مجليس كبڠسأن ڤڠأعتراڤن كلولوسن
نڬارا بروني دارالسلام

BRUNEI DARUSSALAM NATIONAL ACCREDITATION COUNCIL
NEGARA BRUNEI DARUSSALAM

BELL BOY

LEVEL 1

(HT-ACC-BBO-01-24)

HOSPITALITY & TOURISM SECTOR

Contents

PART 1 BASIC CONTENT

1. INTRODUCTION TO BRUNEI DARUSSALAM NATIONAL OCCUPATIONAL SKILLS STANDARDS (BNOSS)

Brunei Darussalam National Occupational Skills Standards (BNOSS) is a document that underlines and specifies competencies needed by a skilled worker who is gainfully employed for an occupational area and level, and pathway to achieve the competencies.

A group of expert panels consisting of industrial experts and practitioners of a particular occupational sector need to be identified in developing the standard. With the involvement of these experts in the development of the BNOSS document, measurable benchmarks of skills and performance in the related area can be established in relation to the expectation of employers and the current requirements of the industry. These standards shall be aligned to the Brunei Darussalam Qualifications Framework (BDQF).

BNOSS is a set of standards of performance that an individual is required to achieve when carrying out effectively functions of a particular job. It is used as a reference for the industry, career path of a skilled worker, training purposes and benchmarks for best practices.

2. BENEFITS OF BNOSS

To the employers
- Able to describe the Job description and determine the salary.
- Employers can use the skills standards to establish personnel qualification requirements.
- Assess employee skill levels based on industry standard.
- Match employee skills to the work needed.
- Training gap analysis.
- To advertise job requirement to standards specification.

To the employees
- Able to understand employer's expectation of workers competencies in terms of knowledge, skills and attitude towards the specific job scope.
- Able to determine the skills and abilities needed for advancement or transfer industries and determine the right credential needed to upgrade skills.
- Can use BNOSS as guideline to identify the career development pathway in order to succeed in their occupation.

To the training organisations
- BNOSS as a guideline for training organisations to develop their own curriculum.
- Able to develop assessment mechanism and specifications to assess trainees competencies.
- Able to build a cohesive relationship though a like-minded expectation of trainee's
- competencies and work readiness.
- Enhances the ability and confidence to train consistent with the industry's current

- expectations and needs.
- Develop new and evaluate existing curriculum and programs based on industry needs.

3. BELL BOY LEVEL 1

The role of a bell boy is designed to reflect the role of individuals who perform mainly routine guest service tasks in the Secondary Labour Division of front office and work under direct supervision.

4. ENTRY REQUIREMENTS

The specific of the qualifications are not limited to the list provided:
a. Minimum age of 18 years old;
b. Basic reading, writing and counting;
c. Able to communicate in Bahasa Melayu and basic English;
d. Declaration of any disabilities.

5. COMPETENCY LEVEL, OCCUPATIONAL STRUCTURE AND CAREER PROGRESSION

SECTOR	Hospitality & Tourism
SUB-SECTOR	Hotel Front Office
OCCUPATION	Bell Boy
LEVEL 5	TBA
LEVEL 4	TBA
LEVEL 3	TBA
LEVEL 2	TBA
LEVEL 1	Bell Boy

Career Ladder of a Hotel Concierge
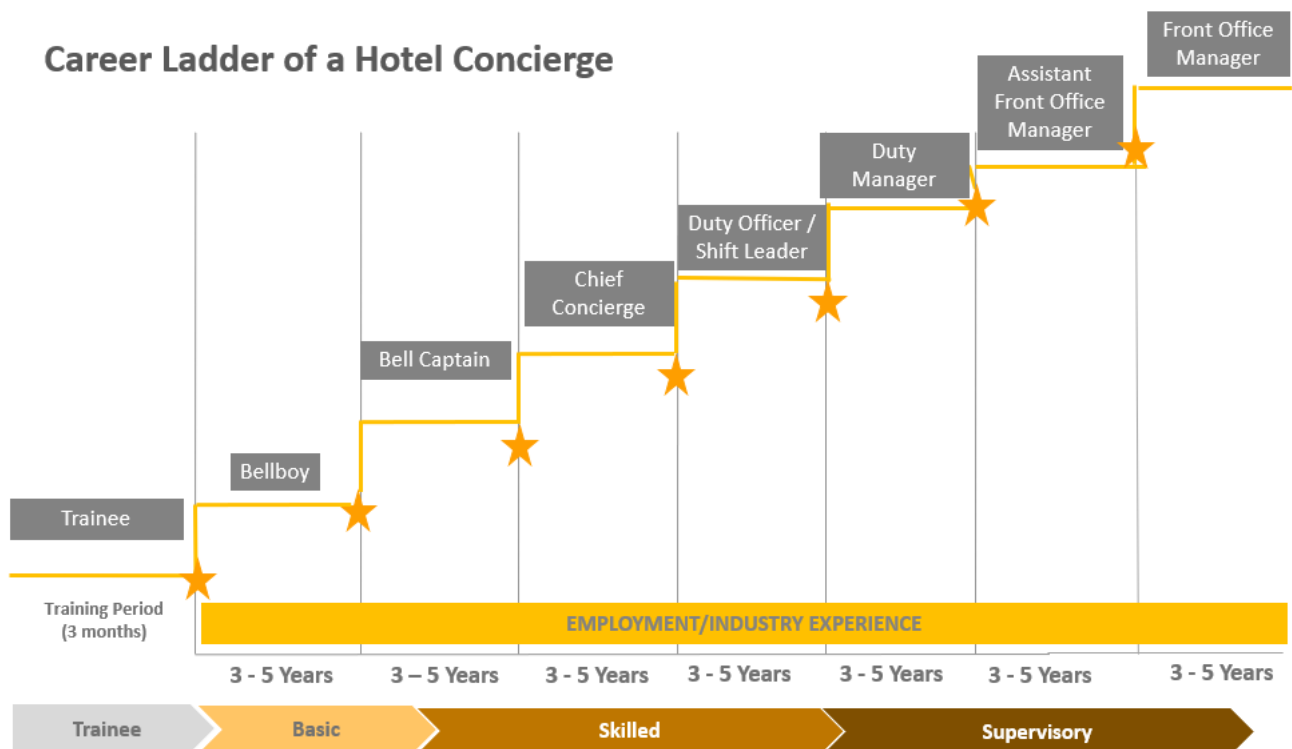
6. AWARD OF CERTIFICATE

This section will guide the process of awarding certificate for every training course conducted by an approved training organisation to ensure the consistency. The guidelines are as follows:

6.1 Certificate of Competence

In order to award Certificate of Competence by an awarding body, Statement of Competence need to be issued by the training organisation after the completion of the course.

The statement of competence should include the following but is not limited to:
e. Training organisation's name;
f. Course title or competency assessment title;
g. Candidate's name;
h. Assessment date(s) and training date(s);
i. Expiry date;
j. Unique Certificate Number;
k. Instructor's/Trainer's Name and Signature;
l. Assessor's Name and Signature and
m. Optional but not required
   i. Training Organisation's managing director Name and Signature.

Training organisations are encouraged to inform all concerned including employers and candidates that such Certificates shall not be used as reference of a person's competency or aptitude.

Each certificate awarded to a successful candidate must indicate that the candidate has been assessed and has met the required Learning Outcomes.

PART 2   COMPETENCE STANDARDS

1. COMPETENCY PROFILE CHART (CPC)

Unit of Competency Category	Competence Unit Code	Competence Unit Title
Generic	HT-GEN-01-01	Work Effectively with Colleagues and Customers
	HT-GEN-01-06	Work in Socially Diverse Environment
	HT-GEN-01-07	Implement Occupational Health and Safety Procedures
	HT-GEN-01-02	Comply with Workplace Hygiene Procedures
	HT-GEN-01-08	Maintain Hospitality Industry Knowledge
	HT-GEN-01-09	Communicate Effectively on The Telephone
	HT-GEN-01-10	Promote Hospitality Products and Services
	HT-GEN-01-11	Perform Basic Clerical Procedures
	HT-GEN-01-12	Use Common Business Tools and Technology
	HT-GEN-01-13	Access and Retrieve Computer-Based Data
	HT-GEN-01-14	Develop and Update Local Knowledge
	HT-GEN-01-15	Manage and Resolve Conflict Situations
	HT-GEN-01-03	Speak English at a Basic Operational Level
	HT-GEN-01-19	Perform Basic First Aid Procedures
Specialised	HT-BBO-SPE-01-01	Provide Bell Boy / Porter Services
	HT-BBO-SPE-01-02	Provide a Lost and Found Facility
	HT-BBO-SPE-01-03	Escort, Carry and Store Valuable Items

It is mandatory to include Melayu Islam Beraja and Islamic Religious Knowledge/Islamic Value in Customer Service

1.1 Generic

DUTY: 1. Work Effectively with Colleagues and Customers

Skill Areas/ Competence	Competence Elements	
1.1 Communicate Effectively	1.1.1	Relay information in a clear and concise manner
	1.1.2	Use language and tone appropriate to a particular audience
	1.1.3	Use active listening and questioning
	1.1.4	Identify potential and existing conflicts and seek solutions
	1.1.5	Complete routine workplace documentation accurately in a timely manner
1.2 Establish and Maintain Effective Relationships with Colleagues and Customers	1.2.1	Meet both internal and external customers' needs and expectations
	1.2.2	Assists to resolve workplace conflicts
	1.2.3	Maintain a positive and co-operative manner
	1.2.4	Use non-discriminatory attitudes and language
1.3 Work in a Team	1.3.1	Request or provide assistance
	1.3.2	Provide support to colleagues
	1.3.3	Recognize and accommodate cultural differences
	1.3.4	Identify, prioritize and complete individual task
	1.3.5	Complete routine workplace documentation

DUTY: 2. Work in A Socially Diverse Environment

Skill Areas/ Competence	Competence Elements	
2.1 Communicate with Customers and Colleagues from Diverse Backgrounds	2.1.1	Value customers and colleagues
	2.1.2	Take into consideration cultural differences
	2.1.3	Attempt to overcome language barriers
	2.1.4	Obtain assistance from colleagues
2.2 Deal with Cross Cultural Misunderstandings	2.2.1	Identify issues
	2.2.2	Address difficulties with the appropriate people
	2.2.3	Consider possible cultural differences when difficulties
	2.2.4	Make efforts to resolve misunderstandings
	2.2.5	Refer issues and problems to the appropriate team leader/ supervisor

DUTY: 3. Implement Occupational Health & Safety Procedures

Skill Areas/ Competence	Competence Elements
3.1 Provide Information on Health and Safety Procedures	3.1.1 Explain relevant health and safety information
	3.1.2 Make health and safety information accessible to customer
3.2 Implement and Monitor Procedures for Controlling Hazards and Risks	3.2.1 Follow current in-house workplace hazards and risk control measures
	3.2.2 Identify and report workplace hazards and risks
3.3 Implement and Monitor Health and Safety Training	3.3.1 Identify health and safety training needs
3.4 Maintain Health and Safety Records	3.4.1 Complete records accurately in accordance to operating procedures

DUTY: 4. Comply with Workplace Hygiene Procedures

Skill Areas/ Competence	Competence Elements
4.1 Follow Hygiene Procedures	4.1.1 Identify relevant workplace hygiene procedures
	4.1.2 Identify enterprise standards and legislated requirements that apply to relevant workplace hygiene procedures
	4.1.3 Follow workplace hygiene procedures
	4.1.4 Maintain tidy and hygienic office and front of house services area
4.2 Identify and Prevent Hygiene Risks	4.2.1 Identify personal, environmental and other risk
	4.2.2 Take action to ensure facilities are available to guests and staff to maintain a safe and hygienic front office area

DUTY: 5. Maintain Hospitality Industry Knowledge

Skill Areas/ Competence	Competence Elements
5.1 Seek Information on The Hospitality Industry	5.1.1 Identify and access sources of information on the hotel and travel industries
	5.1.2 Obtain information on the hotel and travel industries
	5.1.3 Use knowledge of the hotel and travel industries in the correct

Skill Areas/ Competence	Competence Elements
	context
	5.1.4 Use information on other industries to enhance quality of work performance
5.2 Source and Apply Information on Legal and Ethical Issues for the Hospitality Industry	5.2.1 Use information on legal issues and ethical issues
	5.2.2 Conduct day-to-day hospitality industry activities
5.3 Update Hospitality Industry Knowledge	5.3.1 Identify and use a range of opportunities to update general knowledge of the hotel and travel industries
	5.3.2 Share updated knowledge with customers and colleagues

DUTY: 6. Communicate Effectively on the Telephone

Skill Areas/ Competence	Competence Elements
6.1 Respond to Incoming Telephone Calls	6.1.1 Answer calls promptly, in an appropriate manner
	6.1.2 Offer friendly assistance to the caller, and accurately establish the purpose of the call
	6.1.3 Repeat call details to the caller
	6.1.4 Answer caller enquiries promptly, or transfer caller to the appropriate location/person
	6.1.5 Record caller requests accurately and pass on to the appropriate department/person for follow-up
	6.1.6 Relay messages accurately to the nominated person within designated timelines
	6.1.7 Report threatening or suspicious phone calls promptly to the appropriate person
	6.1.8 Use language, tone and volume appropriate to phone calls
6.2 Make Telephone Calls	6.2.1 Obtain correct telephone numbers
	6.2.2 Establish clearly the purpose of the call prior to calling
	6.2.3 Use telephone equipment correctly in order to establish contact
	6.2.4 Communicate clearly your name, company and reason for calling
	6.2.5 Be polite and courteous at all times

DUTY: 7. Promote Hospitality Products and Services

Skill Areas/ Competence	Competence Elements	
7.1 Develop Product and Service Knowledge	7.1.1	Identify opportunities to sell and promote other product
	7.1.2	Describe the benefits of staff having high levels of product and service knowledge
	7.1.3	Apply formal and informal research techniques to gain product and service knowledge
	7.1.4	Seek customer feedback to supplement product and service knowledge
	7.1.5	Share product and service knowledge
7.2 Promote Products and Services	7.2.1	Describe promotional initiatives that may be used to promote products
	7.2.2	Verbally promote products and/or services to customers
	7.2.3	Demonstrate products and/or services to customers

DUTY: 8. Perform Basic Clerical Procedures

Skill Areas/ Competence	Competence Elements	
8.1 Process Office Documents	8.1.1	Process documents with appropriate office equipment
	8.1.2	Identify and rectify and/or report malfunctions promptly
	8.1.3	Use office equipment to process documents
8.2 Draft Correspondence	8.2.1	Write text using clear and concise language
	8.2.2	Text is without spelling, punctuation and/or grammatical errors
	8.2.3	Check information for accuracy prior to sending
8.3 Maintain Documents Systems	8.3.1	File/store documents
	8.3.2	Modify and/or update records management systems

DUTY: 9. Use Common Business Tools and Technology

Skill Areas/ Competence	Competence Elements	
9.1 Access and Use Common Business Tools	9.1.1	Identify and access business tools required
	9.1.2	Use business tools efficiently and effectively
	9.1.3	Obtain and maintain business tools required
	9.1.4	Store business tools in accordance with enterprise procedures and to reduce theft and fraudulent activity

9.2 Select and Use Common Business Technology	9.2.1 Select appropriate business technology and/or software applications
	9.2.2 Use technology in a way
9.3 Maintain Technology	9.3.1 Identify and replace used technology consumables
	9.3.2 Carry out and/or arrange routine maintenance
	9.3.3 Identify equipment faults and take appropriate action

DUTY: 10. Access and Retrieve Computer-based Data

Skill Areas/ Competence	Competence Elements
10.1 Open File	101.1 Turn on/access computer system correctly
	101.2 Select or load appropriate software
	101.3 Identify and open correct file
10.2 Access Computer-Based Data	10.2.1 Use computer features to access a range of data or information
	10.2.2 Retrieve data using prescribed systems, sequences and appropriate keyboard techniques
	10.2.3 Retrieve data using prescribed systems, sequences and appropriate keyboard techniques
	10.2.4 Use searches and queries to find desired Information
10.3 Retrieve Computer-Based Data	10.3.1 Locate data to be retrieved
	10.3.2 Check that data meets requirements
	10.3.3 Print or transfer file to data storage medium as required.

DUTY: 11. Develop and Update Local Knowledge

Skill Areas/ Competence	Competence Elements
11.1 Develop Local Knowledge	11.1.1 Identify and access sources for information on the local area, correctly
	11.1.2 Identify and obtain information to assist queries on local/national tourism industry, correctly
	11.1.3 Identify and obtain information to assist queries on local/national tourism industry, correctly
	11.1.4 Share information with colleagues
11.2 Update Local Knowledge	11.2.1 Use informal and/or formal research
	11.2.2 Share updated knowledge
	11.2.3 Incorporate the sharing of local knowledge into day to day working activities
11.3 Maintain	11.3.1 Provide accurate local tourism information

Contact with Local Communities	11.3.2 Use local knowledge to promote tourism products and services
	11.3.3 Make customers aware of possible extras, add-ons and further benefits
	11.3.4 Report queries and results to designated person within enterprise for follow-up purpose

DUTY: 12. Manage and Resolve Conflict Situations

Skill Areas/ Competence	Competence Elements
12.1 Respond to Complaints	12.1.1 Handle complaints sensitively, courteously and discretely
	12.1.2 Take responsibility for resolving complaint/s
	12.1.3 Handle complaints in accordance with enterprise procedures
12.2 Identify and Manage Conflict Situations	12.2.1 Identify potential for conflict quickly and take appropriate action
	12.2.2 Identify threats to personal safety of customers or colleagues quickly and organize appropriate assistance
12.3 Resolve Conflict Situations	12.3.1 Take responsibility for finding a solution to the conflict situations
	12.3.2 Manage conflict by applying effective communication skills and anger management techniques
	12.3.3 Use conflict resolution skills to manage the conflict situation and develop solutions

DUTY: 13. Speak English at a Basic Operational Level

Skill Areas/ Competence	Competence Elements
13.1 Participate in Simple Conversations on Familiar Topics with Work Colleagues	13.1.1 Use and respond appropriately to opening comments
	13.1.2 Comment on familiar topics
	13.1.3 Talk about a past event
	13.1.4 Use closing remarks appropriately to end the conversation
13.2 Respond to Simple Verbal Instructions or Requests	13.2.1 Confirm understanding of supervisor's instructions or requests
	13.2.2 Request repetition or clarification of instructions or requests
13.3 Make	13.3.1 Use polite forms to make simple requests

Skill Areas/Competence	Competence Elements
Simple Requests	13.3.2 Thank the person responding to request
	13.3.3 Acknowledge the person who cannot respond to request
13.4 Describe Routine Procedures	13.4.1 Explain a sequence of events in carrying out a routine job
	13.4.2 Describe exceptions to routine procedures
	13.4.3 Make suggestions on how to improve routine procedures
13.5 Express Likes, Dislikes and Preferences	13.5.1 Talk about likes and dislikes of familiar topics and situations
	13.5.2 Discuss preferences and give reasons
13.6 Identify Different Forms of Expression in English	13.6.1 Construct a formal sentence
	13.6.2 Identify indicators of informal expressions in English
	13.6.3 Differentiate between 'open-ended' and 'closed' questions

DUTY: 14. Perform Basic First Aid Procedures

Skill Areas/ Competence	Competence Elements
14.1 Assess the situation	14.1.1 Identify physical hazards to own and others' health and safety
	14.1.2 Minimize immediate risk to self and health and safety of the casualty by controlling hazard/s in accordance with accepted practice
	14.1.3 Assess casualty's vital signs and physical condition in accordance with accepted practice
14.2 Apply basic first aid techniques	14.2.1 Provide first aid management in accordance with established first aid procedure and available resources and equipment
	14.2.2 Monitor casualty's condition and respond to the casualty's condition in accordance with accepted first aid principles and enterprise guidelines
	14.2.3 Seek first aid assistance from others in a timely manner as appropriate
	14.2.4 Record accidents and injuries in accordance with enterprise procedures
14.3 Communicate details of the incident	14.3.1 Request appropriate medical assistance using the most relevant and appropriate communication mechanism
	14.3.2 Convey details of casualty's condition and first aid management activities accurately to emergency services or relieving personnel
	14.3.3 Prepare reports to supervisors in a timely manner, presenting all relevant facts according to enterprise guidelines

1.2 Specialised

DUTY: 1. Provide Bell Boy / Porter Services

Skill Areas/ Competence	Competence Elements
1.1 Identify the Role of A Bell Boy/Porter	1.1.1 Describe the *services delivered by a bell boy/porter*
	1.1.2 1.1.2 Locate the position of bell boy/porter within the enterprise
	1.1.3 Identify the personal characteristics required by a bell boy/porter
	1.1.4 1.1.3 Describe grooming and personal presentation standards for a bell boy/porter
	1.1.5 Follow *enterprise policies* and procedures for the provision of bell boy/porter services
	1.1.6 Identify and explain the *role of communication* in bell boy/porter service provision.
1.2 Assist with Guest Arrival	1.2.1 Prepare for expected guests
	1.2.2 Comply with special requests
	1.2.3 Assist guests on arrival as required
	1.2.4 Escort guests to rooms
	1.2.5 Adhere to enterprise policies and procedures for luggage handling
1.3 Assist with Guest departures	1.3.1 Respond to guest requests for help when departing
	1.3.2 Transport luggage for departing guests
	1.3.3 Operate in-house guest luggage storage facilities
1.4 Assist other departments	1.4.1 Support room service requests for assistance
	1.4.2 Provide general fetching and carrying duties for departments as appropriate
	1.4.3 Assist in emergency 2cleaning requirements
	1.4.4 Assist in emergency situations and procedures as required
1.5 Provide Concierge Services	1.5.1 Distribute *mail and messages* to guests
	1.5.2 Arrange wake-up calls for guests
	1.5.3 Organize *transport for guests during their stay*
	1.5.4 Arrange transfers for departing guests
	1.5.5 Organize luggage pick-up from rooms and destinations
	1.5.6 Page guests as required
	1.5.7 Prepare *in-house guest information/directories*
	1.5.8 Respond to *guest requests for advice* and local knowledge

DUTY: 2. Provide a Lost and Found Facility

Skill Areas/ Competence	Competence Elements
2.1 Deal with lost and found items	2.1.1 Check items for safety and legality and take appropriate action
	2.1.2 Record found items
	2.1.3 Record items reported lost
	2.1.4 Tag the found item
	2.1.5 Store the found item appropriately
	2.1.6 Notify owner, if known
	2.1.7 Notify internal establishment staff to facilitate return of found item to owner
2.2 Deal with claims for lost and found items	2.2.1 Assist claimant to identify lost property
	2.2.2 Verify ownership of property claimed
	2.2.3 Obtain identification from owner
	2.2.4 Complete lost and found register
	2.2.5 Assist claimants to claim lost items
2.3 Deal with unclaimed items	2.3.1 Comply with establishment policies
	2.3.2 Comply with legal obligations
	2.3.3 Remove items from storage and complete lost and found register to record movement and disposal of items

DUTY: 3. Escort, Carry and Store Valuable Items

Skill Areas/ Competence	Competence Elements	
3.1 Prepare to undertake escort and carry duties	3.1.1	Identify valuables that require escort, carrying and secure storage
	3.1.2	Describe the legal requirements that apply to responsibility for guest property
	3.1.3	Undertake training in escort, carrying and storage duties
	3.1.4	Identify the characteristics of people with responsibility for escorting, carrying and storing valuables items
	3.1.5	Prepare plans for regular escort and carry duties
	3.1.6	Identify host establishment policies and procedures in relation to the movement of cash and valuable within, and outside of the premises
	3.1.7	Identify potential threats that may exist when moving valuables within, to and from the host establishment
	3.1.8	Identify resources required to facilitate secure escort and carry duties
	3.1.9	Clarify designated escort and carry assignments
3.2 Undertake	3.2.1	Identify route to be taken

escort duties	3.2.2	Assess potential threats for the individual job
	3.2.3	Obtain assistance if required
	3.2.4	Perform close escort duties
	3.2.5	Respond to threats
	3.2.6	Complete necessary documentation
3.3 Carry valuable items	3.3.1	Identify route to be taken
	3.3.2	Assess potential threats for the individual job
	3.3.3	Obtain assistance if required
	3.3.4	Perform carriage duties
	3.3.5	Respond to threats
	3.3.6	Complete necessary documentation
3.4 Store valuable items	3.4.1	Identify the storage option required
	3.4.2	Place items into storage
	3.4.3	Complete necessary documentation

2. COMPETENCY STANDARDS

2.1 Generic

Duty	1. Work Effectively with Customer and Colleagues
Competence	**Performance Criteria**
1.1 COMMUNICATE EFFECTIVELY	1. Relay information in a clear and concise manner using ***appropriate communication techniques*** 2. Use ***language and tone appropriate*** to a particular audience, purpose and situation, taking into account the relevant factors involved 3. Use active listening and questioning to facilitate effective two-way communication with others 4. Identify potential and existing ***conflicts*** and seek solutions in conjunction with all involved parties 5. Complete routine ***workplace documentation*** accurately in a timely manner ***Range*** ***Appropriate communication techniques:*** ▪ the use of active listening ▪ the use of both open and closed questions ▪ speaking clearly and concisely ▪ using appropriate language and tone of voice ▪ being attentive ▪ maintaining eye contact in face-to-face interactions ▪ the use of appropriate non-verbal communication in face- to-face interactions, e.g. body language, attention and personal presentation ***Appropriate language and tone:*** ▪ using simple, concise language that can be easily understood by the audience ▪ using appropriate tone, e.g. not patronising, not too loud, not too soft, not yelling, not angry, etc. ***Conflicts:*** ▪ group conflict ▪ conflict with individuals ▪ conflict with co-workers ***Workplace documentation:*** ▪ letters ▪ memos ▪ faxes ▪ emails ▪ invoices and purchase orders

1.2 ESTABLISH AND MAINTAIN EFFECTIVE RELATIONSHIPS WITH COLLEAGUES AND CUSTOMERS	1. Meet both *internal customers*' and *external customers*' needs and expectations in accordance with organisation standards, policies and procedures and within acceptable time frames. 2. Assist to resolve workplace conflict and manage difficulties to achieve positive outcomes 3. Maintain a positive and co-operative manner 4. *Non-discriminatory attitudes and language* are used when interacting with customers, staff and management consistently *Range* *Internal customers*: ▪ colleagues working in another department ▪ team members ▪ supervisor or managers. *External customers:* ▪ suppliers ▪ people who buy the goods and services the enterprise sells *Non-discriminatory attitudes and language:* ▪ language in relation to race and ethnicity ▪ not making assumptions about physical or intellectual abilities ▪ the use of non-discriminatory language in relation to the portrayal of people with disabilities ▪ using non-sexist and gender inclusive language.
1.3 WORK IN A TEAM	1. Request or provide assistance so that work activities can be completed 2. Provide support to colleagues to ensure achievement of team goals 3. Recognise and accommodate *cultural differences* within the team 4. Identify, prioritise and complete individual tasks within designated timelines 5. Acknowledge and respond to feedback and information from other team members *Range* *Cultural differences:* ▪ forms of address ▪ levels of formality/informality ▪ non-verbal behaviour ▪ work ethics ▪ personal grooming

	▪ family obligations ▪ recognised holidays ▪ special needs ▪ preferences for personal interactions

Duty	2. Work in A Socially Diverse Environment
Competence	**Performance Criteria**
2.1 COMMUNICATE WITH CUSTOMERS AND COLLEAGUES FROM DIVERSE BACKGROUNDS	1. Value customers and colleagues from different cultural groups and treat them with respect and sensitivity 2. Take into consideration *cultural differences* in all verbal and non-verbal communication 3. Attempt to *overcome language barriers* 4. Obtain *assistance* from colleagues, reference books or outside organisations when required *Range* *Cultural differences:* ▪ Forms of address ▪ Levels of formality/informality ▪ Non-verbal behaviour ▪ Work ethics *Overcome language barriers:* ▪ Use simple gestures ▪ Use simple words ▪ Use words in the other person's language ▪ Describe goods and services simply ▪ Use diagrams or maps to give simple directions *Assistance:* ▪ Co-workers who speak the same language ▪ Interpreter services ▪ Diplomatic services ▪ Supervisors, or managers, or specialist customer service staff within the enterprise.
2.2 DEAL WITH CROSS CULTURAL MISUNDERSTANDINGS	1. Identify *issues* which may cause conflict or *misunderstanding in the workplace* 2. Address difficulties with the appropriate people and seek assistance from team leaders or others where required 3. Consider possible cultural differences when difficulties or misunderstandings occur 4. Make efforts to *resolve misunderstandings*, taking account of cultural considerations

	Range ***Issues:*** ▪ Competing group, family or personal interests ▪ Power and control issues ▪ Lack of communication ▪ Personality clashes ▪ Cross-cultural issues ▪ Differences between cultural groups ▪ Dissatisfaction in the community ▪ Competing needs ***Misunderstandings in the workplace:*** ▪ Speaking too quickly/quietly ▪ No visual clues ▪ Poor observation ▪ Poor communication style ▪ Intolerance ▪ Prejudice ▪ Inadequate language skills ▪ Not clarifying or asking questions ▪ Inappropriate body language ▪ Poor understanding of other cultures. ***Resolve misunderstandings:*** ▪ Staff training ▪ Utilising staff cultural skills ▪ Employing a variety of communication methods ▪ Knowledge of location of cultural buildings sites and support agencies ▪ Developing an understanding and tolerance of cultural diversity ▪ Overcoming prejudice and assumptions ▪ Utilising non-verbal communication skills ▪ Actively seeking to break down barriers ▪ Refer issues and problems to the appropriate team leader/supervisor for follow up

Duty	3. Implement Occupational Health & Safety Procedures
Competence	**Performance Criteria**
3.1 PROVIDE INFORMATION ON HEALTH AND SAFETY PROCEDURES	1. Explain relevant health and safety information, including enterprise specific details, accurately and clearly to staff 2. Make health and safety information accessible to staff
3.2 IMPLEMENT AND MONITOR PROCEDURES FOR CONTROLLING HAZARDS AND RISKS	1. Identify and report workplace hazards and risks promptly by maintaining close contact with day-to-day workplace operations 2. Implement and monitor risk control procedures in accordance with enterprise and legal requirements 3. Evaluate and adjust risk control procedures as required
3.3 IMPLEMENT AND MONITOR HEALTH AND SAFETY TRAINING	1. Identify health and safety training needs through regular workplace monitoring 2. Arrange training interventions as appropriate on a timely basis
3.4 MAINTAIN HEALTH AND SAFETY RECORDS	1. Complete records accurately in accordance with enterprise and legal requirements 2. Aggregate information and data from work area records are used to identify hazards and monitor risk control procedures in work area

Duty	4. Comply with Workplace Hygiene Procedures
Competence	**Performance Criteria**
4.1 FOLLOW HYGIENE PROCEDURES	1. Identify relevant workplace hygiene procedures that need to be adhered to 2. Identify enterprise standards and legislated requirements that apply to relevant workplace hygiene procedures 3. Follow workplace hygiene procedures in accordance with enterprise standards and legislated requirements 4. Maintain tidy and hygienic office and front of house service area
4.2 IDENTIFY AND PREVENT HYGIENE RISKS	1. Identify potential food, personal, environmental and other risks in the workplace promptly 2. Take action to minimise or remove the risk of food contamination within the scope of individual responsibility

Duty	5. Maintain Hospitality Industry Knowledge
Competence	**Performance Criteria**
5.1 SEEK INFORMATION ON THE HOSPITALITY INDUSTRY	1. Identify and access *sources of information* on the hotel and travel industries, appropriately and correctly. 2. Obtain information on the hotel and travel industries to assist effective work performance within the industries 3. Use knowledge of the hotel and travel industries in the correct context to enhance quality of work performance 4. Obtain information on other industries to enhance quality of work performance ***Range*** ***Information:*** ▪ Different sectors of the hospitality industry, their inter-relationships and the services available in each sector ▪ Relationships between tourism and hospitality ▪ Relationships between the hospitality industry and other industries ▪ Industry working conditions ▪ Environmental issues and requirements ▪ Industrial relations issues and major organisations ▪ Career opportunities within the industry ▪ The work ethic required to work in the industry ▪ Industry expectations of staff ▪ Quality assurance. ***Sources of information:*** ▪ Media ▪ Reference books ▪ Libraries ▪ Unions ▪ Industry associations ▪ Industry journals ▪ Internet ▪ Information services ▪ Personal observation and experience ▪ Colleagues, supervisors and managers ▪ Industry contacts, mentors and advisors. ***Industries:*** ▪ Entertainment ▪ Food production ▪ Wine production ▪ Recreation ▪ Meetings and events ▪ Retail.

Competence	Performance Criteria
5.2 SOURCE AND APLLY INFORMATION ON LEGAL AND ETHICAL ISSUES FOR THE HOSPITALITY INDUSTRY	1. Use information on legal issues and ethical issues to assist effective work performance 2. Conduct day-to-day hospitality industry activities in accordance with legal obligations and ethical industry practices ***Range*** ***Legal issues:*** ▪ Consumer Protection ▪ Sales of Goods Act29 ▪ Customs Act ▪ Electronic Transactions Act ▪ Child and Young Act ▪ Intoxicating Substance Act ▪ Registration of Guests Act ***Ethical issues:*** ▪ Confidentiality ▪ Commission procedures ▪ Overbooking ▪ Pricing ▪ Tipping ▪ Familiarizations ▪ Gifts and services free of charge ▪ Product recommendations.
5.3 UPDATE HOSPITALITY INDUSTRY KNOWLEDGE	1. Identify and use a range of opportunities to update general knowledge of the hotel and travel industries 2. Share updated knowledge with customers and colleagues as appropriate and incorporate this knowledge into day-to-day work activities.

Duty	6. Communicate Effectively on the Telephone
Competence	**Performance Criteria**
6.1 RESPOND TO INCOMING TELEPHONE CALLS	1. Answer calls promptly, in an ***appropriate manner*** in accordance with ***enterprise standards*** 2. Offer friendly assistance to the caller, and accurately establish the purpose of the call. 3. Repeat call details to the caller to confirm understanding 4. Answer caller enquiries promptly, or transfer caller to the appropriate location/person 5. Record caller requests accurately and pass on to the appropriate department/person for follow-up 6. Relay messages accurately to the nominated person within designated timelines 7. Report ***threatening or suspicious phone calls*** promptly

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to the appropriate person, in accordance with enterprise procedures

8. Use *language, tone and volume* appropriate to phone calls

Range
Appropriate manner:
- Polite language
- Appropriate welcoming phrase
- Enthusiasm
- Friendliness
- Willingness to help.

Enterprise standards:
- Appropriate greeting/s
- Number of rings call should be answered within
- Personal identification
- Use of caller's name

Offer of assistance if person within organization is unavailable to take the caller's call. Establish the purpose of the call:
- Asking questions
- Listening to information given.

Threatening or suspicious phone calls:
- Bomb threats
- Talking about violent acts.

Language, tone and volume:
- Pleasant
- Friendly
- Easy to understand.

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<td>6.2 MAKE TELEPHONE CALLS</td>
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1. Obtain correct telephone numbers
2. Establish clearly the purpose of the call prior to calling
3. Use *telephone equipment* correctly in order to establish contact
4. Communicate clearly your name, company and reason for calling
5. Be polite and courteous at all times

Range
Telephone equipment:
- Activation system, e.g.: ringing, buzzing, light flashing
- Use of speaker button, hand piece or hands-free headset
- Placing calls on hold

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	▪ Transferring calls ▪ Using intercom system to page ▪ Single or multiple lines.

Duty	7. Promote Hospitality Products and Services
Competence	**Performance Criteria**
7.1 DEVELOP PRODUCT AND SERVICE KNOWLEDGE	1. Identify *opportunities to develop product and service knowledge* 2. Describe the *benefits of staff having high levels of product and service knowledge* 3. Apply *formal and informal research techniques* to gain product and service knowledge 4. Seek *customer feedback* to supplement product and service knowledge 5. *Share product and service knowledge* with other relevant internal personnel *Range* *Opportunities to develop product and service knowledge:* ▪ personal experience ▪ reading informational brochures and other materials provided by suppliers and manufacturers ▪ reading product labels ▪ attending product launches ▪ visiting suppliers, distributors and manufacturers ▪ talking to sales representatives *Benefits of staff having high levels of product and service knowledge:* ▪ being able to provide professional assistance to customers ▪ being able to distinguish between alternatives ▪ meeting customer expectations ▪ maximizing selling opportunities ▪ being better able to meet and overcome buying objections *Product and service knowledge:* ▪ tours and transport ▪ conferences and conventions ▪ function and entertainment facilities ▪ shopping and restaurant facilities ▪ food and beverage ▪ retail shops in properties, such as gift shops, foyer shops, souvenir shops

	Formal and informal research techniques: ▪ discussions with colleagues, management and customers ▪ reading internal enterprise material about products and services ▪ becoming familiar with customer comments, including complaints ▪ reading and researching product data and information provided by suppliers ▪ conducting internal testing to determine quality and differentials ▪ general media research ▪ developing, distributing and analysing the responses to questionnaires ▪ reading surveys and ratings undertaken by third parties **Customer feedback:** ▪ developing, distributing and analyzing the responses to questionnaires ▪ talking to customers and actively seeking their opinion and thoughts on products and services ▪ checking internal buying patterns and trends **Share product and service knowledge:** ▪ conducting internal staff meetings to share information ▪ developing paper-based information and data sheets for staff to use ▪ conducting internal product and service demonstrations ▪ conducting taste testing of food and beverages ▪ allowing staff to experience services provided by the organization
7.2 PROMOTE PRODUCTS AND SERVICES	1. Describe promotional initiatives that may be used to promote products 2. Verbally promote products and/or services to customers 3. Demonstrate products and/or services to customers

Duty	8. Perform Basic Clerical Procedures	
Competence	**Performance Criteria**	
8.1 PROCESS OFFICE DOCUMENTS	1. ***Process documents*** with appropriate office equipment in accordance with enterprise procedures and within designated timelines 2. Identify and rectify and/or report malfunctions promptly in accordance with enterprise procedures 3. Use office equipment to process documents ***Range*** ***Documents:*** ▪ mail, such as incoming and outgoing correspondence, guest mail and courier ▪ files, such as customer records, correspondence, financial records, receipts, invoices and orders ▪ correspondence, such as letters, facsimiles, memos and reports ▪ menus ***Process:*** ▪ collating ▪ binding ▪ photocopying ▪ mailing ▪ e-mailing ▪ filing. ***Office equipment:*** ▪ photocopier ▪ facsimile ▪ computer printer ▪ scanner	
8.2 DRAFT CORRESPONDENCE	1. Write text using clear and concise language 2. Text is without spelling, punctuation and/or grammatical errors 3. Check information for accuracy prior to sending	
8.3 MAINTAIN DOCUMENT SYSTEMS	1. File/store documents in accordance with enterprise procedures 2. Modify and/or update records management systems in accordance with enterprise procedures	

Duty	9. Use Common Business Tools and Technology
Competence	**Performance Criteria**
9.1 ACCESS AND USE COMMON BUSINESS TOOLS	1. Identify and access **business tools** required to achieve work outcomes in accordance enterprise policy and procedures 2. Use business tools efficiently and effectively and in accordance with enterprise policy and procedures 3. Obtain and maintain business tools required to support workplace activities 4. Store business tools in accordance with enterprise procedures and to **reduce theft and fraudulent activity** ***Range*** ***Business tools:*** ▪ information, knowledge and other intellectual resources ▪ finances ▪ facilities ▪ equipment ▪ stock and supplies. ***Reduce theft and fraudulent activity:*** ▪ security systems ▪ staff undertaking police checks ▪ lockable storage ▪ stock control processes ▪ restricted assess protocols
9.2 SELECT AND USE COMMON BUSINESS TECHNOLOGY	1. Select appropriate **business technology** and/or **software applications** to achieve the requirements of **work task** 2. Use **technology** in a way which promotes a safe work environment ***Range*** ***Business technology:*** ▪ computer equipment ▪ digital cameras ▪ security surveillance technology ▪ hand-held input devices ▪ communication systems. ***Software applications:*** ▪ word processing packages ▪ spreadsheet packages ▪ accounting packages ▪ database packages

Competence	Performance Criteria
	▪ presentation packages ▪ internet browsers ***Work task:*** ▪ processing reservations ▪ undertaking stock takes ▪ processing financial records ▪ producing documentation
9.3 MAINTAIN TECHNOLOGY	1. Identify and replace used technology ***consumables*** in accordance with manufacturer's instructions and organizational requirements 2. Carry out and/or arrange ***routine maintenance*** to ensure that equipment is maintained in accordance with manufacturer's instructions and enterprise requirements 3. Identify equipment faults and take appropriate action in accordance with manufacturer's instructions or by seeking specialized assistance ***Range*** ***Consumables***: ▪ toner ▪ tapes ▪ discs ▪ Universal Serial Bus (USB) drives ▪ external hardware ***Routine maintenance:*** ▪ creating more space on the hard disk ▪ cleaning dust from internal and external surfaces ▪ using up-to-date antivirus programs ▪ backing up files before major maintenance ▪ reviewing and updating programs ▪ deleting unwanted files/programs. ***Specialized assistance:*** ▪ internal maintenance support ▪ external maintenance support ▪ use of commercial 'help' desks ▪ contractors ▪ manufacturers.

Duty	10. Access and Retrieve Computer-based Data
Competence	**Performance Criteria**
10.1 OPEN FILE	1. Turn on/access computer system correctly 2. Select or load appropriate software 3. Identify and open correct file

10.2 ACCESS COMPUTER-BASED DATA	1. Use computer features to access a range of data or information 2. Retrieve data using prescribed systems, sequences and appropriate keyboard techniques 3. Access data stored on a variety of data storage mediums, private computer networks and the Internet 4. Use searches and queries to find desired information
10.3 RETRIEVE COMPUTER-BASED DATA	1. Locate data to be retrieved 2. Check that data meets requirements 3. Print or transfer file to data storage medium as required.

Duty	11. Develop and Update Local Knowledge
Competence	**Performance Criteria**
11.1 DEVELOP LOCAL KNOWLEDGE	1. Identify and access sources for *information* on the local area, correctly 2. Identify and obtain information to assist queries on local/national tourism industry, correctly 3. Store and update information according to enterprise procedures 4. Share information with colleagues *Range* *Information:* ▪ General information on the tourism industry ▪ Local tourism destinations, facilities, infrastructure and modes of transportation ▪ Tourism products, services, facilities, rates ▪ Environmental issues ▪ Local transport ▪ Local attractions, tours, events, places of interest ▪ Local customs
11.2 UPDATE LOCAL KNOWLEDGE	1. Use *informal and/or formal research* to update local knowledge 2. Share updated knowledge with customers and colleagues, as appropriate 3. Incorporate the sharing of local knowledge into day to day working activities *Range* *Informal and/or formal research:* ▪ Networking activities ▪ Familiarization activities ▪ Internet research ▪ Travel and tourism literature

	1. Provide accurate local tourism information in response to queries
	2. Use local knowledge to promote **tourism products and services** to encourage usage and purchase
	3. Make customers aware of possible extras, add-ons and further benefits
11.3 MAINTAIN CONTACT WITH LOCAL COMMUNITIES	4. Report queries and results to designated person within enterprise for follow-up purposes
	Range
	Tourism products and services:
	▪ Destinations
	▪ Facilities
	▪ Accommodation
	▪ Attractions, tours, places of interest
	▪ Transportation

Duty	12. Manage and Resolve Conflict Situations
Competence	**Performance Criteria**
12.1 RESPOND TO COMPLAINTS	1. Handle complaints sensitively, courteously and discreetly 2. Take responsibility for resolving complaint/s 3. Handle complaints in accordance with enterprise Procedures
12.2 IDENTIFY AND MANAGE CONFLICT SITUATIONS	1. Identify potential for conflict quickly and take appropriate action to prevent escalation 2. Identify threats to personal safety of customers or colleagues quickly and organize appropriate assistance.
12.3 RESOLVE CONFLICT SITUATIONS	1. Take responsibility for finding a solution to the conflict situations within scope of individual responsibility and job role 2. Manage conflict by applying effective communication skills and anger management techniques 3. Use conflict resolution skills to manage the conflict situation and develop solutions

Duty	13. Speak English at a Basic Operational Level
Competence	**Performance Criteria**
13.1 PARTICIPATE IN SIMPLE CONVERSATIONS ON FAMILIAR TOPICS WITH WORK	1. Use and respond appropriately to opening comments 2. Comment on familiar topics 3. Talk about a past event 4. Use closing remarks appropriately to end the conversation

Competence	Performance Criteria
COLLEAGUES	
13.2 RESPOND TO SIMPLE VERBAL INSTRUCTIONS OR REQUESTS	1. Confirm understanding of supervisor's instructions or requests 2. Request repetition or clarification of instructions or requests
13.3 MAKE SIMPLE REQUESTS	1. Use polite forms to make simple requests 2. Thank the person responding to your request 3. Acknowledge the person who cannot respond to your request
13.4 DESCRIBE ROUTINE PROCEDURES	1. Explain a sequence of events in carrying out a routine job 2. Describe exceptions to routine procedures 3. Make suggestions on how to improve routine procedures
13.5 EXPRESS LIKES, DISLIKES AND PREFERENCES	1. Talk about likes and dislikes of familiar topics and situations 2. Discuss preferences and give reasons
13.6 IDENTIFY DIFFERENT FORMS OF EXPRESSION IN ENGLISH	1. Construct a formal sentence 2. Identify indicators of informal expressions in English 3. Differentiate between 'open-ended' and 'closed' questions

Duty	14. Perform Basic First Aid and Procedures
Competence	**Performance Criteria**
14.1 ASSESS THE SITUATION	1. Identify physical hazards to own and others' health and safety 2. Minimize immediate risk to self and health and safety of the casualty by controlling hazard/s in accordance with accepted practice 3. Assess casualty's vital signs and physical condition in accordance with accepted practice
14.2 APPLY BASIC FIRST AID TECHNIQUES	1. Provide first aid management in accordance with established first aid procedures and available resources and equipment 2. Monitor casualty's condition and respond to the casualty's condition in accordance with accepted first aid principles and enterprise guidelines 3. Seek first aid assistance from others in a timely manner as appropriate 4. Record accidents and injuries in accordance with enterprise procedures
14.3 COMMUNICATE DETAILS OF THE INCIDENT	1. Request appropriate medical assistance using the most relevant and appropriate communication mechanism 2. Convey details of casualty's condition and first-aid management

| | activities accurately to emergency services or relieving personnel |
| | 3. Prepare reports to supervisors in a timely manner, presenting all relevant facts according to enterprise guidelines |

2.2 Specialised

Duty	1. Provide Bell Boy / Porter Services
Competence	**Performance Criteria**
1.1 IDENTIFY THE ROLE OF A BELL BOY/PORTER	1. Describe the *services delivered by a bell boy/porter* 2. Locate the position of bell boy/porter within the enterprise 3. Identify the *personal characteristics* required by a bell boy/porter 4. Describe *grooming and personal presentation* standards for a bell boy/porter 5. Follow *enterprise policies* and procedures for the provision of bell boy/porter services 6. Identify and explain the *role of communication* in bell boy/porter service provision. **Range** **Services delivered by a bell boy/porter:** • Greeting guests • Opening doors • Moving guest luggage • Complying with guest requests • Liaising and supporting front office dealings with guests • Supporting service delivery to guests from other departments as required • Provide general support services for the enterprise **Personal characteristics** • 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 **Grooming and personal presentation standards** • Wearing uniform • Personal hygiene • Personal appearance **Enterprise policies and procedures** • 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 **Role of communication** - 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 - Promotional and selling skills - Recommending and advising guests - Taking guest reservations for internal house services and facilities
1.2 ASSIST WITH GUEST ARRIVALS	1. Prepare for *expected guest arrivals* 2. Comply with *special requests* 3. *Assist guests on arrival* as required 4. *Escort guests* to rooms 5. Adhere to *enterprise policies and procedures for luggage handling* **Range** **Expected guest arrivals** - Discussions with front office staff - Reviewing guest arrivals lists provided by reception **Special requests** - Assisting housekeeping in readying rooms - Assisting housekeeping by preparing and locating designated items into rooms - Placing designated items (such as food and beverages) into rooms - Liaising with room service to assist in provision of nominated room service - Complying with in-house protocols for welcoming VIPs **Assist guests on arrival** - Greeting and welcoming guests - Assisting with luggage, including removing luggage from cars, coaches, taxis and placing on porter trolleys

	• Escorting or directing guests to reception to check-in • Providing valet parking services **Escort guests** • Moving guest luggage • Explaining establishment facilities, services and products including notify the nearest fire exits and safety precaution • Promoting designated aspects of the prospects, such as dining, sports facilities, entertainment, house facilities (laundry, cleaning, repairs, secretarial, child minding, translator, room service), in room facilities (mini bar, movies, internet, safe deposits) • Offering to reserve table at in-house dining facilities • Opening guest room • Carrying luggage into room and placing same in accordance to guest wishes • Checking operational readiness of all in room equipment, items and facilities • Explaining in room facilities and demonstrating in room features to guests, such as lights, television, telephone, air conditioning, curtains, message systems • Wishing guest a pleasant day **Enterprise policies and procedures for luggage handling** • Luggage marking and tagging systems • Carrying capacities for luggage trolleys • Specified routes to be taken when moving luggage through public areas • Observing enterprise limitations and restrictions regarding areas into which guest luggage may not be taken • Safe manual handling procedures for handling luggage, including designated requirements for bending, carrying, lifting, loading and unloading trolleys, loading and unloading luggage from vehicles, specific procedures for dealing with 'heavy', 'very heavy' and 'fragile' items • Placement of luggage within guest rooms • Handling protocols for dealing with group arrivals and departures
1.3 ASSIST WITH GUEST DEPARTURES	1. Respond to *guest requests for help when departing* 2. *Transport luggage to departing guests* 3. Operate *in-house guest luggage storage facilities*

	Range
	Guest requests for help when departing
	  • Folding clothes and packing luggage
	  • Obtaining special requests to assist guests with packing, such as cardboard, foam, paper, extra bags
	
	Transport luggage for departing guests
	  • Moving luggage to reception
	  • Placing luggage into storage
	  • Loading luggage into/onto vehicles for departure and transfers
	  • Weighing guest luggage
	  • Assisting guests to mail/send extra luggage and items home
	
	In-house guest luggage storage facilities
	  • Tagging guest luggage and giving guest their claim tag
	  • Physically placing items into luggage storage areas
	  • Providing for the security of stored luggage
	  • Overseeing luggage claims by guests
	  • Ensuring guest luggage and luggage contents are not damaged in storage

1.4 ASSIST OTHER DEPARTMENTS	1. Support *room service requests* for assistance
	2. Provide *general fetching and carrying duties* for departments as appropriate
	3. Assist in *emergency cleaning requirements*
	4. Assist in emergency situations and procedures, as required
	5. *Back-fill in departments and service areas* where required
	6. Manage difficult patrons
	
	Range
	Room service requests
	  • Assisting in the movement of room service trolleys to guest room
	  • Assisting in room service set up and presentation
	  • Assisting in room service clearing
	
	General fetching and carrying duties
	  • Carrying supplies and stock from stores to departments
	  • Responding to in room guests' requests for extra or special items

	• Carrying change to cash points **Emergency clearing requirements** • Spot cleaning • Clearing up spills and public area accidents, mess and damage **Back-fill in departments and service areas** • Providing short term relief for operational staff who have been temporarily allocated other duties • Assisting in times of high demand • Filling in for staff who have been injured or had to leave work due to illness or other pressing reasons **Manage difficult patrons** • Using progressive intervention steps • Involving other staff to assist • Using physical control tactics
1.5 PROVIDE CONCIERGE SERVICES	1. Distribute *mail and messages* to guests 2. Arrange wake-up calls for guests 3. Organise *transport for guests during their stay* 4. Arrange transfers for departing guests 5. Organise luggage pick-up from rooms and destinations 6. Page guests as required 7. Prepare *in-house guest information/directories* 8. Respond to *guest requests for advice* and local knowledge **Range** **Mail and messages** • Physical delivery of messages and mail to rooms • Placing mail and messages into guest pigeon holes • Following up mail and messages to ensure guest received them • Posting items on behalf of guest • Processing charges for mail to guest account **Transport for guest during their stay** • Advising on public transport options • Arranging a hire car • Arranging limousine service • Providing local maps and information on transport options • Booking local tours and trips

In-house guest information/directories

- Obtaining general tourist information and making it readily available
- Preparing specialized half-day and one-day trips for guests with special and general interests
- Updating contents of directories to keep them current and relevant to guest profiles

Guest request for advice

- Tourist attractions
- Dining options
- Transport
- Local culture
- Religious and historic points of interests
- Gardens and parks
- Medical and emergency contacts
- Churches and religious services
- Nightlife
- Personal services
- Making phone calls and enquiries on behalf of guests
- Maintaining guest privacy and confidentiality

Duty	2. Provide a Lost and Found Facility
Competence	**Performance Criteria**
2.1 DEAL WITH LOST AND FOUND ITEMS	1. Check items for safety and legality and ***take appropriate action*** 2. Record found items 3. Record items reported lost 4. Tag the found item 5. Store the found item appropriately 6. Notify owner, if known 7. ***Notify internal establishment staff*** to facilitate return of found item to owner ***Range*** ***Take appropriate action:*** ▪ Reporting any illegal or suspicious items to internal security, management or the authorities ▪ Removing items from the premises ▪ Packaging the items to prevent damage or danger ▪ Handling packages with care ▪ Leaving packages alone

	Notify internal establishment staff: ▪ Contacting front office staff ▪ Contacting concierge ▪ Contacting security ▪ Contacting floor supervisor
2.2 DEAL WITH CLAIMS FOR LOST AND FOUND ITEMS	1. Assist claimant to identify lost property 2. Verify ***ownership of property*** claimed 3. Obtain ***identification*** from owner 4. Complete lost and found register 5. Assist claimants to claim lost items ***Range*** ***Ownership of property:*** ▪ Obtaining accurate description of item from claimant ▪ Matching photographs in documents to visual observation of claimant ▪ Sighting ownership documents, including receipts ***Identification:*** ▪ Sighting driver's license ▪ Sighting passport ▪ Sighting national identification card
2.3 DEAL WITH UNCLAIMED ITEMS	1. Comply with ***establishment policies*** 2. Comply with legal obligations 3. Remove items from storage and complete lost and found register to record movement and disposal of items ***Range*** ***Establishment policies:*** ▪ Maximum length of time items is to be kept in storage ▪ Items that can be given to finder ▪ Items that must be passed on to the authorities

Duty	3. Escort, Carry and Store Valuable Items
Competence	**Performance Criteria**
3.1 PREPARE TO UNDERTAKE ESCORT AND CARRY DUTIES	1. Identify ***valuables*** that require escort, carrying and secure storage 2. Describe the ***legal requirements*** that apply to responsibility for guest property 3. Undertake training in escort, carrying and storage duties 4. Identify ***characteristics*** of people with responsibility for escorting, carrying and storing of valuable items 5. Prepare ***plans for regular escort and carry duties*** 6. Identify host ***establishment policies and procedures*** in relation to the movement of cash and valuable within,

and outside of, the premises

7. Identify and report **_potential threats_** that may exist when moving valuables within, to and from the host establishment
8. Identify **_resources_** required to facilitate secure escort and carry duties
9. Clarify designated **_escort and carry assignments_**

Range
Valuables
- Cash
- Precious stones
- Jewellery
- Bullion
- Documents
- Artwork
- General property deemed by host establishment and guests to be valuable

Legal requirements
- Understanding of host country legislation in relation to venue liability and responsibility in relation to guest property lodged for safe keeping
- Bailment
- Duty of care

Characteristics
- Vigilant
- Observant
- Attentive to detail
- Ability to take action
- Ability to protect confidential information
- Alertness
- Confident

Plans for regular escort and carry duties
- Identifying most secure routes
- Identifying alternative routes
- Assessing risk
- Identifying most appropriate time/s
- Designating staff responsibilities for escorts and carriage of valuable items
- Identifying resources required
- Preparing written plans

Establishment policies and procedures

	• Limiting value of items to be escorted, carried or stored • Identifying scope of authority for security and other staff • Processes for risk identification and management • Defining action to be taken by staff in the case of an event occurring • Designating certain responsibilities to external security providers **Potential threats** • Armed hold up • Vehicle accident to or from venue • Suspicious circumstances • Theft – including threat of same • Assault – including intimidation • Unique factors created by the nature or timing of the assignment/job • Unique factors created by the value and/or volume of the items under consideration **Resources** • Transport vehicles • Receptacles for carrying items • Firearms and 'less than lethal' items for protection and use as deterrents • Two-way radio and other communication devices • Dye-bombs • Barriers including bullet resistant screens • Security cameras and alarms • Time-delay locks • Safes **Escort** • Requests from VIPs • Special duties due to high levels of turn-over and high cash levels • Responses to previous incidents of theft or intimidation • Provision of special service for special customers • Assisting staff to transport cash – including takings, floats and payroll
3.2 UNDERTAKE ESCORT DUTIES	1. *Identify route* to be taken 2. Assess potential treats for the individual job 3. Obtain *assistance* if required

4. Perform *close escort duties*
5. *Respond to threats*
6. Complete necessary *documentation*

Range
Identify route
- Movement of valuable items within the premises, to the premises and from the premises and may include
    o Determining shortest route
    o Determining quickest route
    o Assessing risks and potential for threats for each route option
    o Factoring in time, weather, level of trade, traffic, special events, road closures, number of people and other environmental factors
    o Reviewing establishment history in relation to actual events – such as armed hold up, theft, assault
    o Assessing disruption to patrons and standard operating procedure

Assistance
- Requesting help from other internal staff
- Requesting support from an external security company
- Requesting backing from local authorities

Close escort duties
- Accompanying quests or staff who are carrying valuable items
- Clearing the way for guests or staff who are carrying valuable items
- Overseeing the carriage of valuable items
- Providing a visible deterrent to potential offenders
- Providing guests and staff with a sense of security

Respond to threats
- Following establishment procedures governing action to be taken by staff in the case of an event occurring
- Ensuring the safety of people over property
- Noting descriptions of those involved
- Calling for assistance when safe to do so
- Relaying information of the incident and offenders to authorities

	Documentation • Assignment/job sheet • Bills of lading • Insurance claims • Internal security request forms • Security lodgement forms • Items issued and items release forms • Security threat reports • Bank documentation – for deposits, change foreign currencies, traveller's cheques

3.3 CARRY VALUABLE ITEMS	1. *Identify* **route** to be taken
	2. Assess potential threats for the individual job
	3. Obtain *assistance* if required
	4. Perform *carriage duties*
	5. **Respond to threats**
	6. Complete necessary *documentation*
	
	Range
	Identify route
	• Movement of valuable items within the premises, to the premises and from the premises and may include
	    o Determining shortest route
	    o Determining quickest route
	    o Assessing risks and potential for threats for each route option
	    o Factoring in time, weather, level of trade, traffic, special events, road closures, number of people and other environmental factors
	    o Reviewing establishment history in relation to actual events – such as armed hold up, theft, assault
	    o Assessing disruption to patrons and standard operating procedure
	
	Assistance
	• Requesting help from other internal staff
	• Requesting support from an external security company
	• Requesting backing from local authorities
	
	Carriage duties
	• Physically moving valuable items within the premises
	• Moving valuable items from an external location to the premises

	• Moving valuable items from the premises to an external location • Transporting taking to bank • Obtaining floats and payroll from bank or other locations **Respond to threats** • Following establishment procedures governing action to be taken by staff in the case of an event occurring • Ensuring the safety of people over property • Noting descriptions of those involved • Calling for assistance when safe to do so • Relaying information of the incident and offenders to authorities **Documentation** • Assignment/job sheet • Bills of lading • Insurance claims • Internal security request forms • Security lodgment forms • Items issued and items release forms • Security threat reports • Bank documentation – for deposits, change foreign currencies, traveller's cheques
3.4 STORE VALUABLE ITEMS	1. Identify the *storage option* required 2. *Place items into storage* 3. Complete necessary documentation <u>**Range**</u> **Storage option** • In-floor safes • Torch-and-drill resistant safes • Time delay safes • Off-site secure storage – including arranging for secure transport to off-site locations • Locked cabinets and drawers **Place items into storage** • Ensuring the authenticity, value, quantity and nature of items offered by guests for safe-keeping • Advising guest of storage facilities and methods that will be used for their valuable items • Informing guests of limit of liability of premises for goods surrendered for safe-keeping

	• Gaining arrangement from guest in relation to the storage method to be used and the limits of the liability that the establishment accepts • Gaining guest signature to acknowledge goods stored

PART 3   TRAINING STANDARDS

1. CURRICULUM DESIGN

This section will showcase how the structure of the training will be done and it will be unique to the corresponding occupational structure.

2. TRAINING DELIVERY

2.1 CLASS SIZE (RATIO: TRAINER VS TRAINEES)

- Ratio: Trainer vs. Trainees, Classroom and Practical
- Classroom (Theory) – 1 Trainer: 16 Trainees
- Practical – 1 Trainer: 8 Trainees

2.2 COURSE CONTENT

- 70% Practical and 30% Theory

2.3 EVALUATION

- Training course evaluation/ feedback form should be provided to candidates at the end of the training course.
- The Evaluation process helps the training Organisation to understand the strength and weakness of the training course and identify opportunities to improve the training course for future candidates.
- Industry feedback mechanism must be in place.

2.4 ASSESSMENT

- All training organisations are required to demonstrate the four principles of assessment: (i) Validity (ii) Reliability (iii) Integrity iv) Fairness
- Assessing the competency in terms of course work, practical, written assessment and interview
- Any written assessment shall have a standardized format with clear instructions.
- Multiple Choice Questions (MCQs) shall comprise of selection of four (4) answers provided.
- For Short Answer Questions (SAQs) sufficient space shall be provided for candidates to answer and the mark awarded for each individual question shall be indicated.
- MCQs and SAQs should be kept within separate sections.
- Any training course that is conducted, must as reasonably practicably expose the candidates towards the real working environment (e.g., Groupwork Presentations, Practical sessions, etc.).
- Assessment Packages per program.
- Assessment will be conducted by an independent assessment team comprising 1 independent assessor from an independent RTO, 1

external assessor from the industry and 1 verifier from the awarding body.
- The assessment team will be led by the assessor from an independent RTO

3. TRAINING HOURS

The minimum nominal training hours is 100 hours.

4. TRAINERS QUALIFICATION
- Has a valid recognized training or teaching qualification or a certificate of a qualified trainer (i.e., Certificate of Teaching, Train the Trainer, etc);
- Minimum 3 years of work experience in the relevant field or activity; or
- Have a minimum Higher National Diploma in relevant field and above

5. ASSESSORS QUALIFICATION
- Has a valid recognized assessing or teaching qualification or a certificate of a qualified assessors (i.e., Certificate of Teaching, Train the Assessors, etc); or
- Has a minimum 3 years of work experience in the relevant field or activity; or
- Higher National Diploma and above or relevant industry experience

6. TOOLS, EQUIPMENT AND CONSUMABLES (MATERIALS)

All training providers are also required to provide at their training premises (including classrooms and practice grounds) facilities and equipment which must be maintained to a required standard and in full compliance with applicable laws of Brunei Darussalam and where appropriate, equipment should be routinely tested and inspected in accordance with applicable legislation and standards. This is to ensure that all training premises, facilities and equipment are safe and fit for purpose with suitable levels of hygiene in place*

*Training Standards 1-8: Aligned Requirements amongst SHENA, IBTE and MOE

TOOLS		EQUIPMENT		MATERIAL	
Description	**Min. Qty**	**Description**	**Min. Qty**	**Description**	**Min. Qty**
Cotton gloves (pair)	16	Luggage (small)	4	Pens	16
Torchlight	16	Luggage (medium)	4	Stapler/staples	16
Umbrella	16	Luggage (large)	4	Highlighters	16
Umbrella stand	4	Luggage trolley/cart	4	Record books	16
		Front office software	1	A4 paper (1 ream)	8
		Phone switchboard	1	Envelopes (20 pcs/pkt)	16
		Desktop computer set	8	Ring file	16
		Printer	4	Luggage tags	32
		Telephone set	2		
		Walkie-talkie	8		
		Multimedia Projector	2		

7. PERSONAL PROTECTIVE EQUIPMENT (PPE)

Where required, the personal protective equipment (PPE) requirements shall be ascertained and to ensure that each candidate is provided with the same for the duration of the training course. The PPE shall be applicable for the type of course, of suitable standard and be well maintained at all times.

PPE		
Description	**Qty**	**Standards and Specification**
Facemask	16	N95

8. TRAINING FACILITIES

- Classroom
  - Size: minimum 27 m sq. (PBD 12)
  - Proper signage

- Workshop and training grounds
  - Size: where workshop and training grounds minimum size or area is specified.
  - Proper signage

- Basic amenities
  - Basic necessities (not limited to. surau (male and female) toilet (male and female), resting areas, male and female changing room, first aid, etc.) must be provided;

NO. OF TRAINEES:	16	
REQUIREMENT SIZE IN:	**MIN. SIZE IN METERS (M)**	**MIN. REQUIREMENT SIZE IN SQ. METERS**
Building (Permanent)	As approved by ABCi	As approved by ABCi
Training Workshop/Area		10
Storeroom		2
Classroom		27m
GRAND TOTAL IN SQ. METERS:	39	

PART 4   GLOSSARY

A

ASSESSOR

accredited individual authorized to evaluate or assess competencies of a candidate applying for certification.

D

DUTY

the tasks to be performed by an individual as a regular part of the individual's job.

I

INSTITUTIONAL ASSESSMENT

an assessment undertaken by the institution for its trainees to determine their achievement of the learning outcomes in the module of instructions in given unit of competency or clusters of competencies.

L

LEARNING OUTCOMES

the set of knowledge, skills and/or competencies an individual has acquired and/or is able to demonstrate after completion of a learning process, either formal, non-formal or informal.

O

OCCUPATION

a set of jobs whose main tasks and duties are characterized by a high degree of similarity.

P

PERFORMANCE CRITERIA

evaluative statements that specify what is to be assessed and the required level of performance or competency.

R

RECOGNITION OF PRIOR LEARNING (RPL)

the process in which the individual's previous learning outside the formal system which contributes to the achievement of current competency/ies can be assessed against the relevant unit of competency and given recognition through the issuance of appropriate certificate.

T

TASK

a discrete, assignable unit of work that has an identifiable beginning and end, containing two or more steps which when performed, leads to a product, service or decision. This is normally performed within a specified period of time.

TRAINING STANDARDS

the information and important requirements to consider when designing training programs corresponding to a national qualification; this includes information on curriculum design, training delivery, trainee entry requirements, training tools and equipment, and trainer qualifications.

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