

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>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>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 labor 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><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>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>Element 4: Record valet services</p> <p>4.1 Process <i>billable charges</i></p> <p>4.2 Update <i>guest history details</i></p> <p>4.3 Debrief with management</p>	<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. <p><i>The role of communication</i> must include:</p> <ul style="list-style-type: none"> • 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. <p><i>Guest information</i> may be obtained from:</p> <ul style="list-style-type: none"> • 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
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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.

Deal with guest luggage may include:

- 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.

Deal with guest clothes may include:

- 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.

Guest requests may include:

- 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.

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.

Critical Aspects of Assessment

Evidence of the following is essential:

- 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.

Context of Assessment

Assessment must ensure:

- actual or simulated workplace delivery of a nominated range of valet services and support activities.

Resource Implications

Training and assessment must include the use of real or simulated products, materials, food and beverages.

Assessment Methods

The following methods may be used to assess competency for this unit:

- 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

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organizing and analyzing 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