

# TELEPHONE OPERATOR

# LEVEL 1

( HT-ACC-TOP-01-24 )

## HOSPITALITY & TOURISM SECTOR

## Contents

<b>PART1</b>	<b>BASIC CONTENT .....</b>	<b>3</b>
1.	INTRODUCTION TO BRUNEI DARUSSALAM NATIONAL OCCUPATIONAL SKILLS STANDARDS (BNOSS).....	3
2.	BENEFITS OF BNOSS.....	3
3.	TELEPHONE OPERATOR LEVEL 1.....	4
4.	ENTRY REQUIREMENTS.....	4
5.	COMPETENCY LEVEL, OCCUPATIONAL STRUCTURE AND CAREER PROGRESSION .....	4
6.	AWARD OF CERTIFICATE.....	5
<b>PART2</b>	<b>COMPETENCE STANDARDS.....</b>	<b>6</b>
1.	COMPETENCY PROFILE CHART (CPC).....	6
1.1	<i>Generic</i> 7	
1.2	<i>Specialised</i> .....	14
2.	COMPETENCY STANDARDS.....	18
2.1	<i>Generic</i> 18	
2.2	<i>Specialised</i> .....	35
<b>PART 3</b>	<b>TRAINING STANDARDS.....</b>	<b>51</b>
1.	CURRICULUM DESIGN.....	51
2.	TRAINING DELIVERY .....	51
2.1.	<i>CLASS SIZE (RATIO: TRAINER VS TRAINEES)</i> .....	51
2.2.	<i>COURSE CONTENT</i> .....	51
2.3.	<i>EVALUATION</i> .....	51
2.4.	<i>ASSESSMENT</i> .....	51
3.	TRAINING HOURS.....	52
4.	TRAINERS QUALIFICATION .....	52
5.	ASSESSORS QUALIFICATION .....	52
6.	TOOLS, EQUIPMENT AND CONSUMABLES (MATERIALS) .....	52
7.	PERSONAL PROTECTIVE EQUIPMENT (PPE).....	53
8.	TRAINING FACILITIES.....	53
<b>PART 4</b>	<b>GLOSSARY .....</b>	<b>54</b>
<b>PART 5</b>	<b>ACKNOWLEDGEMENTS.....</b>	<b>56</b>

### 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. TELEPHONE OPERATOR LEVEL 1

The role of a telephone operator is designed to reflect the role of individuals who perform a range of skilled guest service tasks in Front Office using discretion and judgement and having the ability to select, adapt and transfer skills to different situations.

### 4. ENTRY REQUIREMENTS

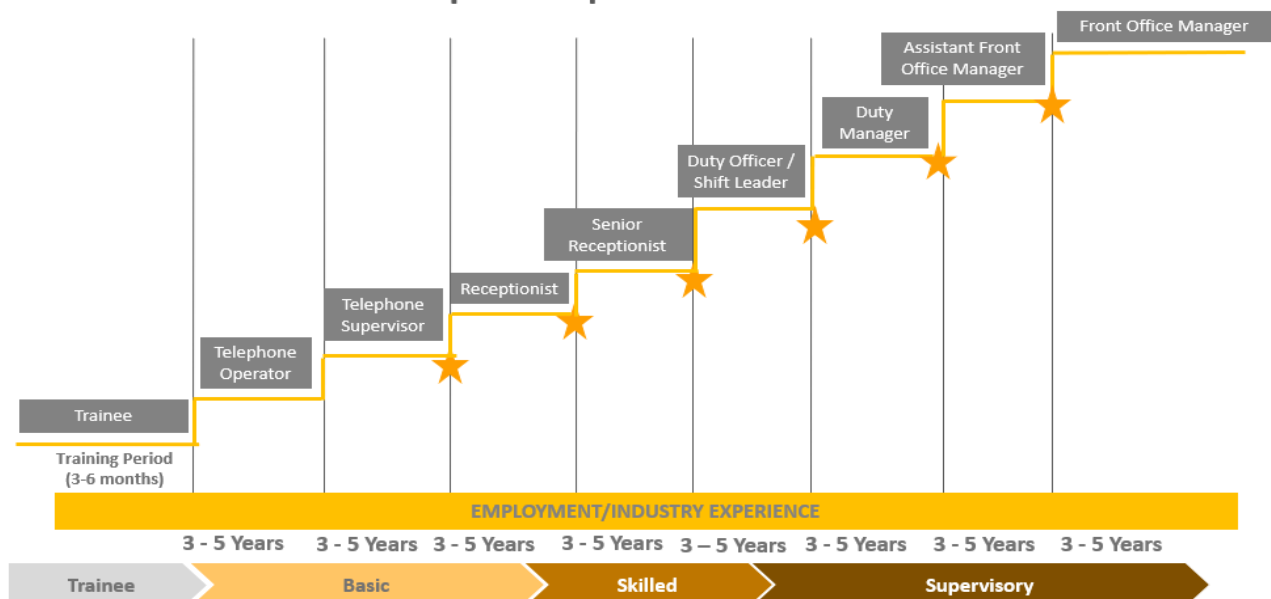
The specific of the qualifications are not limited to the list provided:

- Minimum age of 18 years old;
- Basic reading, writing and counting;
- Able to communicate in Bahasa Melayu and basic English;
- Declaration of any disabilities.

### 5. COMPETENCY LEVEL, OCCUPATIONAL STRUCTURE AND CAREER PROGRESSION

<b>SECTOR</b>	Hospitality & Tourism
<b>SUB-SECTOR</b>	Hotel Front Office
<b>OCCUPATION</b>	Telephone Operator
<b>LEVEL 5</b>	TBA
<b>LEVEL 4</b>	TBA
<b>LEVEL 3</b>	TBA
<b>LEVEL 2</b>	TBA
<b>LEVEL 1</b>	Telephone Operator

#### Career Ladder of a Telephone Operator



## **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:

- Training organisation's name;
- Course title or competency assessment title;
- Candidate's name;
- Assessment date(s) and training date(s);
- Expiry date;
- Unique Certificate Number;
- Instructor's/Trainer's Name and Signature;
- Assessor's Name and Signature and
- Optional but not required
  - 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.

## 1. COMPETENCY PROFILE CHART (CPC)

Unit of Competency Category	Competence Unit Code	Competence Unit Title
<b>Generic</b>	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
<b>Specialised</b>	HT-TOP-SPE-01-01	Operate a (PABX) Switchboard
	HT-TOP-SPE-01-02	Receive and Place In-coming Phone Calls
	HT-TOP-SPE-01-03	Facilitate Out-going Phone Calls
	HT-TOP-SPE-01-04	Provide Information About In-House Services
	HT-TOP-SPE-01-05	Provide International (IDD) Service Information

*\*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 Misunderstand ings	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**

<b>Skill Areas/ Competence</b>	<b>Competence Elements</b>
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**

<b>Skill Areas/ Competence</b>	<b>Competence Elements</b>
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**

<b>Skill Areas/ Competence</b>	<b>Competence Elements</b>
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



	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**

<b>Skill Areas/ Competence</b>	<b>Competence Elements</b>
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**

<b>Skill Areas/ Competence</b>	<b>Competence Elements</b>
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**

<b>Skill Areas/ Competence</b>	<b>Competence Elements</b>
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**

<b>Skill Areas/ Competence</b>	<b>Competence Elements</b>
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**

<b>Skill Areas/ Competence</b>	<b>Competence Elements</b>
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**

<b>Skill Areas/ Competence</b>	<b>Competence Elements</b>
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**

<b>Skill Areas/ Competence</b>	<b>Competence Elements</b>
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**

<b>Skill Areas/ Competence</b>	<b>Competence Elements</b>
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

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**

<b>Skill Areas/ Competence</b>	<b>Competence Elements</b>
14.1 Assess the situation	14.1.1 Identify the physical hazards to own and others' health and safety
	14.2.1 Minimize immediate risk to self and health and safety of the casualty by controlling hazard/s in accordance with accepted practice
	14.2.3 Assess casualty's vital signs and physical condition in accordance with accepted practice
14.2 Apply first aid techniques	14.2.1 Provide first aid management in accordance with established first aid procedures and available recourses 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. Operate a (PABX) Switchboard

Skill Areas/ Competence	Competence Elements
1.1 Define the PABX system in use	1.1.1 Describe the devices connected to the system
	1.1.2 Identify the functions of the system keys and lights
	1.1.3 Identify the command structure for the system
1.2 Demonstrate operational features of the system	1.2.1 Write text
	1.2.2 Handle directory numbers
	1.2.3 Handle category lists
	1.2.4 Record telephone conversations
	1.2.5 Program call forwarding functions
	1.2.6 Store commonly called numbers
	1.2.7 Demonstrate internal message functions
	1.2.8 Demonstrate mailbox system functions
	1.2.9 Demonstrate use of special system features
1.3 Process Telephone Call	1.3.1 Demonstrate placing an outgoing call
	1.3.2 Demonstrate receiving an incoming call

### DUTY: 2. Receive and Place In-coming Phone Calls

Skill Areas/ Competence	Competence Elements
2.1 Identify elements and facilities of the host enterprise telephone system	2.1.1 Identify the types of incoming calls that may be received and their importance to the business (Call Screening)
	2.1.2 Identify the components of the telephone system
	2.1.3 Describe the functions and features available in the telephone system
2.2 Demonstrate appropriate telephone communication skills	2.2.1 Follow the enterprise policies and procedures for the telephone use regarding incoming calls
	2.2.2 Explain the importance of first impressions in relation to telephone answering and the reputation of the business
	2.2.3 Differentiate between face to face and over the phone communication
	2.2.4 Use appropriate telephone communication skills
	2.2.5 Describe acceptable telephone etiquette and techniques
	2.2.6 Identify common caller complaints about telephoning a business

2.3 Receive incoming calls	2.3.1 Prepare to receive incoming calls
	2.3.2. Answer calls promptly in accordance with house standards
	2.3.3 Identify long-distance or international calls
	2.3.4 Establish purpose of incoming calls
	2.3.5 Respond caller requests, where appropriate
	2.3.6 Take messages from callers
	2.3.7 Relay messages and follow-up as necessary
	2.3.8 Deal with suspicious or threatening calls
2.4 Redirect incoming calls	2.4.1 Transfer calls as appropriate
	2.4.2 Place calls on hold as appropriate

### **DUTY: 3. Facilitate Out-going Phone Calls**

<b>Skill Areas/ Competence</b>	<b>Competence Elements</b>
3.1 Identify elements and facilities of the host enterprise telephone system	3.1.1 Identify the types of outgoing calls that may be made and their importance of the business
	3.1.2 Identify the components of the telephone system
	3.1.3 Describe the functions and features available in the telephone system
3.2 Demonstrate appropriate telephone communication skills	3.2.1 Follow the enterprise policies and procedures for telephone use in regard to outgoing calls
	3.2.2 Differentiate between face to face and over the phone communication
	3.2.3 Use appropriate telephone communication skills
	3.2.4 Describe acceptable telephone etiquette and techniques
3.3 Place outgoing calls on behalf of the enterprise	3.3.1 Obtain required telephone number and details of business/person to be called
	3.3.2 Determine purpose of call
	3.3.3 Place call and establish contact with required business/person
	3.3.4 Explain purpose of call
	3.3.5 Transfer connected call to caller
	3.3.6 Implement standard re-dial procedures as required
	3.3.7 Log details of call in accordance with enterprise procedures
	3.3.8 Place emergency calls
	3.3.9 Enter commonly called numbers into system speed-dial facility
3.4 Place outgoing calls on behalf of guests	3.4.1 Greet guest and determine call to be made
	3.4.2 Obtain required telephone number and details of business/person to be called

	3.4.3 Place call and establish contact with required business/person
	3.4.4 Implement standard re-dial procedures as required
	3.4.5 Log details of call-in accordance with enterprise procedures
	3.4.6 Cost guest calls for posting to account

#### **DUTY: 4. Provide Information About In-House Services**

<b>Skill Areas/ Competence</b>	<b>Competence Elements</b>
4.1 Obtain information about in house services	4.1.1 Identify source of information regarding in house services
	4.1.2 Identify information about in house services
	4.1.3 Prepare a database of information in relation to in house services
4.2 Share generic information about in house services	4.2.1 Provide verbal information to guests and others
	4.2.2 Provide printed information to guests
	4.2.3 Provide electronic information to guests
4.3 Respond to specific requests for information about in house services	4.3.1 Assess the request for information
	4.3.2 Prepare a response to the specific request
	4.3.3 Provide the required information
4.4 Update information about in house services	4.4.1 Identify and use opportunities to update in house information
	4.4.2 Revise printed information to guests
	4.4.3 Update the in-house information database
	4.4.4 Share updated knowledge with colleagues

#### **DUTY: 5. Provide International (IDD) Service Information**

<b>Skill Areas/ Competence</b>	<b>Competence Elements</b>
5.1 Define availability of International Direct Dial (IDD) service	5.1.1 Locate telephones from which international Direct Dial (IDD) service is available
	5.1.2 Identify restrictions that apply to International Direct Dial (IDD) service
	5.1.3 Identify external sources of information relating to International Direct Dial (IDD) service
5.2 Provide International Direct Dial (IDD) service information to	5.2.1 Supply International Direct Dial (IDD) related phone numbers and codes
	5.2.2 Advise guests in relations to International Direct Dial (IDD) charges
	5.2.3 Explain how to place an International Direct Dial (IDD) call, including advice on international telephone calling instructions that occur on the line



guests	5.2.4 Advise guests in relation to printed International Direct Dial (IDD) information available
	5.2.5 Advise guests in relation to expected call quality
	5.2.6 Determine comparative times for International Direct Dial (IDD) callers
	5.2.7 Refer guests to reception/operator as required

## 2. COMPETENCY STANDARDS

### 2.1 Generic

Duty	1. Work Effectively with Customer and Colleagues
Competence	Performance Criteria
1.1 COMMUNICATE EFFECTIVELY	<ol style="list-style-type: none"> <li>Relay information in a clear and concise manner using <b><i>appropriate communication techniques</i></b></li> <li>Use <b><i>language and tone appropriate</i></b> to a particular audience, purpose and situation, taking into account the relevant factors involved</li> <li>Use active listening and questioning to facilitate effective two-way communication with others</li> <li>Identify potential and existing <b><i>conflicts</i></b> and seek solutions in conjunction with all involved parties</li> <li>Complete routine <b><i>workplace documentation</i></b> accurately in a timely manner</li> </ol> <p><b><u>Range</u></b></p> <p><b><i>Appropriate communication techniques:</i></b></p> <ul style="list-style-type: none"> <li>the use of active listening</li> <li>the use of both open and closed questions</li> <li>speaking clearly and concisely</li> <li>using appropriate language and tone of voice</li> <li>being attentive</li> <li>maintaining eye contact in face-to-face interactions</li> <li>the use of appropriate non-verbal communication in face-to-face interactions, e.g. body language, attention and personal presentation</li> </ul> <p><b><i>Appropriate language and tone:</i></b></p> <ul style="list-style-type: none"> <li>using simple, concise language that can be easily understood by the audience</li> <li>using appropriate tone, e.g. not patronising, not too loud, not too soft, not yelling, not angry, etc.</li> </ul> <p><b><i>Conflicts:</i></b></p> <ul style="list-style-type: none"> <li>group conflict</li> <li>conflict with individuals</li> <li>conflict with co-workers</li> </ul> <p><b><i>Workplace documentation:</i></b></p> <ul style="list-style-type: none"> <li>letters</li> <li>memos</li> <li>faxes</li> <li>emails</li> <li>invoices and purchase orders</li> </ul>

<p>1.2 ESTABLISH AND MAINTAIN EFFECTIVE RELATIONSHIPS WITH COLLEAGUES AND CUSTOMERS</p>	<ol style="list-style-type: none"> <li>1. Meet both <b>internal customers'</b> and <b>external customers'</b> needs and expectations in accordance with organisation standards, policies and procedures and within acceptable time frames.</li> <li>2. Assist to resolve workplace conflict and manage difficulties to achieve positive outcomes</li> <li>3. Maintain a positive and co-operative manner</li> <li>4. <b>Non-discriminatory attitudes and language</b> are used when interacting with customers, staff and management consistently</li> </ol> <p><b><u>Range</u></b></p> <p><b>Internal customers:</b></p> <ul style="list-style-type: none"> <li>▪ colleagues working in another department</li> <li>▪ team members</li> <li>▪ supervisor or managers.</li> </ul> <p><b>External customers:</b></p> <ul style="list-style-type: none"> <li>▪ suppliers</li> <li>▪ people who buy the goods and services the enterprise sells</li> </ul> <p><b>Non-discriminatory attitudes and language:</b></p> <ul style="list-style-type: none"> <li>▪ language in relation to race and ethnicity</li> <li>▪ not making assumptions about physical or intellectual abilities</li> <li>▪ the use of non-discriminatory language in relation to the portrayal of people with disabilities</li> <li>▪ using non-sexist and gender inclusive language.</li> </ul>
<p>1.3 WORK IN A TEAM</p>	<ol style="list-style-type: none"> <li>1. Request or provide assistance so that work activities can be completed</li> <li>2. Provide support to colleagues to ensure achievement of team goals</li> <li>3. Recognise and accommodate <b>cultural differences</b> within the team</li> <li>4. Identify, prioritise and complete individual tasks within designated timelines</li> <li>5. Acknowledge and respond to feedback and information from other team members</li> </ol> <p><b><u>Range</u></b></p> <p><b>Cultural differences:</b></p> <ul style="list-style-type: none"> <li>▪ forms of address</li> <li>▪ levels of formality/informality</li> <li>▪ non-verbal behaviour</li> <li>▪ work ethics</li> <li>▪ personal grooming</li> </ul>

	<ul style="list-style-type: none"> <li>▪ family obligations</li> <li>▪ recognised holidays</li> <li>▪ special needs</li> <li>▪ preferences for personal interactions</li> </ul>
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Duty	2. Work in A Socially Diverse Environment
Competence	Performance Criteria
2.1 COMMUNICATE WITH CUSTOMERS AND COLLEAGUES FROM DIVERSE BACKGROUNDS	<ol style="list-style-type: none"> <li>1. Value customers and colleagues from different cultural groups and treat them with respect and sensitivity</li> <li>2. Take into consideration <b>cultural differences</b> in all verbal and non-verbal communication</li> <li>3. Attempt to <b>overcome language barriers</b></li> <li>4. Obtain <b>assistance</b> from colleagues, reference books or outside organisations when required</li> </ol> <p><b><u>Range</u></b></p> <p><b>Cultural differences:</b></p> <ul style="list-style-type: none"> <li>▪ Forms of address</li> <li>▪ Levels of formality/informality</li> <li>▪ Non-verbal behaviour</li> <li>▪ Work ethics</li> </ul> <p><b>Overcome language barriers:</b></p> <ul style="list-style-type: none"> <li>▪ Use simple gestures</li> <li>▪ Use simple words</li> <li>▪ Use words in the other person's language</li> <li>▪ Describe goods and services simply</li> <li>▪ Use diagrams or maps to give simple directions</li> </ul> <p><b>Assistance:</b></p> <ul style="list-style-type: none"> <li>▪ Co-workers who speak the same language</li> <li>▪ Interpreter services</li> <li>▪ Diplomatic services</li> <li>▪ Supervisors, or managers, or specialist customer service staff within the enterprise.</li> </ul>
2.2 DEAL WITH CROSS CULTURAL MISUNDERSTANDINGS	<ol style="list-style-type: none"> <li>1. Identify <b>issues</b> which may cause conflict or <b>misunderstanding in the workplace</b></li> <li>2. Address difficulties with the appropriate people and seek assistance from team leaders or others where required</li> <li>3. Consider possible cultural differences when difficulties or misunderstandings occur</li> <li>4. Make efforts to <b>resolve misunderstandings</b>, taking account of cultural considerations</li> </ol>

	<p><b><u>Range</u></b></p> <p><b><i>Issues:</i></b></p> <ul style="list-style-type: none"> <li>▪ Competing group, family or personal interests</li> <li>▪ Power and control issues</li> <li>▪ Lack of communication</li> <li>▪ Personality clashes</li> <li>▪ Cross-cultural issues</li> <li>▪ Differences between cultural groups</li> <li>▪ Dissatisfaction in the community</li> <li>▪ Competing needs</li> </ul> <p><b><i>Misunderstandings in the workplace:</i></b></p> <ul style="list-style-type: none"> <li>▪ Speaking too quickly/quietly</li> <li>▪ No visual clues</li> <li>▪ Poor observation</li> <li>▪ Poor communication style</li> <li>▪ Intolerance</li> <li>▪ Prejudice</li> <li>▪ Inadequate language skills</li> <li>▪ Not clarifying or asking questions</li> <li>▪ Inappropriate body language</li> <li>▪ Poor understanding of other cultures.</li> </ul> <p><b><i>Resolve misunderstandings:</i></b></p> <ul style="list-style-type: none"> <li>▪ Staff training</li> <li>▪ Utilising staff cultural skills</li> <li>▪ Employing a variety of communication methods</li> <li>▪ Knowledge of location of cultural buildings sites and support agencies</li> <li>▪ Developing an understanding and tolerance of cultural diversity</li> <li>▪ Overcoming prejudice and assumptions</li> <li>▪ Utilising non-verbal communication skills</li> <li>▪ Actively seeking to break down barriers</li> <li>▪ Refer issues and problems to the appropriate team leader/supervisor for follow up</li> </ul>
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<b>Duty</b>	<b>3. Implement Occupational Health &amp; Safety Procedures</b>
<b>Competence</b>	<b>Performance Criteria</b>
3.1 PROVIDE INFORMATION ON HEALTH AND SAFETY PROCEDURES	<ol style="list-style-type: none"> <li>1. Explain relevant health and safety information, including enterprise specific details, accurately and clearly to staff</li> <li>2. Make health and safety information accessible to staff</li> </ol>
3.2 IMPLEMENT AND MONITOR PROCEDURES FOR CONTROLLING HAZARDS AND RISKS	<ol style="list-style-type: none"> <li>1. Identify and report workplace hazards and risks promptly by maintaining close contact with day-to-day workplace operations</li> <li>2. Implement and monitor risk control procedures in accordance with enterprise and legal requirements</li> <li>3. Evaluate and adjust risk control procedures as required</li> </ol>
3.3 IMPLEMENT AND MONITOR HEALTH AND SAFETY TRAINING	<ol style="list-style-type: none"> <li>1. Identify health and safety training needs through regular workplace monitoring</li> <li>2. Arrange training interventions as appropriate on a timely basis</li> </ol>
3.4 MAINTAIN HEALTH AND SAFETY RECORDS	<ol style="list-style-type: none"> <li>1. Complete records accurately in accordance with enterprise and legal requirements</li> <li>2. Aggregate information and data from work area records are used to identify hazards and monitor risk control procedures in work area</li> </ol>

<b>Duty</b>	<b>4. Comply with Workplace Hygiene Procedures</b>
<b>Competence</b>	<b>Performance Criteria</b>
4.1 FOLLOW HYGIENE PROCEDURES	<ol style="list-style-type: none"> <li>1. Identify relevant workplace hygiene procedures that need to be adhered to</li> <li>2. Identify enterprise standards and legislated requirements that apply to relevant workplace hygiene procedures</li> <li>3. Follow workplace hygiene procedures in accordance with enterprise standards and legislated requirements</li> <li>4. Maintain tidy and hygienic office and front of house service area</li> </ol>
4.2 IDENTIFY AND PREVENT HYGIENE RISKS	<ol style="list-style-type: none"> <li>1. Identify potential food, personal, environmental and other risks in the workplace promptly</li> <li>2. Take action to minimise or remove the risk of food contamination within the scope of individual responsibility</li> </ol>

Duty	5. Maintain Hospitality Industry Knowledge
Competence	Performance Criteria
5.1 SEEK INFORMATION ON THE HOSPITALITY INDUSTRY	<ol style="list-style-type: none"> <li>1. Identify and access <b><i>sources of information</i></b> on the hotel and travel industries, appropriately and correctly.</li> <li>2. Obtain information on the hotel and travel industries to assist effective work performance within the industries</li> <li>3. Use knowledge of the hotel and travel industries in the correct context to enhance quality of work performance</li> <li>4. Obtain information on other industries to enhance quality of work performance</li> </ol> <p><b><u>Range</u></b> <b><i>Information:</i></b></p> <ul style="list-style-type: none"> <li>▪ Different sectors of the hospitality industry, their inter-relationships and the services available in each sector</li> <li>▪ Relationships between tourism and hospitality</li> <li>▪ Relationships between the hospitality industry and other industries</li> <li>▪ Industry working conditions</li> <li>▪ Environmental issues and requirements</li> <li>▪ Industrial relations issues and major organisations</li> <li>▪ Career opportunities within the industry</li> <li>▪ The work ethic required to work in the industry</li> <li>▪ Industry expectations of staff</li> <li>▪ Quality assurance.</li> </ul> <p><b><i>Sources of information:</i></b></p> <ul style="list-style-type: none"> <li>▪ Media</li> <li>▪ Reference books</li> <li>▪ Libraries</li> <li>▪ Unions</li> <li>▪ Industry associations</li> <li>▪ Industry journals</li> <li>▪ Internet</li> <li>▪ Information services</li> <li>▪ Personal observation and experience</li> <li>▪ Colleagues, supervisors and managers</li> <li>▪ Industry contacts, mentors and advisors.</li> </ul> <p><b><i>Industries:</i></b></p> <ul style="list-style-type: none"> <li>▪ Entertainment</li> <li>▪ Food production</li> <li>▪ Wine production</li> <li>▪ Recreation</li> <li>▪ Meetings and events</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Retail.</li> </ul>
5.2 SOURCE AND APPLY INFORMATION ON LEGAL AND ETHICAL ISSUES FOR THE HOSPITALITY INDUSTRY	<ol style="list-style-type: none"> <li>1. Use information on legal issues and ethical issues to assist effective work performance</li> <li>2. Conduct day-to-day hospitality industry activities in accordance with legal obligations and ethical industry practices</li> </ol> <p><b><u>Range</u></b></p> <p><b><u>Legal issues:</u></b></p> <ul style="list-style-type: none"> <li>▪ Consumer Protection</li> <li>▪ Sales of Goods Act29</li> <li>▪ Customs Act</li> <li>▪ Electronic Transactions Act</li> <li>▪ Child and Young Act</li> <li>▪ Intoxicating Substance Act</li> <li>▪ Registration of Guests Act</li> </ul> <p><b><u>Ethical issues:</u></b></p> <ul style="list-style-type: none"> <li>▪ Confidentiality</li> <li>▪ Commission procedures</li> <li>▪ Overbooking</li> <li>▪ Pricing</li> <li>▪ Tipping</li> <li>▪ Familiarizations</li> <li>▪ Gifts and services free of charge</li> <li>▪ Product recommendations.</li> </ul>
5.3 UPDATE HOSPITALITY INDUSTRY KNOWLEDGE	<ol style="list-style-type: none"> <li>1. Identify and use a range of opportunities to update general knowledge of the hotel and travel industries</li> <li>2. Share updated knowledge with customers and colleagues as appropriate and incorporate this knowledge into day-to-day work activities.</li> </ol>

Duty	6. Communicate Effectively on the Telephone
Competence	Performance Criteria
6.1 RESPOND TO INCOMING TELEPHONE CALLS	<ol style="list-style-type: none"> <li>1. Answer calls promptly, in an <b><i>appropriate manner</i></b> in accordance with <b><i>enterprise standards</i></b></li> <li>2. Offer friendly assistance to the caller, and accurately establish the purpose of the call.</li> <li>3. Repeat call details to the caller to confirm understanding</li> <li>4. Answer caller enquiries promptly, or transfer caller to the appropriate location/person</li> <li>5. Record caller requests accurately and pass on to the appropriate department/person for follow-up</li> <li>6. Relay messages accurately to the nominated person within designated timelines</li> </ol>



	<p>7. Report <b><i>threatening or suspicious phone calls</i></b> promptly to the appropriate person, in accordance with enterprise procedures</p> <p>8. Use <b><i>language, tone and volume</i></b> appropriate to phone calls</p> <p><b><u>Range</u></b></p> <p><b><i>Appropriate manner:</i></b></p> <ul style="list-style-type: none"> <li>▪ Polite language</li> <li>▪ Appropriate welcoming phrase</li> <li>▪ Enthusiasm</li> <li>▪ Friendliness</li> <li>▪ Willingness to help.</li> </ul> <p><b><i>Enterprise standards:</i></b></p> <ul style="list-style-type: none"> <li>▪ Appropriate greeting/s</li> <li>▪ Number of rings call should be answered within</li> <li>▪ Personal identification</li> <li>▪ Use of caller's name</li> </ul> <p><b><i>Offer of assistance if person within organization is unavailable to take the caller's call. Establish the purpose of the call:</i></b></p> <ul style="list-style-type: none"> <li>▪ Asking questions</li> <li>▪ Listening to information given.</li> </ul> <p><b><i>Threatening or suspicious phone calls:</i></b></p> <ul style="list-style-type: none"> <li>▪ Bomb threats</li> <li>▪ Talking about violent acts.</li> </ul> <p><b><i>Language, tone and volume:</i></b></p> <ul style="list-style-type: none"> <li>▪ Pleasant</li> <li>▪ Friendly</li> <li>▪ Easy to understand.</li> </ul>
6.2 MAKE TELEPHONE CALLS	<ol style="list-style-type: none"> <li>1. Obtain correct telephone numbers</li> <li>2. Establish clearly the purpose of the call prior to calling</li> <li>3. Use <b><i>telephone equipment</i></b> correctly in order to establish contact</li> <li>4. Communicate clearly your name, company and reason for calling</li> <li>5. Be polite and courteous at all times</li> </ol> <p><b><u>Range</u></b></p> <p><b><i>Telephone equipment:</i></b></p> <ul style="list-style-type: none"> <li>▪ Activation system, e.g.: ringing, buzzing, light flashing</li> <li>▪ Use of speaker button, hand piece or hands-free headset</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Placing calls on hold</li> <li>▪ Transferring calls</li> <li>▪ Using intercom system to page</li> <li>▪ Single or multiple lines.</li> </ul>
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Duty	7. Promote Hospitality Products and Services
Competence	Performance Criteria
7.1 DEVELOP PRODUCT AND SERVICE KNOWLEDGE	<ol style="list-style-type: none"> <li>1. Identify <b><i>opportunities to develop product and service knowledge</i></b></li> <li>2. Describe the <b><i>benefits of staff having high levels of product and service knowledge</i></b></li> <li>3. Apply <b><i>formal and informal research techniques</i></b> to gain product and service knowledge</li> <li>4. Seek <b><i>customer feedback</i></b> to supplement product and service knowledge</li> <li>5. <b><i>Share product and service knowledge</i></b> with other relevant internal personnel</li> </ol> <p><b><u>Range</u></b></p> <p><b><i>Opportunities to develop product and service knowledge:</i></b></p> <ul style="list-style-type: none"> <li>▪ personal experience</li> <li>▪ reading informational brochures and other materials provided by suppliers and manufacturers</li> <li>▪ reading product labels</li> <li>▪ attending product launches</li> <li>▪ visiting suppliers, distributors and manufacturers</li> <li>▪ talking to sales representatives</li> </ul> <p><b><i>Benefits of staff having high levels of product and service knowledge:</i></b></p> <ul style="list-style-type: none"> <li>▪ being able to provide professional assistance to customers</li> <li>▪ being able to distinguish between alternatives</li> <li>▪ meeting customer expectations</li> <li>▪ maximizing selling opportunities</li> <li>▪ being better able to meet and overcome buying objections</li> </ul> <p><b><i>Product and service knowledge:</i></b></p> <ul style="list-style-type: none"> <li>▪ tours and transport</li> <li>▪ conferences and conventions</li> <li>▪ function and entertainment facilities</li> <li>▪ shopping and restaurant facilities</li> <li>▪ food and beverage</li> <li>▪ retail shops in properties, such as bottle shops, gift</li> </ul>

	<p>shops, foyer shops, souvenir shops</p> <p><b>Formal and informal research techniques:</b></p> <ul style="list-style-type: none"> <li>▪ discussions with colleagues, management and customers</li> <li>▪ reading internal enterprise material about products and services</li> <li>▪ becoming familiar with customer comments, including complaints</li> <li>▪ reading and researching product data and information provided by suppliers</li> <li>▪ conducting internal testing to determine quality and differentials</li> <li>▪ general media research</li> <li>▪ developing, distributing and analysing the responses to questionnaires</li> <li>▪ reading surveys and ratings undertaken by third parties</li> </ul> <p><b>Customer feedback:</b></p> <ul style="list-style-type: none"> <li>▪ developing, distributing and analyzing the responses to questionnaires</li> <li>▪ talking to customers and actively seeking their opinion and thoughts on products and services</li> <li>▪ checking internal buying patterns and trends</li> </ul> <p><b>Share product and service knowledge:</b></p> <ul style="list-style-type: none"> <li>▪ conducting internal staff meetings to share information</li> <li>▪ developing paper-based information and data sheets for staff to use</li> <li>▪ conducting internal product and service demonstrations</li> <li>▪ conducting taste testing of food and beverages</li> <li>▪ allowing staff to experience services provided by the organization</li> </ul>
7.2 PROMOTE PRODUCTS AND SERVICES	<ol style="list-style-type: none"> <li>1. Describe promotional initiatives that may be used to promote products</li> <li>2. Verbally promote products and/or services to customers</li> <li>3. Demonstrate products and/or services to customers</li> </ol>

Duty	8. Perform Basic Clerical Procedures	
Competence	Performance Criteria	
8.1 PROCESS OFFICE DOCUMENTS	<ol style="list-style-type: none"> <li>1. <b>Process documents</b> with appropriate office equipment in accordance with enterprise procedures and within designated timelines</li> <li>2. Identify and rectify and/or report malfunctions promptly in accordance with enterprise procedures</li> <li>3. Use office equipment to process documents</li> </ol> <p><b><u>Range</u></b></p> <p><b>Documents:</b></p> <ul style="list-style-type: none"> <li>▪ mail, such as incoming and outgoing correspondence, guest mail and courier</li> <li>▪ files, such as customer records, correspondence, financial records, receipts, invoices and orders</li> <li>▪ correspondence, such as letters, facsimiles, memos and reports</li> <li>▪ menus</li> </ul> <p><b>Process:</b></p> <ul style="list-style-type: none"> <li>▪ collating</li> <li>▪ binding</li> <li>▪ photocopying</li> <li>▪ mailing</li> <li>▪ e-mailing</li> <li>▪ filing.</li> </ul> <p><b>Office equipment:</b></p> <ul style="list-style-type: none"> <li>▪ photocopier</li> <li>▪ facsimile</li> <li>▪ computer printer</li> <li>▪ scanner</li> </ul>	
8.2 DRAFT CORRESPONDENCE	<ol style="list-style-type: none"> <li>1. Write text using clear and concise language</li> <li>2. Text is without spelling, punctuation and/or grammatical errors</li> <li>3. Check information for accuracy prior to sending</li> </ol>	
8.3 MAINTAIN DOCUMENT SYSTEMS	<ol style="list-style-type: none"> <li>1. File/store documents in accordance with enterprise procedures</li> <li>2. Modify and/or update records management systems in accordance with enterprise procedures</li> </ol>	

Duty	9. Use Common Business Tools and Technology	
Competence	Performance Criteria	
9.1 ACCESS AND USE COMMON BUSINESS TOOLS	<ol style="list-style-type: none"> <li>1. Identify and access <b>business tools</b> required to achieve work outcomes in accordance enterprise policy and procedures</li> <li>2. Use business tools efficiently and effectively and in accordance with enterprise policy and procedures</li> <li>3. Obtain and maintain business tools required to support workplace activities</li> <li>4. Store business tools in accordance with enterprise procedures and to <b>reduce theft and fraudulent activity</b></li> </ol> <p><b>Range</b></p> <p><b>Business tools:</b></p> <ul style="list-style-type: none"> <li>▪ information, knowledge and other intellectual resources</li> <li>▪ finances</li> <li>▪ facilities</li> <li>▪ equipment</li> <li>▪ stock and supplies.</li> </ul> <p><b>Reduce theft and fraudulent activity:</b></p> <ul style="list-style-type: none"> <li>▪ security systems</li> <li>▪ staff undertaking police checks</li> <li>▪ lockable storage</li> <li>▪ stock control processes</li> <li>▪ restricted access protocols</li> </ul>	
9.2 SELECT AND USE COMMON BUSINESS TECHNOLOGY	<ol style="list-style-type: none"> <li>1. Select appropriate <b>business technology</b> and/or <b>software applications</b> to achieve the requirements of <b>work task</b></li> <li>2. Use <b>technology</b> in a way which promotes a safe work environment</li> </ol> <p><b>Range</b></p> <p><b>Business technology:</b></p> <ul style="list-style-type: none"> <li>▪ computer equipment</li> <li>▪ digital cameras</li> <li>▪ security surveillance technology</li> <li>▪ hand-held input devices</li> <li>▪ communication systems.</li> </ul> <p><b>Software applications:</b></p> <ul style="list-style-type: none"> <li>▪ word processing packages</li> <li>▪ spreadsheet packages</li> <li>▪ accounting packages</li> <li>▪ database packages</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ presentation packages</li> <li>▪ internet browsers</li> </ul> <p><b>Work task:</b></p> <ul style="list-style-type: none"> <li>▪ processing reservations</li> <li>▪ undertaking stock takes</li> <li>▪ processing financial records</li> <li>▪ producing documentation</li> </ul>
9.3 MAINTAIN TECHNOLOGY	<ol style="list-style-type: none"> <li>1. Identify and replace used technology <b>consumables</b> in accordance with manufacturer's instructions and organizational requirements</li> <li>2. Carry out and/or arrange <b>routine maintenance</b> to ensure that equipment is maintained in accordance with manufacturer's instructions and enterprise requirements</li> <li>3. Identify equipment faults and take appropriate action in accordance with manufacturer's instructions or by seeking specialized assistance</li> </ol> <p><b>Range</b></p> <p><b>Consumables:</b></p> <ul style="list-style-type: none"> <li>▪ toner</li> <li>▪ tapes</li> <li>▪ discs</li> <li>▪ Universal Serial Bus (USB) drives</li> <li>▪ external hardware</li> </ul> <p><b>Routine maintenance:</b></p> <ul style="list-style-type: none"> <li>▪ creating more space on the hard disk</li> <li>▪ cleaning dust from internal and external surfaces</li> <li>▪ using up-to-date antivirus programs</li> <li>▪ backing up files before major maintenance</li> <li>▪ reviewing and updating programs</li> <li>▪ deleting unwanted files/programs.</li> </ul> <p><b>Specialized assistance:</b></p> <ul style="list-style-type: none"> <li>▪ internal maintenance support</li> <li>▪ external maintenance support</li> <li>▪ use of commercial 'help' desks</li> <li>▪ contractors</li> <li>▪ manufacturers.</li> </ul>

Duty	10. Access and Retrieve Computer-based Data
Competence	Performance Criteria
10.1 OPEN FILE	<ol style="list-style-type: none"> <li>1. Turn on/access computer system correctly</li> <li>2. Select or load appropriate software</li> <li>3. Identify and open correct file</li> </ol>

10.2 ACCESS COMPUTER-BASED DATA	<ol style="list-style-type: none"> <li>1. Use computer features to access a range of data or information</li> <li>2. Retrieve data using prescribed systems, sequences and appropriate keyboard techniques</li> <li>3. Access data stored on a variety of data storage mediums, private computer networks and the Internet</li> <li>4. Use searches and queries to find desired information</li> </ol>
10.3 RETRIEVE COMPUTER-BASED DATA	<ol style="list-style-type: none"> <li>1. Locate data to be retrieved</li> <li>2. Check that data meets requirements</li> <li>3. Print or transfer file to data storage medium as required.</li> </ol>

Duty	11. Develop and Update Local Knowledge
Competence	Performance Criteria
11.1 DEVELOP LOCAL KNOWLEDGE	<ol style="list-style-type: none"> <li>1. Identify and access sources for <b>information</b> on the local area, correctly</li> <li>2. Identify and obtain information to assist queries on local/national tourism industry, correctly</li> <li>3. Store and update information according to enterprise procedures</li> <li>4. Share information with colleagues</li> </ol> <p><b><u>Range</u></b> <b><u>Information:</u></b></p> <ul style="list-style-type: none"> <li>▪ General information on the tourism industry</li> <li>▪ Local tourism destinations, facilities, infrastructure and modes of transportation</li> <li>▪ Tourism products, services, facilities, rates</li> <li>▪ Environmental issues</li> <li>▪ Local transport</li> <li>▪ Local attractions, tours, events, places of interest</li> <li>▪ Local customs</li> </ul>
11.2 UPDATE LOCAL KNOWLEDGE	<ol style="list-style-type: none"> <li>1. Use <b>informal and/or formal research</b> to update local knowledge</li> <li>2. Share updated knowledge with customers and colleagues, as appropriate</li> <li>3. Incorporate the sharing of local knowledge into day to day working activities</li> </ol> <p><b><u>Range</u></b> <b><u>Informal and/or formal research:</u></b></p> <ul style="list-style-type: none"> <li>▪ Networking activities</li> <li>▪ Familiarization activities</li> <li>▪ Internet research</li> <li>▪ Travel and tourism literature</li> </ul>

11.3 MAINTAIN CONTACT WITH LOCAL COMMUNITIES	<ol style="list-style-type: none"> <li>1. Provide accurate local tourism information in response to queries</li> <li>2. Use local knowledge to promote <b><i>tourism products and services</i></b> to encourage usage and purchase</li> <li>3. Make customers aware of possible extras, add-ons and further benefits</li> <li>4. Report queries and results to designated person within enterprise for follow-up purposes</li> </ol> <p><b><u>Range</u></b>  <b><i>Tourism products and services:</i></b></p> <ul style="list-style-type: none"> <li>▪ Destinations</li> <li>▪ Facilities</li> <li>▪ Accommodation</li> <li>▪ Attractions, tours, places of interest</li> <li>▪ Transportation</li> </ul>
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Duty	12. Manage and Resolve Conflict Situations
Competence	Performance Criteria
12.1 RESPOND TO COMPLAINTS	<ol style="list-style-type: none"> <li>1. Handle complaints sensitively, courteously and discreetly</li> <li>2. Take responsibility for resolving complaint/s</li> <li>3. Handle complaints in accordance with enterprise Procedures</li> </ol>
12.2 IDENTIFY AND MANAGE CONFLICT SITUATIONS	<ol style="list-style-type: none"> <li>1. Identify potential for conflict quickly and take appropriate action to prevent escalation</li> <li>2. Identify threats to personal safety of customers or colleagues quickly and organize appropriate assistance.</li> </ol>
12.3 RESOLVE CONFLICT SITUATIONS	<ol style="list-style-type: none"> <li>1. Take responsibility for finding a solution to the conflict situations within scope of individual responsibility and job role</li> <li>2. Manage conflict by applying effective communication skills and anger management techniques</li> <li>3. Use conflict resolution skills to manage the conflict situation and develop solutions</li> </ol>

Duty	13. Speak English at a Basic Operational Level
Competence	Performance Criteria
13.1 PARTICIPATE IN SIMPLE CONVERSATIONS ON FAMILIAR TOPICS WITH WORK	<ol style="list-style-type: none"> <li>1. Use and respond appropriately to opening comments</li> <li>2. Comment on familiar topics</li> <li>3. Talk about a past event</li> <li>4. Use closing remarks appropriately to end the conversation</li> </ol>



COLLEAGUES	
13.2 RESPOND TO SIMPLE VERBAL INSTRUCTIONS OR REQUESTS	<ol style="list-style-type: none"> <li>1. Confirm understanding of supervisor's instructions or requests</li> <li>2. Request repetition or clarification of instructions or requests</li> </ol>
13.3 MAKE SIMPLE REQUESTS	<ol style="list-style-type: none"> <li>1. Use polite forms to make simple requests</li> <li>2. Thank the person responding to your request</li> <li>3. Acknowledge the person who cannot respond to your request</li> </ol>
13.4 DESCRIBE ROUTINE PROCEDURES	<ol style="list-style-type: none"> <li>1. Explain a sequence of events in carrying out a routine job</li> <li>2. Describe exceptions to routine procedures</li> <li>3. Make suggestions on how to improve routine procedures</li> </ol>
13.5 EXPRESS LIKES, DISLIKES AND PREFERENCES	<ol style="list-style-type: none"> <li>1. Talk about likes and dislikes of familiar topics and situations</li> <li>2. Discuss preferences and give reasons</li> </ol>
13.6 IDENTIFY DIFFERENT FORMS OF EXPRESSION IN ENGLISH	<ol style="list-style-type: none"> <li>1. Construct a formal sentence</li> <li>2. Identify indicators of informal expressions in English</li> <li>3. Differentiate between 'open-ended' and 'closed' questions</li> </ol>

<b>Duty</b>	<b>14. Perform Basic First Aid and Procedures</b>
<b>Competence</b>	<b>Performance Criteria</b>
14.1 ASSESS THE SITUATION	<ol style="list-style-type: none"> <li>1. Identify physical hazards to own and others' health and safety</li> <li>2. Minimize immediate risk to self and health and safety of the casualty by controlling hazard/s in accordance with accepted practice</li> <li>3. Assess casualty's vital signs and physical condition in accordance with accepted practice</li> </ol>
14.2 APPLY BASIC FIRST AID TECHNIQUES	<ol style="list-style-type: none"> <li>1. Provide first aid management in accordance with established first aid procedures and available resources and equipment</li> <li>2. Monitor casualty's condition and respond to the casualty's condition in accordance with accepted first aid principles and enterprise guidelines</li> <li>3. Seek first aid assistance from others in a timely manner as appropriate</li> <li>4. Record accidents and injuries in accordance with enterprise procedures</li> </ol>
14.3 COMMUNICATE DETAILS OF THE INCIDENT	<ol style="list-style-type: none"> <li>1. Request appropriate medical assistance using the most relevant and appropriate communication mechanism</li> <li>2. Convey details of casualty's condition and first-aid management</li> </ol>

	<p>activities accurately to emergency services or relieving personnel</p> <p>3. Prepare reports to supervisors in a timely manner, presenting all relevant facts according to enterprise guidelines</p>
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## 2.2 Specialised

Duty	1. Operate a (PABX) Switchboard
Competence	Performance Criteria
1.1 DEFINE THE PABX SYSTEM IN USE	<p>Devices connected to the system may include:</p> <ul style="list-style-type: none"> <li>- Telephone handsets including variations in use, as applicable, for reception/operator, offices, guest rooms and departments</li> <li>- Accessories were fitted, including tape recorder, extra bell, busy indicator outside door, Universal Serial Bus (USB) connector, extra handset, Personal Computer (PC) card, headset and conference unit.</li> </ul> <p>System keys and lights may include:</p> <ul style="list-style-type: none"> <li>- Keys including clear, headset, loudspeaker, mute, programmable function keys, volume, alpha-numeric keys, star, hash</li> <li>- Lights include busy, call waiting, message, hold, incoming call, active.</li> </ul> <p>Command structure will vary between model/systems and refers to types of commands which may relate to:</p> <ul style="list-style-type: none"> <li>- Extensions, trunks, system facilities, trunk answering position, trunk link signal, operating, maintenance, hotel and paging, extension parameters, programmable keys, mailboxes, number analysis, internal and external numbers, facility access, loudspeaker paging, group related data, common data, voice answer, operator function, message and information data, voice announcement recording, control of directory numbers, date and time, administrative data, reminder, page receiver, call metering and guest extension.</li> <li>- Hotel including room status change, room-to-room bar, room-to-room open, hotel answering position, wake up options and guest instrument keys.</li> </ul>

<p>1.2 DEMONSTRATE OPERATIONAL FEATURES OF THE SYSTEM</p>	<p>Write test may relate to:</p> <ul style="list-style-type: none"> <li>- Following manufacturers instructions</li> <li>- Confirming a system value, including yes/no to available system options</li> <li>- Adding names to extensions</li> <li>- Creating and changing passwords</li> </ul> <p>Handle directory numbers may relate to:</p> <ul style="list-style-type: none"> <li>- Following manufacturers instructions</li> <li>- Assigning numbers to extensions and external lines</li> <li>- Assigning a facility group number</li> <li>- Assigning names</li> <li>- Storing directory numbers</li> <li>- Assigning numbers to trunks</li> <li>- Reading directory numbers</li> <li>- Listing directory numbers</li> <li>- Changing positions of extension numbers</li> </ul> <p>Handle category list may relate to:</p> <ul style="list-style-type: none"> <li>- Following manufacturer's instructions</li> <li>- Grouping similar use types such as departments and classifications of staff</li> <li>- Allocating prescribed functions and facilities</li> <li>- Allocating extensions and trunks</li> </ul> <p>Record telephone conversation may include:</p> <ul style="list-style-type: none"> <li>- Following manufacturer's instructions</li> <li>- Complying with relevant host country legislation</li> <li>- Initiating the recording function</li> <li>- Seeking permission to record the call</li> <li>- Playing back the conversation for later reference</li> <li>- Erasing the recorded call</li> </ul> <p>Program call forwarding functions may relate to:</p> <ul style="list-style-type: none"> <li>- Following manufacturer's instructions</li> <li>- Active call diversion</li> <li>- Diversion for no reply to internal and/or external calls</li> <li>- Diversion when line busy</li> <li>- Programming relevant call forwarding address.</li> <li>- Enabling by-pass of call forwarding function</li> </ul> <p>Store commonly called numbers may include:</p> <ul style="list-style-type: none"> <li>- Following manufacturers instructions</li> <li>- Identifying required numbers</li> <li>- Determining category lists for commonly called</li> </ul>
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	<p>numbers.</p> <ul style="list-style-type: none"> <li>- Allocating storage locations</li> <li>- Entering and confirming correct storage and access</li> <li>- Allocating categories for extension</li> </ul> <p>Demonstrate internal message function may include:</p> <ul style="list-style-type: none"> <li>- Following manufacturers instructions</li> <li>- Controlling callback message</li> <li>- Making and retrieving voice messages</li> <li>- Sending text messages</li> <li>- Controlling internal message functions such as: <ul style="list-style-type: none"> <li>o Send message for others</li> <li>o Send voice message</li> <li>o Send text messages</li> <li>o Send 'call me' messages</li> </ul> </li> <li>- Applying command group functions</li> <li>- Applying password protocols for retrieving messages</li> </ul> <p>Demonstrate mailbox system functions may include:</p> <ul style="list-style-type: none"> <li>- Following manufacturers instructions</li> <li>- Recording mailbox messages and greetings</li> <li>- Changing mailbox message and greetings</li> <li>- Accessing mailboxes</li> <li>- Controlling extension access to mailboxes</li> <li>- Facilitating common mailbox use</li> </ul> <p>Demonstrate use of special system features may include:</p> <ul style="list-style-type: none"> <li>- Following manufacturers instructions</li> <li>- Callback</li> <li>- Break in to call</li> <li>- Camp on call</li> <li>- Reminders, including ringing time, pause time and reminder attempts</li> <li>- Conference call</li> </ul>
1.3 PROCESS TELEPHONE CALL	<p>Demonstrate placing an out going call may include:</p> <ul style="list-style-type: none"> <li>- Following manufacturers instructions</li> <li>- Placing an external call personally</li> <li>- Placing an internal call personally to an extension</li> <li>- Placing an external call on behalf of a third party</li> <li>- Placing an internal call on behalf of a third party</li> <li>- Transferring calls</li> <li>- Placing a call using stored numbers</li> <li>- Placing a call using alpha-numeric keys</li> <li>- Recording an out going call</li> <li>- Adhering to host enterprise telephone procedures</li> </ul>

	<p>Demonstrate receiving an incoming call may include:</p> <ul style="list-style-type: none"> <li>- Following manufacturers instructions</li> <li>- Answering a call from an external callers</li> <li>- Answering a call from an internal caller</li> <li>- Using the system to differentiate between internal and external calls</li> <li>- Placing calls on hold</li> <li>- Transferring calls</li> <li>- Adhering to host enterprise telephone procedures</li> <li>- Recording and incoming call.</li> </ul>
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Duty	2. Receive and Place In-coming Phone Calls
Competence	Performance Criteria
2.1 IDENTIFY ELEMENTS AND FACILITIES OF THE HOST ENTERPRISE TELEPHONE SYSTEM	<p>Types of incoming calls may be related to:</p> <ul style="list-style-type: none"> <li>- Enquire</li> <li>- Enquiries</li> <li>- Reservation</li> <li>- Complaints</li> <li>- Message for management, staff and guests</li> <li>- Clarification of orders from suppliers</li> <li>- Return calls</li> </ul> <p>Components of the telephone system may include:</p> <ul style="list-style-type: none"> <li>- Landline telephones</li> <li>- Mobile/cell phone</li> <li>- Paging systems</li> <li>- Switchboards</li> <li>- Handsets and headsets</li> </ul> <p>Functions and features available in the telephone system may be related to:</p> <ul style="list-style-type: none"> <li>- Call waiting</li> <li>- Call forwarding</li> <li>- Caller id display</li> <li>- Line blocking</li> <li>- Call back busy</li> <li>- No answer, and busy-no answer</li> <li>- Call return</li> <li>- Recorded message service</li> <li>- Executive busy override</li> <li>- Transfer and transfer re call</li> <li>- Placing calls on hold</li> <li>- Multiple chat facility</li> <li>- Conference call</li> <li>- Integration of facilities</li> </ul>

<p>2.2 DEMONSTRATE APPROPRIATE TELEPHONE COMMUNICATION SKILLS</p>	<p>Enterprise policies and procedures for telephone use may include:</p> <ul style="list-style-type: none"> <li>- Privacy and confidentiality issues</li> <li>- Response to threats or suspicious calls or emergency calls</li> <li>- Standard greetings</li> <li>- Authorization to use the system and nominated elements to it</li> <li>- Training requirements</li> <li>- Stated priorities for in person customers in relation to telephone callers.</li> </ul> <p>Telephone communication skills should relate to:</p> <ul style="list-style-type: none"> <li>- Conveying a helpful and positive attitude</li> <li>- Using the voice effectively and appropriately given the nature of the incoming call</li> <li>- Applying effective listening and questioning skills</li> <li>- Demonstrating positive speaking skills, including clarity and the need to be concise.</li> <li>- Responding professionally to all manner of incoming calls</li> <li>- Choosing appropriate tone, volume, and language to use in response to each incoming call</li> <li>- Screening calls as required.</li> </ul> <p>Telephone techniques may include:</p> <ul style="list-style-type: none"> <li>- Clarifying caller requirements</li> <li>- Repeating back names, dates, and times</li> <li>- Using phonetic alphabet when clarifying caller details</li> <li>- Realizing the caller cannot read your facial expression and understand other pressures that might be applicable at the time of their call.</li> </ul> <p>Telephone etiquette must address:</p> <ul style="list-style-type: none"> <li>- Courtesy, civility and respect</li> <li>- Reduction of background noise</li> <li>- Correct operation of system functions to prevent caller frustration</li> <li>- Using the caller's name when known</li> <li>- Thanking caller</li> <li>- Asking caller if they would like to hold before placing them on hold</li> <li>- Advising the caller of your intentions in respect to dealing with their call</li> <li>- Advising caller of the name of the person to whom</li> </ul>
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	<p>their call is being directed/transferred</p> <ul style="list-style-type: none"> <li>- Apologizing for delays, including never leaving a caller on hold for longer than 30 seconds without some form of contact</li> <li>- Allowing caller to hang up before terminating the call</li> </ul>
2.3 RECEIVE INCOMING CALLS	<p>Prepare to receive calls may relate to:</p> <ul style="list-style-type: none"> <li>- Organizing the work area</li> <li>- Obtaining or preparing internal telephone list, including for staff and guests</li> <li>- Obtaining list of internal extension numbers</li> <li>- Obtaining telephone system user manual/s</li> <li>- Eliminating distraction</li> </ul> <p>Answer call may relate to:</p> <ul style="list-style-type: none"> <li>- Answering before house ring limit is reached</li> <li>- Using host enterprise standard greeting</li> <li>- Identifying self and enterprise, greeting caller and making an offer of assistance</li> <li>- Focusing and concentrating on the call</li> <li>- Taking notes</li> <li>- Identifying whether caller s long distance or internationally</li> <li>- Identifying if caller is a designated VIP caller</li> <li>- Screening calls</li> <li>- Placing existing calls on hold to answer incoming calls.</li> </ul>
2.4 REDIRECT INCOMING CALLS	<p>Establish purpose may include:</p> <ul style="list-style-type: none"> <li>- Clarifying caller need</li> <li>- Asking questions</li> <li>- Repeating information supplied by caller, including paraphrasing to confirm understanding.</li> <li>- Seeking information</li> </ul> <p>Respond to caller requests may involve:</p> <ul style="list-style-type: none"> <li>- Answer caller queries</li> <li>- Seeking more information from caller</li> <li>- Apologizing where an immediate, correct response cannot be given</li> <li>- Transferring the call to the correct/more appropriate extension</li> <li>- Asking caller if they would like to hold or if they would prefer to be called back</li> <li>- Following up.</li> </ul> <p>Take messages should include:</p> <ul style="list-style-type: none"> <li>- Offering voicemail alternative if applicable</li> </ul>



	<ul style="list-style-type: none"> <li>- Identifying who message is for</li> <li>- Clarifying spelling of names</li> <li>- Obtaining and checking relevant dates, times and numbers</li> <li>- Repeating back all details</li> <li>- Noting action required and urgency of message</li> </ul> <p>Relay messages may relate to:</p> <ul style="list-style-type: none"> <li>- Notifying person verbally</li> <li>- Lodging message in pigeon hole or message book</li> <li>- Activating message waiting system</li> <li>- Using internal paging system</li> <li>- Returning to the caller to advise of progress of message</li> </ul> <p>Suspicious or threatening calls may relate to :</p> <ul style="list-style-type: none"> <li>- Capturing as much detail as possible about the call, caller and nature of threat</li> <li>- Notifying management and other staff</li> <li>- Initiating an evacuation or implementation of the Emergency Management Plan (EMP)</li> <li>- Notifying relevant authorities</li> <li>- Assisting in calling department and room numbers to facilitate the warning of people in accordance with the Emergency Management Plan.</li> </ul> <p>Difficult callers may include:</p> <ul style="list-style-type: none"> <li>- Callers using a different language</li> <li>- Aggressive and abusive callers</li> <li>- Rude and impatient callers</li> <li>- Intoxicated callers</li> </ul> <p>Transfer call may include:</p> <ul style="list-style-type: none"> <li>- Determining name of caller and purpose of call</li> <li>- Thanking caller for the call</li> <li>- Advising caller of intention to transfer the call</li> <li>- Notifying to whom/where the call is to be transferred</li> <li>- Announcing call if applicable</li> </ul> <p>Place calls of hold may include:</p> <ul style="list-style-type: none"> <li>- Advising called of intention to place them on hold</li> <li>- - Asking caller if they would prefer to be called back instead of being placed on hold</li> <li>- Thanking caller and apologizing for delay</li> <li>- Keeping in regular contact with all on hold calls and enquiring if they are still prepared to wait.</li> </ul>
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Duty	3. Facilitate Out-going Phone Calls
Competence	Performance Criteria
3.1 IDENTIFY ELEMENTS AND FACILITIES OF THE HOST ENTERPRISE TELEPHONE SYSTEM	<p>Types of outgoing calls that may be made may be related to:</p> <ul style="list-style-type: none"> <li>- Contacting suppliers, support organizations, ordering stock and products</li> <li>- Contacting emergency services</li> <li>- Placing personal and private calls for staff, management, and guests</li> <li>- Marketing and sales activity</li> <li>- Confirming reservations</li> <li>- Making bookings</li> <li>- Following up a variety of situations</li> <li>- Responding to complaints</li> <li>- Returning calls</li> </ul> <p>Components of the telephone system may include:</p> <ul style="list-style-type: none"> <li>- Landline telephones, including multiples lines and multiple telephone numbers</li> <li>- Mobile/cell phones</li> <li>- Paging systems</li> <li>- Switch boards</li> <li>- Handsets and headsets</li> <li>- Caller identification (ID) facilities, including VIP caller ID</li> </ul> <p>Functions and features available in telephone system may be related to:</p> <ul style="list-style-type: none"> <li>- Caller ID display</li> <li>- Call return</li> <li>- Transfer and transfer recall</li> <li>- Placing calls on hold</li> <li>- Multiple chat facility</li> <li>- Conference call</li> <li>- Integration of facilities</li> <li>- Speed-dial</li> <li>- Automatic redial</li> </ul> <p>Enterprise policies and procedures for telephone use may include:</p> <ul style="list-style-type: none"> <li>- Privacy and confidentiality issues</li> <li>- Restrictions on personal use of business telephone, including ban on specific numbers</li> <li>- Costing of telephone calls, including personal (staff) and guests</li> <li>- Definitions of proper and improper use of equipment</li> </ul>

	<p>and facilities.</p> <ul style="list-style-type: none"> <li>- Standard phrases</li> <li>- Authorities to use the system and nominated elements of it</li> <li>- Training requirements</li> <li>- Role of the telephone in the emergency management plan</li> </ul>
3.2 DEMONSTRATE APPROPRIATE TELEPHONE COMMUNICATION SKILLS	<p>Telephone communication skills could relate to:</p> <ul style="list-style-type: none"> <li>- Conveying a helpful and positive attitude to those wishing to place a call</li> <li>- Using the voice effectively and appropriately given the nature of the caller</li> <li>- Applying effective listening and questioning skills</li> <li>- Demonstrating positive speaking skills including clarity and the need to be concise</li> <li>- Responding professionally to all manner of requests to make outgoing calls</li> <li>- Choosing appropriate tone, volume and language</li> </ul> <p>Telephone techniques may include:</p> <ul style="list-style-type: none"> <li>- Clarifying caller requirements</li> <li>- Repeating names, dates and times</li> <li>- Using phonetic alphabet when clarifying caller details</li> <li>- Realizing the caller cannot read your facial expressions and understand other pressures that might be applicable at the time of their request for a call.</li> </ul> <p>Telephone etiquette may address:</p> <ul style="list-style-type: none"> <li>- Courtesy, civility and respect</li> <li>- Reduction of background noise</li> <li>- Correct operation of system functions in order to prevent caller frustration and optimize effectiveness and efficiency in placing required call</li> <li>- Using outgoing caller name when known</li> <li>- Thanking caller</li> <li>- Asking caller if they would like to hold before placing them "on hold"</li> <li>- Advising caller of your intentions in respect to dealing with their outgoing call</li> <li>- Advising caller of the name of the person to whom their call is being directed/transferred</li> <li>- Apologizing for delays, including never leaving a caller' on hold" for longer than 30 seconds without some form of contact.</li> </ul>

<p>3.3 PLACE OUTGOING CALLS ON BEHALF OF THE ENTERPRISE</p>	<p>Obtain required telephone number may be related to:</p> <ul style="list-style-type: none"> <li>- Consulting internal directories</li> <li>- Consulting client directories</li> <li>- Consulting external directories, electronic and hard copy, including local, regional, national and international</li> <li>- Using external directory assistance</li> <li>- Checking relevant documentation to obtain numbers and relevant details</li> <li>- Checking internal databases</li> </ul> <p>Purpose of call could include:</p> <ul style="list-style-type: none"> <li>- Returning call</li> <li>- Making enquiry, clarifying information</li> <li>- Seeking information</li> <li>- Following up</li> <li>- Selling and marketing activities</li> <li>- Placing an order</li> <li>- Networking call</li> </ul> <p>Log details of call could relate to:</p> <ul style="list-style-type: none"> <li>- Recording date and time call was placed</li> <li>- Recording name of person/business called</li> <li>- Recording name of caller</li> <li>- Recording call duration for long distance and international calls</li> <li>- Recording guest name and room number</li> </ul> <p>Emergency Calls may include:</p> <ul style="list-style-type: none"> <li>- Identifying and describing nature of emergency</li> <li>- Giving precise location or premise and in-house emergency</li> <li>- adhering to emergency management plan guidelines</li> </ul>
<p>3.4 PLACE OUTGOING CALLS ON BEHALF OF GUESTS</p>	<p>Cost guest call may relate to:</p> <ul style="list-style-type: none"> <li>- Determining the connection fee and cost per minute charges for call</li> <li>- Identifying duration of call</li> <li>- Calculating call charge using enterprise formula</li> <li>- Recording charges on appropriate documentation</li> <li>- Forwarding documentation to appropriate location for posting, including actual posting of charges where relevant electronic system permits this</li> </ul>

Duty	4. Provide Information About In-House Services
Competence	Performance Criteria
4.1 OBTAIN INFORMATION ABOUT IN HOUSE SERVICES	<p>Sources of information may be related to:</p> <ul style="list-style-type: none"> <li>- Workplace documents</li> <li>- Brochures and promotional material</li> <li>- Host enterprise website</li> <li>- Product and services inventory</li> <li>- Peers, senior and experienced colleagues, supervisors, managers, and owners</li> <li>- Menus and price lists</li> <li>- Schedules</li> <li>- Existing product and services database</li> </ul> <p>Inhouse services refers to facilities provided by the establishment or available in house through a third party provider or supplier and may include:</p> <ul style="list-style-type: none"> <li>- Products</li> <li>- Services</li> </ul> <p>Information about in house services will include:</p> <ul style="list-style-type: none"> <li>- General establishment information, including location of venue, contact details, opening hours of departments within the venue, establishment policies and procedures governing matters relating to the use and enjoyment of enterprise products, services and facilities.</li> <li>- Products available, including location of those products and conditions, restrictions and limitations imposed by the establishment or by legislation on their supply or possession and information should cover: <ul style="list-style-type: none"> <li>o Brand names</li> <li>o Size, dimensions, volumes</li> <li>o Type or model</li> <li>o Reputation</li> <li>o Characteristics</li> <li>o Cost/selling prices, including available discounts.</li> <li>o Current level of availability</li> <li>o Instructions for use</li> </ul> </li> <li>- In house services available including personal and business services, recreational and relaxation services, in room and in house options cost/prices, time related factors including availability and lead/delivery times</li> <li>- In house facilities available including standard in-room facilities, outside facilities and facilities that can be obtained on request with applicable charges where appropriate</li> <li>- Procedure for ordering, booking, or obtaining products</li> </ul>

	<p>and services, and/or the use of facilities</p> <ul style="list-style-type: none"> <li>- Products and services available in house through third party provider, including method of ordering, costs, lead times/delivery times, ordering restrictions, such as minimum quantity and/or minimum charge, delivery costs and relevant legislated issues.</li> </ul> <p>Database of information may include:</p> <ul style="list-style-type: none"> <li>- Electronic and/or paper based system</li> <li>- Division of the database into relevant categories as applicable to the individual establishment</li> <li>- Ease of entry or new and/or revised material</li> <li>- Ease of access to retrieve data</li> </ul>
4.2 SHARE GENERIC INFORMATION ABOUT IN HOUSE SERVICES	<p>Provide verbal information should include:</p> <ul style="list-style-type: none"> <li>- Informing guests of in house services on arrival</li> <li>- Providing information to guests when accompanying/escorting them to rooms</li> <li>- Providing information to prospective guests and other clients, including function organizers, tour operators and hosts</li> <li>- Conducting familiarization tours to industry personnel and media representatives</li> <li>- Verbally notifying associated third party businesses that sell the establishment</li> </ul> <p>Guests and others to whom information may be provided may include:</p> <ul style="list-style-type: none"> <li>- Guests staying in the accommodation</li> <li>- Prospective guests</li> <li>- Representative of external organizations that act as agents on behalf of the organization</li> </ul> <p>Printed information should relate to:</p> <ul style="list-style-type: none"> <li>- Standard information sheets available at reception, including coverage of all revenue centers operated by the property advising of standard, special, and upcoming events</li> <li>- Information provided in the in room compendiums</li> <li>- Information provided to concierge</li> <li>- Price lists</li> <li>- Menus</li> <li>- Booking sheets</li> <li>- Brochures and other promotional material, including posters, tent cards, flyers and third party material</li> <li>- Upcoming events and attractions, including specials and packages</li> <li>- Operation of in house facilities and equipment</li> </ul>

	<ul style="list-style-type: none"> <li>- Static and interactive displays.</li> </ul> <p>Electronic information may include:</p> <ul style="list-style-type: none"> <li>- Providing information via the establishment website</li> <li>- Forwarding information via facsimile</li> <li>- Making information available over the internal television network</li> <li>- Using electronic notice boards</li> <li>- Text messaging of information where appropriate.</li> </ul>
4.3 RESPOND TO SPECIFIC REQUESTS FOR INFORMATION ABOUT IN HOUSE SERVICES	<p>Assess the request may include:</p> <ul style="list-style-type: none"> <li>- Using appropriate interpersonal skills to identify required information needs</li> <li>- Handling all enquiries for information in a polite, courteous and friendly manner</li> <li>- Thanking the guests for their enquiry</li> <li>- Asking question to elicit core information about the information required</li> <li>- Confirming the source, nature and priority of the request</li> <li>- Redirecting the request for information to the correct area where appropriate</li> <li>- Recording requests for information in accordance with host enterprise requirements, where applicable</li> </ul> <p>Prepare a response may include:</p> <ul style="list-style-type: none"> <li>- Locating the required information</li> <li>- Obtaining information where the required information is not available or known</li> <li>- Using personal knowledge and experience to frame an answer and the delivery of information.</li> <li>- Seeking approval to release information that may be considered sensitive and/or commercial in confidence.</li> </ul> <p>Provide the required information may include:</p> <ul style="list-style-type: none"> <li>- explaining options</li> <li>- Referring to personal experience</li> <li>- Relating anecdotes</li> <li>- Encouraging use of inhouse services</li> <li>- Making recommendations</li> <li>- Upselling where appropriate</li> <li>- Offering to make a booking on behalf of the guests</li> <li>- Telling the benefits and the features of the inhouse services</li> <li>- Providing information about potential third party providers</li> <li>- Speaking in an appropriate way including the use of appropriate tone language pace volume examples</li> </ul>

	<p>reference points</p> <ul style="list-style-type: none"> <li>- Using appropriate non verbal communication techniques to support verbal language</li> <li>- Disseminating information to external organizations that act as agents on behalf of organization</li> </ul>
4.4 UPDATE INFORMATION ABOUT IN HOUSE SERVICES	<p>Opportunities to update in house information may include:</p> <ul style="list-style-type: none"> <li>- Scheduled timeframes, such as every three months, six monthly or annually</li> <li>- Whenever there is a change to the products services and facilities provided by the establishment including the introduction of new services and the removal of old services from the option menu</li> <li>- Whenever there is a change to prices</li> <li>- Whenever there is a change to the conditions or hours that relate to the provision of in house services</li> <li>- In response to requests for information from external organizations and agents</li> </ul> <p>Revise printed information may include:</p> <ul style="list-style-type: none"> <li>- Generating new written materials that accurately reflect the revised offerings.</li> <li>- Removing out of date printed information from the premises</li> <li>- Revising the website content</li> </ul> <p>Update the inhouse information database may include:</p> <ul style="list-style-type: none"> <li>- Deleting and/or physically removing dated information</li> <li>- Entering new and/or revised data</li> <li>- Establishing new categories of information as necessary</li> <li>- Notifying internal users of the changes</li> <li>- Changing posters tent cards</li> </ul> <p>Share updated knowledge may include:</p> <ul style="list-style-type: none"> <li>- Notifying colleagues at briefing sessions</li> <li>- Informing colleagues at staff meetings</li> <li>- Revising the content of orientation and induction sessions to reflect changes.</li> <li>- Revising the content of formal in-house training to reflect changes.</li> <li>- Providing hard copy information in relation to the changes</li> <li>- Conducting in house tours for staff in relation to the products services and facilities</li> <li>- Enabling staff to experience the changes firsthand where appropriate and/or viable</li> </ul>



Duty	5. Provide International (IDD) Service Information
Competence	Performance Criteria
5.1 DEFINE AVAILABILITY OF INTERNATIONAL DIRECT DIAL (IDD) SERVICE	<p>Locate telephones may be related:</p> <ul style="list-style-type: none"> <li>- Guest room telephones</li> <li>- Telephone booths within the establishment</li> <li>- Offices</li> <li>- Departmental telephones</li> <li>- Identification of telephones that have International Direct Dial (IDD) service blocked.</li> </ul> <p>Restrictions may include:</p> <ul style="list-style-type: none"> <li>- Countries to which there are time-related access limitations</li> <li>- Internal lock outs on international direct dial (IDD) service from nominated extensions and/or handsets</li> </ul> <p>External sources of information may be related to:</p> <ul style="list-style-type: none"> <li>- Telecommunications carrier used by the property</li> <li>- Internet sires of telecommunications carrier</li> <li>- Telephone book</li> </ul>
5.2 PROVIDE INTERNATIONAL DIRECT DIAL (IDD) SERVICE INFORMATION TO GUESTS	<p>IDD related phone numbers and codes should include:</p> <ul style="list-style-type: none"> <li>- IDD prefix</li> <li>- Country codes</li> <li>- City codes</li> <li>- Area codes</li> <li>- Local number</li> <li>- Advising guests in relation to obtaining local number through Directory assistance</li> </ul> <p>IDD charges may include:</p> <ul style="list-style-type: none"> <li>- Cost per first minute</li> <li>- Cost for subsequent minutes</li> <li>- Currency conversion rates</li> </ul> <p>Explain how to place an IDD call may include:</p> <ul style="list-style-type: none"> <li>- Giving instructions regarding the in house system such as dialing 0 to access the line before placing the call</li> <li>- Demonstrating how to place an IDD call</li> <li>- Offering to place the call for the guest</li> </ul>

	<p>Printed IDD information available may include:</p> <ul style="list-style-type: none"> <li>- Information provided in guest room compendium</li> <li>- Information sheets available at reception/front office</li> <li>- Information within calling booths in foyer and public areas</li> </ul> <p>Advise guests in relation to expected call quality may include:</p> <ul style="list-style-type: none"> <li>- Mentioning personal experience and/or anecdotal evidence regarding <ul style="list-style-type: none"> <li>○ Line crackle</li> <li>○ Interference</li> <li>○ Lag times</li> <li>○ Volume</li> </ul> </li> </ul>
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## PART 3 TRAINING STANDARDS

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### 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
Telephone Directory	1	Front office software	1	Pens	16
Reception counter	2	Phone switchboard	1	Manual Reservation book	16
Filing cabinet	1	Desktop computer set	8	Stapler/staples	16
Mailing tray	2	Printer	4	Highlighters	16
		Photocopy machine	1	Record books	16
		Telephone set	2	A4 paper (1 ream)	8
		Multimedia projector	2	Envelopes (20 pcs/pkt)	16
				Ring file	16

## 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;

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

### 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.

## PART 5 ACKNOWLEDGEMENTS

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### **ACKNOWLEDGEMENTS**

The Brunei Darussalam National Accreditation Council (BDNAC) wishes to extend its thanks and appreciation to the representatives of business, industry, academy, and government agencies who rendered their time and expertise to the development and validation of this Occupational Skills Standards.

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