment of each candidate
- This Competency Recording Sheet is located at the end of the Assessment Plan
- It is the overriding document to record competency
- Assessor may vary the Competency Recording Sheet to accommodate practical and individual candidate and/or workplace needs
- Assessor must place a tick (✓) in the 'Assessment Method' columns to identify the methods of assessment to be used for each candidate
- Multiple Competency Elements/Performance Criteria may be assessed at the one time, where appropriate
- The assessor and participant should sign and date the Competency Recording Sheet, when all forms of evidence and assessment have been completed
- The assessor may provide and feedback or clarify questions which the participant may have in regards to the assessment grade or findings
- All documents used to capture evidence must be retained, and attached to the Competency Recording Sheet for each candidate for each Competency Unit.

Instructions for different assessment methods

Specifications for Work Project Assessment

These guidelines concern the use of work projects.

The work projects identified in the Training Manuals involve a range of tasks, to be performed at the discretion of the Assessor.

Work project tasks can be completed through any form of assessment as identified in the Trainer and Trainee Manuals and stated at the start of this section.

Assessors should follow these guidelines:

- Review the Work Projects at the end of each 'Element of Competency' in the Trainee Manual to ensure you understand the content and what is expected
- Prepare sufficient resources for the completion of work activities including:
 - Time – whether in scheduled delivery hours or suggested time participants to spend outside of class hours
 - Resources – this may involve technical equipment, computer, internet access, stationery and other supplementary materials and documents
- Prepare assessment location (if done in class) making it conducive to assessment
- Explain Work Projects assessment to candidate, at the start of each Element of Competency. This ensures that participants are aware of what is expected and can collate information as delivery takes place.

- Assessors can use the following phrase as a guide (where an 'X' is identified, please input appropriate information):

“At the end of each Element of Competency there are Work Projects which must be completed. These projects require different tasks that must be completed.

These work projects are part of the formal assessment for the unit of competency titled X.

 - You are required to complete these activities:
 - a) *Using the 'X' method of assessment.*
 - b) *At 'X' location*
 - c) *You will have 'X time period' for this assessment.*
 - You are required to compile information in a format that you feel is appropriate to the assessment.
 - Do you have any questions about this assessment?”
- Commence Work Project assessment:
- The assessor may give time for participants to review the questions at this time to ensure they understand the nature of the questions. The assessor may need to clarify questions.
- Participants complete work projects in the most appropriate format
- Participants must submit Work Project evidence to the assessor before the scheduled due date
- Assessor must assess the participant's evidence against the competency standards specified in each Element of Competency and their own understanding. The assessor can determine if the participant has provided evidence to a 'competent' standard.
- Transcribe results/details to Competency Recording Sheet
- Forward/file assessment record.

Specifications for Oral Question Assessment

These guidelines concern the use of oral questioning.

Assessors should follow these guidelines.

- Prepare Assessment Record for Oral Questioning. One record for each candidate:
 - Enter Student name
 - Enter Assessor name
 - Enter Location
- Familiarise self with Questions to be asked
- Prepare assessment location (table and chairs) making it conducive to assessment
- Explain Oral Questioning assessment to candidate, using the following phrase as a guide (where a 'X' is identified, please input appropriate information):

“These oral questions are part of the formal assessment for the unit of competency titled X.

There are X questions and you are required to answer all of them to the best of your ability and I will record whether or not you have answered correctly.

We have 60 minutes for this assessment.

- I will give you feedback at the end of the assessment.
- Do you have any questions about this assessment?”
- Commence Oral Questioning assessment:
- Complete Assessment Record for the Oral Questioning by:
 - Ticking C or NYC, as appropriate
 - Entering ‘Remarks’ as required
 - Completing Oral Questioning within 60 minutes
- Complete Oral Questioning and provide feedback to candidate
- Transcribe results/details to Competency Recording Sheet
- Forward/file assessment record.

Specifications for Written Question Assessment

These guidelines concern the use of written questioning.

Assessors should follow these guidelines.

- Familiarise self with Questions and Answers provided.
- Print and distribute copies of ‘Written Questions’ for participants. Ideally this should take place with adequate time for participants to answer all questions before the expected due date.
- Explain Written Questioning assessment to candidate, using the following phrase as a guide (where a ‘X’ is identified, please input appropriate information):

“These written questions are part of the formal assessment for the unit of competency titled X.

There are X questions and you are required to answer all of them to the best of your ability.

You may refer to your subject materials, however where possible try to utilise your existing knowledge when answering questions.

Where you are unsure of questions, please ask the Assessor for further instruction. This may be answering the question orally or asking the assessor to redefine the question.

We have X time for this assessment.

- The due date for completion of this assessment is X
- On this date you must forward the completed questions to the assessor by X time on the date of X
- Do you have any questions about this assessment?”
- The assessor may give time for participants to review the questions at this time to ensure they understand the nature of the questions. The assessor may need to clarify questions.
- Participants may record written answers (where possible)
- Participants must submit the written answers to the assessor before the scheduled due date
- Assessor must assess the participant’s written answers against the model answers provided as a guide, or their own understanding. The assessor can determine if the participant has answered the questions to a ‘competent’ standard.

- Transcribe results/details to Competency Recording Sheet
- Forward/file assessment record.

Specifications for Observation Checklist

These specifications apply to the use of the Observation Checklist in determining competency for candidates.

Only an approved assessor is authorised to complete the Observation Checklist.

The assessor is required to observe the participant, ideally in a simulated environment or their practical workplace setting and record their performance (or otherwise) of the competencies listed on the Observation Checklist for the Competency Unit.

To complete the Observation Checklist the Assessor must:

- Insert name of candidate
- Insert assessor name
- Insert identify of location where observations are being undertaken
- Insert date/s of observations – may be single date or multiple dates
- Place a tick in either the 'Yes' or 'No' box for each listed Performance Criteria to indicate the candidate has demonstrated/not demonstrated that skill
- Provide written (and verbal) feedback to candidate – as/if appropriate
- Sign and date the form
- Present form to candidate for them to sign and date
- Transcribe results/details to Competency Recording Sheet for candidate
- Forward/file Observation Checklist.

This source of evidence combines with other forms of assessment to assist in determining the 'Competent' or 'Not Yet Competent' decision for the participant.

Specifications for Third Party Statement

These specifications relate to the use of a relevant workplace person to assist in determining competency for candidates.

The Third Party Statement is to be supplied by the assessor to a person in the workplace who supervises and/or works closely with the participant.

This may be their Supervisor, the venue manager, the Department Manager or similar.

The Third Party Statement asks the Supervisor to record what they believe to be the competencies of the participant based on their workplace experience of the participant. This experience may be gained through observation of their workplace performance, feedback from others, inspection of candidate's work etc.

A meeting must take place between the Assessor and the Third Party to explain and demonstrate the use of the Third Party Statement.

To complete the Third Party Verification Statement the Assessor must:

- Insert candidate name
- Insert name and contact details of the Third Party
- Tick the box to indicate the relationship of the Third Party to the candidate

- Present the partially completed form to the Third Party for them to finalise
- Collect the completed form from the Third Party
- Transcribe results/details to Competency Recording Sheet for candidate
- Forward/file Third Party Statement.

The Third Party must:

- Record their belief regarding candidate ability/competency as either:
 - Competent = Yes
 - Not Yet Competent = No
 - Unsure about whether candidate is competent or not = Not Sure
- Meet briefly with the assessor to discuss and/or clarify the form.

This source of evidence combines with other forms of assessment to assist in determining the 'Competent' or 'Not Yet Competent' decision for the candidate.

A separate Third Party Statement is required for each Competency Unit undertaken by the candidate.

Competency Standard

UNIT TITLE: PROVIDE VALET SERVICES TO GUESTS		NOMINAL HOURS: 45
UNIT NUMBER: D1.HHK.CL3.06		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to provide valet services to guests within an accommodation establishment.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Identify the role of a valet</p> <p>1.1 Describe the <i>services delivered by a valet</i></p> <p>1.2 Locate the position of valet within the enterprise</p> <p>1.3 Identify the <i>personal characteristics</i> required of a valet</p> <p>1.4 Describe <i>grooming and personal presentation standards</i> for a valet</p> <p>1.5 Interpret <i>enterprise policies and procedures</i> for the provision of valet services</p> <p>1.6 Identify and explain <i>the role of communication</i> in valet service provision</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to the delivery of valet services in an accommodation facility within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Housekeeping</p> <p><i>Services delivered by a valet</i> may include:</p> <ul style="list-style-type: none"> • Organization of special functions, excursions and tours, theatre and restaurant bookings • Organization and delivery of room service, including service of meals and drinks, waiting and service provision at in room parties and functions • Provision of local advice, including recommendations for dining, transport, sight-seeing, tourism and leisure activities, acquisition of personal services • Making, altering and/or confirming travel arrangements. 	

<p>Element 2: Prepare to deliver valet services</p> <p>2.1 Obtain <i>guest information</i> in advance of guest arrival</p> <p>2.2 Determine guest requirements and preferences</p> <p>2.3 <i>Liaise with other staff and external service providers</i> to meet anticipated guest needs</p> <p>2.4 Check guest room prior to guest arrival to ensure compliance with stated requests</p> <p>Element 3: Deliver valet services</p> <p>3.1 Welcome guest on arrival and establish appropriate rapport</p> <p>3.2 Advise guest of <i>available services</i></p> <p>3.3 <i>Deal with guest luggage</i></p> <p>3.4 <i>Deal with guest clothes</i></p> <p>3.5 Deal with <i>guest requests</i></p> <p>3.6 Deliver <i>enterprise-specific VIP treatment</i> and services</p> <p>3.7 Adjust service delivery to suit guest needs and preferences</p> <p>3.8 Maintain guest privacy and confidentiality</p> <p>3.9 Assist guest with <i>pre-departure and on-departure services</i></p>	<p><i>Personal characteristics</i> will include:</p> <ul style="list-style-type: none"> • Tact, diplomacy and discretion • Etiquette and good manners • Politeness and civility • Honesty and dedication • Willingness to be of genuine service • An unbiased and prejudice-free disposition. <p><i>Grooming and personal presentation standards</i> may be related to:</p> <ul style="list-style-type: none"> • Wearing of uniform • Personal hygiene • Personal appearance. <p><i>Enterprise policies and procedures</i> may relate to:</p> <ul style="list-style-type: none"> • Service standards and protocols • Honesty • Treatment of VIPs • Use of enterprise equipment and facilities • Complimentary goods and services • Discretionary authority to act on behalf of the organization.
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Element 4: Record valet services**4.1** Process *billable charges***4.2** Update *guest history details***4.3** Debrief with management

The role of communication must include:

- Use of appropriate verbal and non-verbal communication techniques
- Building rapport and goodwill
- Building trust and confidence with the guest
- Honesty
- Tact, diplomacy and discretion
- Privacy and confidentiality issues.

Guest information may be obtained from:

- Internal guest history
- Communications from guest or their agent, including faxes, letters, e-mails, telephone advice
- Verbal communication with guest or their agent
- Other staff, departments and/or external service providers who have previously provided valet services to the guest.

Liaise with other staff and external service providers may include:

- Contact with relevant people to notify them of guest arrival
- Seeking of input as to service delivery options
- Arranging for provision of identified special requests
- Preparing guest room as required.

Available services may relate to:

- In house provisions, facilities, options, services
- External provisions, including identification and description of what services are available to meet potential guest needs that have been identified.

	<p><i>Deal with guest luggage</i> may include:</p> <ul style="list-style-type: none">• Unpacking of luggage and storing of items either in room or elsewhere within the premises, including management of items for safety deposit• Storage of guest luggage• Security of guest belongings• Liaison with porters• Repairs to luggage and/or replacement of same if required. <p><i>Deal with guest clothes</i> may include:</p> <ul style="list-style-type: none">• Unpacking and storing in-room• Arranging for cleaning/dry cleaning and repairs• Pressing of items• Layout and preparation of clothes in accordance with guest wishes/directions prior to wearing• Shoe cleaning, polishing and shining• Purchase of clothing on behalf of guest, as required. <p><i>Guest requests</i> may include:</p> <ul style="list-style-type: none">• Organizing repairs to equipment and sundry items• Making bookings, including travel, accommodation, theatre, dining, excursions and tours• Making sundry purchases on behalf of guest as required, such as flowers, gifts, special needs• Responding to unusual circumstances, or issues that arise during guest stay• Arranging for specified room service and delivery of room service functions.
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Enterprise-specific VIP treatment may include:

- Provision of turn-down service
- Provision of fruit basket and confectioneries in room
- Preferential treatment
- Preferential booking and seating privileges at in house dining facilities
- Provision of valet parking
- Delivery of nominated items throughout the day to guest room
- Provision of guide/escort to accompany guest during their stay
- Provision of additional rooms, including for media events, parties, business conferences.

Pre-departure and on-departure services may include:

- Facilitating check-out and account provision and settlement
- Packing guest belongings
- Arranging for forwarding of guest belongings and mail/messages
- Arranging accommodation
- Assisting with relevant customs, immigration and travel arrangements, including transfers.

Billable charges may include:

- Room service charges
- Repairs, maintenance and cleaning
- Disbursements
- Meals and drinks, functions and parties, purchases from in house sales outlets, such as merchandise and souvenirs, mini bar use
- Extra services, as requested.

Guest history details that may require updating may include:

- Services provided and facilities used
- Guest preferences, including dining room seating, external service providers, food and drinks items, brand names, clothing folds, packing preferences
- Tourist attractions visited
- Relevant timing details, including arrival and departure times, dining times, wake up calls, flight timing preferences
- Problems experienced, complaints lodged, unusual circumstances encountered.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Appropriate written, verbal and non-verbal communication, interpersonal, guest service and rapport building skills
- Negotiation and problem solving skills
- Liaison skills with internal and external providers
- Research and acquisition skills to source items requested by guests
- Problem solving abilities to resolve guest issues
- Ability to act as agent for the guest.

Linkages To Other Units

- Comply with workplace hygiene procedures
- Develop and update local knowledge
- Maintain hospitality industry knowledge
- Manage and resolve conflict situations
- Promote hospitality products and services
- Promote products and services to customers
- Receive and resolve customer complaints
- Provide advice to patrons on food and beverage services
- Provide room service
- Provide silver service
- Serve a range of wine products
- Provide food and beverage services
- Provide accommodation services
- Provide information about in house services
- Provide housekeeping services to guests
- Clean and prepare rooms for incoming guests
- Launder linen and guests' clothes
- Provide for the safety of VIPs.

	<p>Critical Aspects of Assessment</p> <p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • Demonstrated ability to prepare for guest arrival in accordance with stated needs and preferences • Demonstrated ability to apply tact, discretion, diplomacy and etiquette • Demonstrated ability to care for guest property • Demonstrated ability to arrange a range of internal and external guest services • Preparedness to adapt standard service delivery to suit guest preferences and needs • Demonstrated ability to follow protocols in dealing with VIPs • Demonstrated ability with techniques in handling guest luggage, clothes and belongings • Demonstrated ability in room service skills, including food and beverage service skills • Demonstrated ability in updating and processing guest stay details. <p>Context of Assessment</p> <p>Assessment must ensure:</p> <ul style="list-style-type: none"> • Actual or simulated workplace delivery of a nominated range of valet services and support activities. <p>Resource Implications</p> <ul style="list-style-type: none"> • Training and assessment must include the use of real or simulated products, materials, food and beverages.
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	Assessment Methods		
	The following methods may be used to assess competency for this unit:		
	<ul style="list-style-type: none"> • Observation of practical candidate performance • Role plays • Oral and written questions • Third party reports completed by a supervisor • Project and assignment work. 		
	Key Competencies in this Unit		
	<p><i>Level 1 = competence to undertake tasks effectively</i></p> <p><i>Level 2 = competence to manage tasks</i></p> <p><i>Level 3 = competence to use concepts for evaluating</i></p>		
Key Competencies	Level	Examples	
Collecting, organizing and analysing information	1	Research guest history; undertake research on behalf of the guest to respond to identified questions	
Communicating ideas and information	2	Identify guest needs and preferences; communicate guest needs and preferences to others	
Planning and organizing activities	2	Arrange services, facilities and items in-line with stated guest needs/preferences	

	Working with others and in teams	2	Liaise and cooperate with others to deliver and/or provide valet and other services
	Using mathematical ideas and techniques	1	Quantify guest requirements for services based on established need
	Solving problems	2	Find solutions to guest problems in the capacity as agent for the guest
	Using technology	1	Operate internal communication and reservation systems

Oral Questions

Student name	
Assessor name	
Location/venue	
Unit of competency	Provide valet services to guests D1.HHK.CL3.06
Instructions	<ol style="list-style-type: none"> 1. Ask student questions from the attached list to confirm knowledge, as necessary 2. Place tick in boxes to reflect student achievement (Competent 'C' or Not Yet Competent 'NYC') 3. Write short-form student answer in the space provided for each question.

Questions	Response	
	C	NYC
1. Tell me the services a valet may provide to guests.	<input type="checkbox"/>	<input type="checkbox"/>
2. How does the position of valet fit in with other guest service roles in an establishment?	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	C	NYC
3. What personal characteristics does a valet require?	<input type="checkbox"/>	<input type="checkbox"/>
4. What are the grooming and personal presentation standards for a valet?	<input type="checkbox"/>	<input type="checkbox"/>
5. What venue policies and/or procedures might apply to the work of a valet on a day-to-day basis?	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	C	NYC
6. Why is communication (between valet and the guest) so important in the work of a valet?	<input type="checkbox"/>	<input type="checkbox"/>
7. What guest information might a valet obtain/try to obtain about a guest they are going to provide service to before the guest's arrival?	<input type="checkbox"/>	<input type="checkbox"/>
8. How can a valet determine guest preferences for a guest they are providing service for?	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	C	NYC
9. Which other staff within a venue might a valet need to liaise with in order to address anticipated and/or identified guest needs?	<input type="checkbox"/>	<input type="checkbox"/>
10. When inspecting a guest room prior to their arrival, what things should a valet check?	<input type="checkbox"/>	<input type="checkbox"/>
11. Demonstrate how as a valet you would welcome a guest and start to establish a rapport with them.	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	C	NYC
12. In a five-star establishment, what in-house services might a valet be able to advise guests about?	<input type="checkbox"/>	<input type="checkbox"/>
13. How might a valet deal with guest luggage on their arrival at a venue once the luggage has been delivered to the guest's room?	<input type="checkbox"/>	<input type="checkbox"/>
14. Identify three tasks a valet may provide for a guest throughout their stay at a venue in relation to their clothing.	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	C	NYC
15. Identify five requests guests frequently make of a valet that are deemed to be legitimate jobs for a valet to undertake for a guest.	<input type="checkbox"/>	<input type="checkbox"/>
16. Give three examples of VIP treatment a valet may provide to VIP guests.	<input type="checkbox"/>	<input type="checkbox"/>
17. Give one example of how a valet might adjust service delivery to meet the individual needs, wants or preferences of a guest.	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	C	NYC
18. What actions might a valet take (and/or not take) to maintain the privacy and confidentiality of guests?	<input type="checkbox"/>	<input type="checkbox"/>
19. What pre-departure and on-departure services might a valet provide to departing guests?	<input type="checkbox"/>	<input type="checkbox"/>
20. Identify three billable charges a valet may need to ensure are charged to a guest's account.	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	C	NYC
21. After a guest has departed, what guest history details might a valet update to assist with service provision when the guest next stays at the venue?	<input type="checkbox"/>	<input type="checkbox"/>
22. After a VIP guest has left, what details of their stay might a valet discuss when debriefing with management?	<input type="checkbox"/>	<input type="checkbox"/>

Written Questions

Provide valet services to guests – D1.HHK.CL3.06

Student Name: _____

Answer all the following questions and submit to your Trainer.

1. Identify five roles of a valet.

2. In which department within a venue is the valet usually located?

3. List five personal characteristics required by a valet.

4. Identify three requirements relating to the wearing of a uniform by a valet.

5. Identify five standard grooming activities a valet should implement.

6. List three examples of policies and/or procedures venues may have in relation to the provision of valet services.

7. Identify three ways in which valets can identify venue policies and procedures relating to the provision of valet services.

8. List three ways a valet can optimise the development of trust and confidence between themselves and the guest.

9. Name three principles of communication a valet should employ when communicating with guests.

10. Identify three ways a valet can obtain information about a guest prior to their arrival at the venue.

11. What are presented in the notes as the three keys to determining guest requirements for products and services when a guest has arrived at the venue?

12. When liaising with other staff regarding a guest stay where valet service is being provided, list three activities a valet may need to undertake.

13. Where a valet-serviced guest requires service provision from an external supplier/provider, list the five actions valets may need to take to ensure this occurs as required.

14. How long in advance of the valet-serviced guest arrival should their room be verified as 'ready' and why is there a need for this lead time?

15. When conducting an inspection of a valet-serviced guest room list four activities that should be implemented.

16. When the valet welcomes their guest in the privacy of the guest's room, what five things should be involved in this process?

17. Identify four 'general valet services' a valet may provide to guests.

18. List five examples of services other than 'general valet services' a valet may advise guests about/provide for guests.

19. What is identified in the notes as being the two primary requirements for valets when handling guest luggage?

20. What are the four options for dealing with empty valet-serviced guest luggage once it has been unpacked?

21. Answer 'True' or 'False' to the following statement: 'When unpacking and storing guest clothing always follow directions, requests and suggestions made by the guest'.

22. List three checks a valet should make on guest clothes before laying them out for a guest to wear.

23. Identify three options available for valets to press guest clothes.

24. A valet-serviced guest has asked you to organise repairs to their lap top computer – identify four important aspects to consider when complying with this request.

25. Identify four examples of possible enterprise-specific treatment and/or services.

26. What are identified as the four keys to achieving the required adjustment to service delivery to a valet-serviced guest?

27. Answer ‘Yes’ or ‘No’ to the following statement: Are valets allowed to talk to others about things they see and hear when in a valet-serviced guest room?

28. List three actions valets can take to help their guests achieve the privacy they require.

29. Identify three things a valet can do to facilitate valet-serviced guest check-out.

30. As part of the departure procedures for a valet-serviced guest, the valet will need to arrange for the collection of luggage from the guest room – identify four activities involved in this process.

31. Identify the three key points listed in the notes that are generally applicable to processing billable charges.

32. List the three occasions when a valet-serviced guest history may need to be updated.

33. Identify the four generic topics that will be discussed when valets de-brief with management following the departure of a valet-serviced guest.

Answers to Written Questions

Provide valet services to guests – D1.HHK.CL3.06

The following are model answers only – Trainers/Assessors must use discretion when determining whether or not an answer provided by a Student is acceptable or not.

1. Identify five roles of a valet.

Any from the following:

- Housekeeper
- Confidant
- Guide
- Concierge
- Organiser
- Supervisor
- Guest relations.

2. In which department within a venue is the valet usually located?

Housekeeping.

3. List five personal characteristics required by a valet.

Any from the following:

- Tact and diplomacy
- Discretion
- Etiquette
- Good manners
- Politeness
- Civility
- Honesty
- Dedication
- Willingness to be of genuine service
- An unbiased and prejudice-free disposition
- Punctuality
- Attention to detail
- Initiative.

4. Identify three requirements relating to the wearing of a uniform by a valet.

Any from the following:

- Fits properly
- Is clean
- Remains in good repair
- Must wear all the uniform.

5. Identify five standard grooming activities a valet should implement.

Any from the following:

- Regular washing/bathing
- Use of a suitable deodorant
- Use of lightly-scented aftershave or perfume
- Make-up must be kept neutral for women
- Good personal hygiene habits and practices
- Men must be clean shaven
- Hair neat and tidy
- Hands and nails must be clean and well cared for at all times
- Regular attention to teeth
- Sufficient rest
- Exercise.

6. List three examples of policies and/or procedures venues may have in relation to the provision of valet services

Any from the following:

- Service standards and protocols
- Honesty
- Use of enterprise equipment and facilities for personal use or gain
- Treatment of VIPs
- Complimentary goods and services to be provided as part of the standard valet service
- Discretionary authority
- Reporting procedures.

7. Identify three ways in which valets can identify venue policies and procedures relating to the provision of valet services.

- Complete all necessary in-house training programs for valets
- Talk to more senior and experienced valets, or supervisors or managers
- Read the relevant policies and procedures.

8. List three ways a valet can optimise the development of trust and confidence between themselves and the guest.

Any from the following:

- Being aware of the needs of the guest before they arrive
- Having extremely high levels of product knowledge
- Making sure beyond all doubt everything told, explained or discussed with the guest is true, up-to-date and accurate
- Being proactive
- Always ensuring any promises are kept
- Not interfering.

9. Name three principles of communication a valet should employ when communicating with guests.

Any from the following:

- Every message must have a purpose
- Messages should match the interests and abilities of the guest
- Unnecessary words should be eliminated
- Chosen words should be within the experience range of the guest
- Verbal messages should be clear and concise.

10. Identify three ways a valet can obtain information about a guest prior to their arrival at the venue?

Any from the following:

- Read/refer to internal guest history
- Talk to guest or their representative
- Talk to venue staff who have served the guest
- Read documentation from guest – reservation details and special instructions.

11. What are presented in the notes as the three keys to determining guest requirements for products and services when a guest has arrived at the venue?

- Use common sense to determine what to provide/offer
- Ask the guest or their staff/representatives
- Clarify specific valet attendance requirements.

12. When liaising with other staff regarding a guest stay where valet service is being provided, list three activities a valet may need to undertake.

Any from the following:

- Meet with staff to discuss guest stay and make necessary arrangements
- Share original information about the stay/guest and any information provided/obtained subsequent to this altering previous knowledge, service delivery requirements or planning
- Organise the arrival of the guest
- Notify other staff and/or departments of guest arrival.

13. Where a valet-serviced guest requires service provision from an external supplier/provider, list the five actions valets may need to take to ensure this occurs as required.

- Contact them
- Advise of updated information, arrangements or numbers
- Confirm other existing arrangements
- Clarify issues as required
- Communicate last-minute details – such as.

14. How long in advance of the valet-serviced guest arrival should their room be verified as 'ready' and why is there a need for this lead time?

Three hours in advance to allow time to take whatever corrective action is necessary, re-room the guest and so the room is available if the guest arrives early.

15. When conducting an inspection of a valet-serviced guest room list four activities that should be implemented

Any from the following:

- Use a pre-prepared checklist to guide the inspection
- Cover all aspects of the room/suite
- Check and confirm previously set settings to equipment
- Confirm the presence of 'on arrival' items
- Use all the senses to check the room.

16. When the valet welcomes their guest in the privacy of the guest's room, what five things should be involved in this process?

- Use of the guest's name when greeting them and welcoming them to the venue
- Introduce themselves by name and position
- Confirm previously advised requests have been taken care of
- Invite questions and further requests
- Make an offer of immediate assistance.

17. Identify four 'general valet services' a valet may provide to guests.

Any from the following:

- Providing general housekeeping duties for the room/suite
- Making tea and coffee
- Preparing guest clothes and footwear
- Undertaking personal errands for the guest
- Answering the telephone and door – and screening callers
- Liaising with guest and venue staff
- Making arrangements on behalf of the guest.

18. List five examples of services other than 'general valet services' a valet may advise guests about/provide for guests.

Any from the following:

- Organising special functions
- Organising excursions and trips
- Making restaurant and theatre bookings
- Arranging room service
- Providing general advice
- Making or confirming travel arrangements
- Providing wake-up and/or reminder calls
- Delivering newspaper(s), coffee or tea first thing in the morning
- Ordering and serving breakfast
- Looking after dry cleaning and laundry needs
- Organising a personal driver, limousine, taxi, or hire car
- Arranging for appropriate security.

19. What is identified in the notes as being the two primary requirements for valets when handling guest luggage?

- Handle with care to avoid damage
- Avoid theft or loss.

20. What are the four options for dealing with empty valet-serviced guest luggage once it has been unpacked?

- Removal of empty luggage to the venue 'Luggage Room'
- Storing of unpacked/empty luggage in the guest's room in designated luggage storage spaces
- Leaving nominated items of luggage in the room and taking other items to the Luggage Room
- Moving empty items of luggage to rooms occupied by members of the guest's entourage.

21. Answer 'True' or 'False' to the following statement: 'When unpacking and storing guest clothing always follow directions, requests and suggestions made by the guest'.

True.

22. List three checks a valet should make on guest clothes before laying them out for a guest to wear

- The clothing is in good condition
- It is clean
- It is pressed.

23. Identify three options available for valets to press guest clothes.

- The valet irons clothes in the guest room
- Items are sent to the laundry for ironing
- Laundry staff come to the guest room.

24. A valet-serviced guest has asked you to organise repairs to their lap top computer – identify four important aspects to consider when complying with this request.

Any from the following:

- Use an external service providers
- Use known or 'preferred providers' – or businesses indicated by the guest: an accredited dealers/repairers is probably needed in this instance.
- Ask the guest if there is a limit to how much they want to spend on repairing the item
- Ask if guest requires an item to replace the one that is being repaired
- Do they require a quotation for the work to be done before authorising the repairs?
- Determine when the guest needs the item
- Get things moving.

25. Identify four examples of possible enterprise-specific treatment and/or services.

Any from the following:

- Provision of turn down service
- Provision of fruit basket/s
- Provision of confectionaries
- Preferential treatment – for orders and/or provision of extra/different items
- Preferential booking and seating privileges in the venue
- Provision of valet parking
- Delivering items to VIP and guest rooms throughout the day and/or when items arrive/are delivered
- Provision of escort or guide
- Provision of additional rooms.

26. What are identified as the four keys to achieving the required adjustment to service delivery to a valet-serviced guest?

- Identify the necessary/required changes
- Advise those necessary for delivering the products/services needing to be changed
- Monitor the changed service/product delivery
- Take further corrective action when necessary.

27. Answer 'Yes' or 'No' to the following statement: Are valets allowed to talk to others about things they see and hear when in a valet-serviced guest room?

No.

28. List three actions valets can take to help their guests achieve the privacy they require.

Any from the following:

- Enquire when guests wish to be left alone – and comply with these requirements.
- Never disclose the location or room number of guests
- Not allow others to enter the guest room/s
- Divert the room telephone at times the guest wishes privacy
- Liaise with other staff as required.

29. Identify three things a valet can do to facilitate valet-serviced guest check-out.

Any from the following:

- Identify who will finalise the account
- Ensure all legitimate charges have been added to the guest account
- Liaise with Front Office regarding preparation and production of the final account
- Determine who will present the account to the nominated person who will finalise the account.

30. As part of the departure procedures for a valet-serviced guest, the valet will need to arrange for the collection of luggage from the guest room – identify four activities involved in this process.

Any from the following:

- Organise staff to remove packed cases
- Specify time for cases to be collected
- Identify number of cases or number of trolleys required
- Identify room number/s
- Indicate where luggage must be taken
- Remove existing luggage tags and/or airline tags from individual items
- Arrange luggage tags
- Double-check all cases and bags are secure.

31. Identify the three key points listed in the notes that are generally applicable to processing billable charges?

- All legitimate charges must be processed
- All billable charges must be supported by appropriate documentation
- All charges must be processed promptly.

32. List the three occasions when a valet-serviced guest history may need to be updated?

- Prior to their arrival – when the booking is received
- During their stay
- After they have departed.

33. Identify the four generic topics that will be discussed when valets de-brief with management following the departure of a valet-serviced guest.

Any from the following:

- Complaints
- Compliments
- Products and services
- Suggestions/recommendation.

Observation Checklist

Student name	
Assessor name	
Location/venue	
Unit of competency	Provide valet services to guests D1.HHK.CL3.06
Dates of observation	
Instructions	<ol style="list-style-type: none"> 1. Over a period of time observe the student completing each of the following tasks: <ol style="list-style-type: none"> a) Identify the role of a valet b) Prepare to deliver valet services c) Deliver valet services d) Record valet services 2. Enter the date on which the tasks were undertaken 3. Place a tick in the box to show they completed each aspect of the task to the standard expected in the enterprise 4. Complete the feedback sections of the form, if required.

Did the candidate	Yes	No
Element 1: Identify the role of a valet		
Describe the services delivered by a valet	<input type="checkbox"/>	<input type="checkbox"/>
Locate the position of valet within the enterprise	<input type="checkbox"/>	<input type="checkbox"/>
Identify the personal characteristics required of a valet	<input type="checkbox"/>	<input type="checkbox"/>
Describe grooming and personal presentation standards for a valet	<input type="checkbox"/>	<input type="checkbox"/>
Interpret enterprise policies and procedures for the provision of valet services	<input type="checkbox"/>	<input type="checkbox"/>
Identify and explain the role of communication in valet service provision	<input type="checkbox"/>	<input type="checkbox"/>

Element 2: Prepare to deliver valet services		
Obtain guest information in advance of guest arrival	<input type="checkbox"/>	<input type="checkbox"/>
Determine guest requirements and preferences	<input type="checkbox"/>	<input type="checkbox"/>
Liaise with other staff and external service providers to meet anticipated guest needs	<input type="checkbox"/>	<input type="checkbox"/>
Check guest room prior to guest arrival to ensure compliance with stated requests	<input type="checkbox"/>	<input type="checkbox"/>
Element 3: Deliver valet services		
Welcome guest on arrival and establish appropriate rapport	<input type="checkbox"/>	<input type="checkbox"/>
Advise guest of available services	<input type="checkbox"/>	<input type="checkbox"/>
Deal with guest luggage	<input type="checkbox"/>	<input type="checkbox"/>
Deal with guest clothes	<input type="checkbox"/>	<input type="checkbox"/>
Deal with guest requests	<input type="checkbox"/>	<input type="checkbox"/>
Deliver enterprise-specific VIP treatment and services	<input type="checkbox"/>	<input type="checkbox"/>
Adjust service delivery to suit guest needs and preferences	<input type="checkbox"/>	<input type="checkbox"/>
Maintain guest privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>
Assist guest with pre-departure and on-departure services	<input type="checkbox"/>	<input type="checkbox"/>
Element 4: Record valet services		
Process billable charges	<input type="checkbox"/>	<input type="checkbox"/>
Update guest history details	<input type="checkbox"/>	<input type="checkbox"/>
Debrief with management	<input type="checkbox"/>	<input type="checkbox"/>
Did the student's overall performance meet the standard?		

Feedback to student and trainer/assessor

Strengths:

Improvements needed:

General comments:

Candidate signature

Date

Assessor signature

Date

Third Party Statement

Student name:			
Name of third party:		Contact no	
Relationship to student:	<input type="checkbox"/> Employer <input type="checkbox"/> Supervisor <input type="checkbox"/> Colleague <input type="checkbox"/> Other <i>Please specify: _____</i> <i>Please do not complete the form if you are a relative, close friend or have a conflict of interest]</i>		
Unit of competency:	Provide valet services to guests D1.HHK.CL3.06		
<p>The student is being assessed against industry competency standards and we are seeking your support in the judgement of their competence.</p> <p>Please answer these questions as a record of their performance while working with you. Thank you for your time.</p>			
Do you believe the trainee has demonstrated the following skills? <i>(tick the correct response]</i>	Yes	No	Not sure
Understands role of a valet from the point of view of the guest and the business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identifies services provided by a valet and the location of the position of valet within the business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identifies the personal characteristics, grooming and personal presentation required of a valet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understands the need for a valet to prepare for service by obtaining guest information and determining their requirements and preferences in advance of their arrival	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Liaises with others and checks guest room to meet stated requests/preferences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welcomes guest on arrival, establishes appropriate rapport and advises guest of available services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deals with guest luggage, clothes and requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivers VIP treatment and services adjusting service as required for individual guests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintains guest privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assists guest with pre-departure and on-departure services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/feedback from Third Party to Trainer/Assessor:

--

Third party signature:

Date:

Send to:

Competency Recording Sheet

Name of Student		
Name of Assessor/s		
Unit of Competency	Provide valet services to guests	D1.HHK.CL3.06
Date assessment commenced		
Date assessment finalised		
Assessment decision	Competent / Not Yet Competent (Circle one)	
Follow up action required (Insert additional work and assessment required to achieve competency)		
Comments/observations by assessor/s		

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

Element & Performance Criteria	Observation of skills	3rd Party Statement	Oral Questions	Written Questions	Work Projects	Other
Element 1: Identify the role of a valet						
Describe the services delivered by a valet						
Locate the position of valet within the enterprise						
Identify the personal characteristics required of a valet						
Describe grooming and personal presentation standards for a valet						
Interpret enterprise policies and procedures for the provision of valet services						
Identify and explain the role of communication in valet service provision						
Element 2: Prepare to deliver valet services						
Obtain guest information in advance of guest arrival						
Determine guest requirements and preferences						
Liaise with other staff and external service providers to meet anticipated guest needs						
Check guest room prior to guest arrival to ensure compliance with stated requests						

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

Element & Performance Criteria	Observation of skills	3rd Party Statement	Oral Questions	Written Questions	Work Projects	Other
Element 3: Deliver valet services						
Welcome guest on arrival and establish appropriate rapport						
Advise guest of available services						
Deal with guest luggage						
Deal with guest clothes						
Deal with guest requests						
Deliver enterprise-specific VIP treatment and services						
Adjust service delivery to suit guest needs and preferences						
Maintain guest privacy and confidentiality						
Assist guest with pre-departure and on-departure services						
Element 4: Record valet services						
Process billable charges						
Update guest history details						
Debrief with management						

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