

Unit PPLHSL20 (HK71 04) Supervise Portering and Concierge Services

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about supervising the portering and concierge service and is likely to be used by a supervisor responsible for the activities within the area of work on a daily basis under the direction of the relevant manager. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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Unit PPLHSL20 (HK71 04) Supervise Portering and Concierge Services

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1 Allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines.  2 Ensure staff have the skills, knowledge and resources they need when they need them and encourage staff to ask questions if there is information that they do not understand.  3 Ensure your staff follow the portering and concierge procedures, maintain the appearance of the lobby area, conduct and present themselves according to organisational requirements and standards.  4 Lead staff to identify different customers and their real and perceived needs and communicate with customers in a manner that promotes a positive customer experience.  5 Ensure the portering and concierge service complies with legal requirements, industry regulations, professional codes and organisational policies.  6 Inform your staff and customers about any changes to the service that may affect them.  7 Monitor the quality of work and progress against plans and take effective action to manage problems that may disrupt the portering and concierge service when they occur, finding practical ways to overcome barriers.  8 Control costs, make best use of available resources and proactively seek new sources of support when necessary.  9 Monitor and review procedures to ensure the service meets the needs of customers.  10 Collect and pass on feedback and recommend improvements to the relevant people according to your organisation's requirements.  11 Give feedback to staff to help them improve their performance where appropriate.  12 Use effective methods to gather, store and retrieve information, accurately complete the required records and report on performance to support the service according to your organisational procedures. |

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| **Scope/Range** |
| **What you must cover:** |
| There must be performance evidence to show that the candidate has gathered, stored and retrieved information:  a cost effectively  b time efficiently  c ethically |

Unit PPLHSL20 (HK71 04) Supervise Portering and Concierge Services

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | **Scope/Range** | | |
| **What you must do** | | | | | | | | | | | | **What you must cover:** | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **a** | **b** | **c** |
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Unit PPLHSL20 (HK71 04) Supervise Portering and Concierge Services

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| **Knowledge and understanding** | | | **Evidence reference**  **and date** |
| **What you must know and understand** | | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | | |
| 1 | **How to plan efficient portering and concierge services** | |  |
| 1.1 | Your organisation's policies and standards for customer service. |  |
| 1.2 | How industry codes of practice and legislation directly affect portering and concierge procedures including what legislation covers storing information about customers and staff. |  |
| 1.3 | The limits of your authority when it comes to developing procedures and managing the service. |  |
| 1.4 | Standards of conduct and personal presentation for staff. |  |
| 1.5 | Why you should review your work procedures. |  |
| 1.6 | How the organisation can meet new customer needs and expectations. |  |
| 2 | **How to work out what resources are needed to operate efficient portering and concierge services** | |  |
| 2.1 | The information you need to run the portering and concierge service and how to collect and check it |  |
| 3 | **How to operate efficient portering and concierge services** | |  |
| 3.1 | How you can allocate work to your members of staff to ensure standards of service are maintained. |  |
| 3.2 | How and when to brief your staff. |  |
| 3.3 | How to minimise the effects of problems which might occur with the service. |  |
| 3.4 | How the portering service integrates with other departments. |  |
| 3.5 | Why it is important to give people accurate information. |  |
| 3.6 | Why it is important to give your staff information about changes to work routines and about problems, and how to do so. |  |
| 3.7 | Why it is essential to maintain confidentiality when dealing with information about staff and guests. |  |
| 3.8 | How to make sure the portering and concierge service complies with legislation and your organisation's procedures. |  |
| 3.9 | The different ways of completing and storing records, computerised and paper-based, and the advantages and disadvantages of each. |  |

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| 4 | **How to monitor portering and concierge services** | |  |
| 4.1 | How to monitor the allocation and use of resources. |  |
| 4.2 | How to make sure that standards of customer service are being maintained. |  |
| 4.3 | Why relationships with your internal customers need to be monitored to ensure an efficient service is provided. |  |
| 4.4 | What the limits of your authority are when staff do not follow procedures and when dealing with problems. |  |
| 5 | **How to gather and act on feedback** | |  |
| 5.1 | Why feedback from customers and staff is essential in developing services. |  |
| 5.2 | What the organisational procedures are for recording and reporting feedback and how you should develop and present recommendations for improvements. |  |
| 5.3 | How feedback can contribute to the management of your organisation and improve services further. |  |
| 5.4 | How to give feedback to team members. |  |

Unit PPLHSL20 (HK71 04) Supervise Portering and Concierge Services

# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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