

**Unit D9DY 04 (HS20)**

**Maintain the portering and concierge service**

This Unit has the following elements:

<b>Element 1 (HS20.1)</b>	<b>Prepare the portering and concierge service</b>
<b>Element 2 (HS20.2)</b>	<b>Supervise the portering and concierge service</b>
<b>Element 3 (HS20.3)</b>	<b>Help to review and improve the portering and concierge service</b>

**Candidate Name:**

**Assessment Centre:**

*I have completed the requirements of this Unit.*

**Candidate signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*I can confirm the candidate has completed all requirements of this Unit.*

**Assessor signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assessor counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

## Unit D9DY 04 (HS20)

## Maintain the portering and concierge service

### Unit Summary

Guests expect high levels of service when staying in hotels, or using the facilities that a hotel offers. The portering and concierge service is in contact with customers all the time and can make an important contribution to the quality of the customer's experience, and improve the chances of the customer using the hotel again.

You must make sure that the service has all the necessary staff, equipment and supplies. They must make sure that procedures are in place for running the service, that staff are properly briefed and trained, know how to present themselves to the customer, and how to behave appropriately. You will also need to monitor what staff do and always be looking for ways to improve the service even further.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ identifying and obtaining the resources — staff, equipment and materials — you need to run the service
- ◆ helping to develop procedures for providing the service
- ◆ briefing and debriefing staff
- ◆ checking staff's personal presentation
- ◆ supervising porters and concierge staff at work
- ◆ dealing with problems when they arise
- ◆ record keeping
- ◆ getting feedback from customers and staff
- ◆ reviewing and helping to improve the service

What some of the words in this Unit mean	
<b>Customers</b>	these may include individual customers, other departments in your organisation or external organisations
<b>Limits of your authority</b>	what you can and cannot do according to your organisation's procedures
<b>Industry codes of practice</b>	guidelines drawn up by the hospitality industry which show how businesses should follow the law and deliver high standards to the customer
<b>Legislation</b>	all aspects of law and regulations that affect the portering and concierge service, covering for example, health and safety, or data protection
<b>Records</b>	these could be paper-based or computerised
<b>Resources</b>	the equipment, supplies and staff that you need in your area of responsibility
<b>Supplies</b>	this could include uniforms, stationery, luggage handling equipment, or communications equipment
<b>Variations to normal work routines</b>	when the work of staff needs to change; this may come about as a result of requests from your own department, other departments, management or customers

## Unit D9DY 04 (HS20)

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### Element 1 (HS20.1)

### Prepare the portering and concierge service

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure you have sufficient staff with the necessary skills to maintain the portering and concierge service	
2	Your staff have the <b>resources</b> they need when they need them	
3	Communicate duties and relevant <b>procedures</b> to your staff	
4	Brief your staff on any variations to their normal work routines	
5	Encourage your staff to ask questions if there is information they do not understand	
6	Ensure your staff's personal presentation follows organisational policy	

What you must cover (minimum requirement for observation/products of work in <i>italic and bold</i> )	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Identifying and supplying the following <b>resources</b>, all required from the following:</i>						
time						
equipment						
supplies						
<i>Helping to develop and communicate <b>procedures</b> for, at least <b>six</b> required from the following:</i>						
greeting guests						
transport of guest luggage						
storage of guest luggage						
providing information to guests						
providing a collection service for guests						
handling complaints						
liaising with other departments						
liaising with external organisations						

**Unit D9DY 04 (HS20)****Maintain the portering and concierge service****Element 1 (HS20.1)****Prepare the portering and concierge service**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

**Unit D9DY 04 (HS20)**

**Maintain the portering and concierge service**

**Element 2 (HS20.2)**

**Supervise the portering and concierge service**

<b>What you must do</b>		<b>Assessor initials/date</b>
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure your staff follow the portering and concierge <b>procedures</b>	
2	Make sure your staff communicate with customers in a manner that promotes goodwill and understanding	
3	Deal with any <b>problems</b> that may disrupt the portering and concierge service when they occur	
4	Inform staff and customers about any changes to the service that may affect them	
5	Complete the required records	
6	Make sure that the portering and concierge service complies with relevant legislation and organisational policy	

<b>What you must cover (minimum requirement for observation/products of work in italic and bold)</b>	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Supervising <b>procedures</b> to cover, at least <b>five</b> required from the following:</i>						
greeting guests						
transport of guest luggage						
storage of guest luggage						
providing information to guests						
providing a collection service for guests						
handling complaints						
liaising with other departments						
liaising with external organisations						
<i>Dealing with <b>problems</b> covering, at least <b>one</b> required from the following:</i>						
equipment						
staff						
customers						
general public						
emergencies						
lost property						

**Unit D9DY 04 (HS20)****Maintain the portering and concierge service****Element 2 (HS20.2)****Supervise the portering and concierge service**

Candidate name:		Assessor initials/date
No	Activity	
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## Unit D9DY 04 (HS20)

## Maintain the portering and concierge service

### Element 3 (HS20.3)

### Help to review and improve the portering and concierge service

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Collect <b>feedback</b> from staff and customers	
2	Record this feedback as required	
3	Pass on feedback to the <b>relevant people</b> following your organisation's requirements	
4	Monitor procedures and review to ensure the service meets <b>the needs of customers</b>	
5	Recommend improvements to procedures when necessary	
6	Support your recommendations with evidence including what the <b>implications of change</b> may be	

What you must cover (minimum requirement for observation/products of work in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Collecting and analysing the following types of <b>feedback</b>, both required from the following:</i>						
verbal						
written						
<i>Passing on feedback to the following <b>relevant people</b>, at least <b>two</b> required from the following:</i>						
your staff						
other departments						
managers						
<i>Ensuring the service meets <b>needs of customers</b> in terms of the following, at least <b>two</b> required from the following:</i>						
quality of service						
efficiency of service						
special requirements						
comparisons with competitor organisations						
<i>Outlining possible <b>implications of change</b> covering, at least <b>three</b> required from the following:</i>						
quality of service						
efficiency of service						
flexibility to meet special requirements						
staff workload						
impact on other departments						
staff training needs						

**Unit D9DY 04 (HS20)**

**Maintain the portering and concierge service**

**Element 3 (HS20.3)**

**Help to review and improve the portering and concierge service**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
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4		
5		
6		



**Unit D9DY 04 (HS20)****Maintain the portering and concierge service**

<b>What you must know for the Unit</b>	
<b>For the whole Unit</b>	
K1	Your organisation's policies and standards for customer service
K2	How industry codes of practice and legislation directly affect portering and concierge procedures
<b>Element 1 (HS20.1) Prepare the portering and concierge service</b>	
K3	The limits of your authority when it comes to developing and updating procedures
K4	How you can allocate work to your members of staff to ensure standards of service are maintained
K5	How and when to brief to your staff
K6	Who you should communicate with in your organisation when you are developing new procedures
K7	Standards of personal presentation for staff
<b>Element 2 (HS20.2) Supervise the portering and concierge service</b>	
K8	How to monitor the allocation and use of resources
K9	How to make sure that standards of customer service are being maintained
K10	Why relationships with your internal customers need to be monitored to ensure an efficient service is provided
K11	What the limits of your authority are when staff do not follow procedures and when dealing with problems
K12	How to minimise the effects of problems which might occur with the service
K13	How operations by other departments can affect the portering and concierge service
K14	Why it is important to give people accurate information
K15	Why it is important to give your staff information about changes to work routines and about problems, and how to do so
<b>Element 3 (HS20.3) Help to review and improve the portering and concierge service</b>	
K16	The information you need to run the portering and concierge service and how to collect and check it
K17	Why it is essential to maintain confidentiality when dealing with information about staff and guests
K18	How to make sure the portering and concierge service complies with legislation and your organisation's procedures
K19	The different ways of completing and storing records, computerised and paper-based, and the advantages and disadvantages of each
K20	Why feedback from customers and staff is essential in developing services
K21	What the organisational procedures are for recording and reporting feedback
K22	How feedback can contribute to the management of your organisation and improving services further
K23	Why you should review your work procedures
K24	How you should develop and present recommendations for improvements
K25	How to give feedback to team members
K26	How the organisation can meet new customer needs and expectations
K27	Who should be informed of suggestions to improve customer care
K28	What legislation covers storing information about customers and staff

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Knowledge evidence retained

Assessor Feedback

**Assessor signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_