

Sample Answers: Activities

**Provide visitor information**

**SITXCCS001B**

### Notes to Lecturer

Because of the nature of these activities and assignments and the large variances of circumstances within the hospitality industry answers to the assignments and activities for this unit of competence may vary widely depending on the experience and perspective of the student.

Some answers will have an exact answer, particularly those requiring mathematical calculations, while for other activities or assignment activities there may be many possible correct answers depending on the choice or scenario the student has chosen.

We have tried to get as many of the possible answers you will receive but it should be understood that these answers only form a guide to competence and it is up to the lecturer to make the judgement of student competence.

## What is competency? (Source SIT 2008 training package)

The broad concept of industry competency concerns the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competency requires the application of specified skills, knowledge and attitudes relevant to effective participation in an industry, industry sector or enterprise.

Competency covers all aspects of workplace performance and involves performing individual tasks; managing a range of different tasks; responding to contingencies or breakdowns; and dealing with the responsibilities of the workplace, including working with others. Workplace competency requires the ability to apply relevant skills, knowledge and attitudes consistently over time and in the required workplace situations and environments. In line with this concept of competency, Training Packages focus on what is expected of a competent individual in the workplace as an outcome of learning, rather than focussing on the learning process itself.

Competency standards in Training Packages are determined by industry to meet identified industry skill needs. Competency standards are made up of a number of units of competency each of which describes a key function or role in a particular job function or occupation. Each unit of competency within a Training Package is linked to one or more AQF qualifications.

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**Activity 1**

**Give the web address and basic contents of the website of a local attraction.**

Depending on your local area will depend on your local attraction. However if in Melbourne a local attraction could be Luna Park therefore the website is

www.**lunapark**.com.au

**Give details of two Italian restaurants in your area.**Student is to provide Italian restaurants in their area.

**Activity 2**

**Looking through your visitor information files, you see that the information for a tour company is two years old. What do you do to update the information? What information would you seek to update?**

You may phone the tour company and determine if the information is still the same or even relevant. You may ask them for some new brochures or pricing lists. You may also do a local google search in order to find a couple more local tour companies that your hotel could offer to guests.

**Activity 3**

**A guest with a walking disability wants to visit a local art gallery but is very concerned about stairs, what can you do to help them?**

You may be able to provide them with access to a lift or special equipment which may be able to assist them. You can also take the time to take them to the art gallery or provide them with someone who can. This may involve phoning the gallery to notify them that they are coming.

**Activity 4**

**What health and safety issues would be associated with use of a hotel swimming pool?**

Some health and safety issues which may be associated with a hotel swimming pool may include:

Caution of Slipping and falling

Closed at night time

General maintenance

No Glass policy

Supervision of the pool by a trainer life saver

No children under 15 to be alone

First aid equipment present

**Activity 5**

**What customer feedback methods do you think are appropriate for your venue?**

* Start from the principle that the customer has something worthwhile to say and that it will be beneficial to your business
* Take multiple opportunities for feedback from customers
* Make it easy for customers to give feedback
* Seek out feedback; Don’t wait for it to come to you
* Use feedback as part of your continuous improvement system
* Don’t spend a lot of money on feedback systems
* Where possible use technology to seek feedback
* Share the information gained from feedback with other colleagues
* Make improvements based upon the feedback fast to improve your service straight away