



Maldives National Skills Development Authority



National Competency Standard for Front Office Services

Standard Code: TOU04S17V3

**Qualification Name: National Certificate III in Front Office Services
Qualification Code: TOU04SQ1L317**

KEY FOR CODING

Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector (CON) Fisheries and Agriculture Sector (FNA) Transport sector (TRN) Tourism Sector (TOU) Social Sector (SOC) Foundation (FOU)
Competency Standard	S
Occupation with in a industry Sector	Two digits 01-99
Unit	U
Common Competency	1
Core Competency	2
Optional/ Elective Competency	3
Assessment Resources Materials	A
Learning Resources Materials	L
Curricula	C
Qualification	Q1, Q2 etc
MNQF level of Qualification	L1, L2 etc
Version Number	V1, V2 etc
Year of endorsement of standard, qualification	By two digits Example- 07

1. Endorsement Application for Qualification 01**2. NATIONAL CERTIFICATE III IN FRONT OFFICE SERVICES****2. Qualification code:** TOU04SQ1L317**Total Number of Credits:** 40**3. Purpose of the qualification**

The holders of this qualification are expected to work as a Receptionist mainly in a resort and will be working under the supervision of a Front Office Supervisor

4. Regulations for the qualification

National Certificate III in Front Office Services will be awarded to those who are competent in units 1 to 18.

5. Schedule of Units

Unit Title	Unit Title	Code
1.	Develop and update tourism industry knowledge	TOU02S1U01V2
2.	Observe personal and work place hygiene practices	TOU02S1U02V2
3.	Practice health, safety and security Practices	TOU02S1U03V2
4.	Provide effective customer care	TOU02S1U04V2
5.	Practice effective workplace communication	TOU02S1U05V2
6.	Prepare for work	TOU04S1U01V2
7.	Handle Hotel Telephone, Mail, Messages and Faxes	TOU04S1U02V2
8.	Hotel Markets and profiles	TOU04S1U03V2
9.	Demonstrate understanding of Front Office System and Functions	TOU04S1U04V2
10.	Welcome Guest	TOU04S1U05V2
11.	Control Room Keys	TOU04S1U06V2
12.	Handle Guest Luggage	TOU04S1U07V2
13.	Handle Hotel Voucher	TOU04S1U08V2
14.	Handle Guest Enquiries	TOU04S1U09V2
15.	Handle Guest Valuables	TOU04S1U10V2
16.	Handle complaints	TOU04S1U11V2
17.	Check-out Guests	TOU04S1U12V2
18.	Handover at End of the shift	TOU04S1U13V2

6. Accreditation requirements

The training provider should have a Front Desk area or similar training facility to provide the trainees the hands-on experience related to this qualification

7. Recommended sequencing of units

6.Accreditation requirements	The training provider should have a Front Desk area or similar training facility to provide the trainees the hands-on experience related to this qualification
7.Recommended sequencing of units	

UNITS DETAILS

Unit Title	Unit Title	Code	Level	No of credits
1	Develop and update tourism industry knowledge	TOU02S1U01V2	3	2
2	Observe personal and work place hygiene practices	TOU02S1U02V2	3	2
3	Practice health, safety and security Practices	TOU02S1U03V2	3	2
4	Provide effective customer care	TOU02S1U04V2	3	2
5	Practice effective workplace communication	TOU02S1U05V2	3	2
6	Prepare for work	TOU04S1U01V2	3	2
7	Handle Hotel Telephone, Mail, Messages and Faxes	TOU04S1U02V2	3	2
8	Hotel Markets and profiles	TOU04S1U03V2	3	2
9	Demonstrate understanding of Front Office System and Functions	TOU04S1U04V2	3	3
10	Welcome Guest	TOU04S1U05V2	3	3
11	Control Room Keys	TOU04S1U06V2	3	2
12	Handle Guest Luggage	TOU04S1U07V2	3	2
13	Handle Hotel Voucher	TOU04S1U08V2	3	2
14	Handle Guest Enquiries	TOU04S1U09V2	3	2
15	Handle Guest Valuables	TOU04S1U10V2	3	2
16	Handle complaints	TOU04S1U11V2	3	2
17	Check-out Guests	TOU04S1U12V2	3	3
18	Handover at End of the shift	TOU04S1U13V2	3	3
19	Receive and Process Reservations	TOU04S2U01V2	4	6
20	Operate computerized and reservation system	TOU04S2U02V2	4	6
21	Conduct Events & Excursions	TOU04S2U03V2	4	9
22	Provide visitor information	TOU04S2U04V2	4	6
23	Demonstrate sales techniques and product knowledge	TOU04S2U05V2	4	9
24	Enhance customer service experiences	TOU04S2U06V2	4	6
25	Arrange departure and bid farewell	TOU04S2U07V2	4	6
26	Conduct night audit	TOU04S2U08V2	4	12
27	Address protocol requirements	TOU04S2U09V2	4	6
28	Respond to a customer in crisis	TOU04S2U10V2	4	6
29	Roster staff	TOU04S2U11V2	4	9
30	Participate in cooperative online marketing initiatives	TOU04S2U12V2	4	12
31	Participate in environmentally sustainable work practices	TOU04S2U13V2	4	6
32	Lead and manage people	TOU04S2U14V2	4	9
33	Manage diversity in the workplace	TOU04S2U15V2	4	6
34	Practice career professionalism	TOU04S2U15V2	4	6

Packaging of National Qualifications:

National Certificate III in Front Office Services will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18

Qualification Code: TOU04SQ1L317

Competency Standard for**FRONT OFFICE**

Unit No	Unit Title
1.	Develop and update tourism industry knowledge
2.	Observe personal and work place hygiene practices
3.	Practice health, safety and security Practices
4.	Provide effective customer care
5.	Practice effective workplace communication
6.	Prepare for work
7.	Handle Hotel Telephone, Mail, Messages and Faxes
8.	Hotel Markets and profiles
9.	Demonstrate understanding of Front Office System and Functions
10.	Welcome Guest
11.	Control Room Keys
12.	Handle Guest Luggage
13.	Handle Hotel Voucher
14.	Handle Guest Enquiries
15.	Handle Guest Valuables
16.	Handle complaints
17.	Check-out Guests
18.	Handover at End of the shift
19.	Receive and Process Reservations
20.	Operate computerized and reservation system
21.	Conduct Events & Excursions
22.	Provide visitor information
23.	Demonstrate sales techniques and product knowledge
24.	Enhance customer service experiences
25.	Arrange departure and bid farewell
26.	Conduct night audit
27.	Address protocol requirements
28.	Respond to a customer in crisis
29.	Roster staff
30.	Participate in cooperative online marketing initiatives
31.	Participate in environmentally sustainable work practices
32.	Lead and manage people
33.	Manage diversity in the workplace
34.	Practice career professionalism

Description of a RECEPTIONIST

Receptionist in the Maldivian context is a service provider in the field of hospitality industry. The Receptionist is expected to work under the supervision of a Front Office Supervisor or any other professional person in the hospitality industry who could provide guidance and supervision. The Receptionist shall provide customer-oriented service to all the levels of the hospitality industry.

Description of a FRONT OFFICE SUPERVISOR

Front Office Supervisor position is an entry level supervisory position that is responsible for leading the Front Desk operation ensuring and maintaining a consistently high standard of customer service. This position will be responsible for checking guests in and out at the front desk and maintaining the smooth flow of front desk services according to the standards of the Hotel or Resort.

Competency Standard Development Process

The competencies were determined based on the analysis of the tasks expected to perform by the Receptionist and a Front Office Supervisor. The task analysis was based on the existing documents prepared among the experts in the industry and on the advice of the experts in the field of Receptionist training in Maldives. Competency standards used for similar type of training in other countries were also examined