



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

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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
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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

Unit 01

UNIT TITLE	Develop and update tourism industry knowledge				
DESCRIPTOR	This unit of competency deals with the knowledge, skills required to access, increases and update industry knowledge.				
CODE	TOU02S1U01V2	LEVEL	3	CREDIT	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Seek information on the industry	1.1. Sources of information on the industry are correctly identified and accessed 1.2. Information to assist effective work performance is obtained in line with job requirements 1.3. Specific information on sector of work is accessed and updated 1.4. Industry information is correctly applied to day-to-day work activities.
2. Update industry knowledge	2.1. Informal and/or formal research is used to update general knowledge of the industry 2.2. Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day-to-day working activities
3. Develop and update local knowledge	3.1 Local knowledge is developed to assist queries on local/national tourism industry 3.2 Local knowledge is updated using informal and/or formal research 3.1 3.3 Contact with local communities is maintained
4. Promote products and services to customers	4.1 Promotional initiatives are described that may be used to promote products and services 4.2 Selling skills are applied according to customer needs

Range Statement

Information sources;

- media
- reference books
- libraries
- industry associations
- industry journals
- internet
- personal observation and experience
- online news media (local and global)

Information to assist effective work performance;

- different sectors of the industry and the services available in each sector
- relationship between tourism and hospitality
- relationship between the industry and other industries
- industry working conditions
- health and safety
- hygiene
- duty of care
- career opportunities within the industry
- work ethic required to work in the industry and industry expectations of staff
- quality assurance

Informal and formal research;

- Discussions with colleagues, management and customers
- Reading internal enterprise material about products and services
- Familiarity with customer comments including complaints
- Reading and researching product data and information
- Conducting internal testing to determine quality and differentials
- General media research
- Developing and analyzing responses to questionnaires
- Reading surveys and ratings

Promotional initiatives;

- Media campaigns
- Internal promotions, including static displays, demonstrations, tastings, videos, competitions, packages, events

Tools, equipment and materials required may include:

Nil

ASSESSMENT GUIDE

Form of assessment

- Interview/questions
- Practical demonstration
- Portfolio of industry information related to trainee's work

Assessment context

Assessment may be done in a classroom or interview scenario.

Critical aspects

Assessment requires evidence that the candidate;

- Knew key sources of information on the industry
- Updated industry knowledge
- Accessed and used industry information
- Developed and updated local knowledge
- Promoted products and services.

Assessment conditions

- Theoretical assessment of this unit must be carried out in an examination room where proper examination rules are followed.
- Assessment of neat work practices must be constantly evaluated.

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• Overview of quality assurance in the industry• Role of individual staff members• Industry information sources	<ul style="list-style-type: none">• Time management• Ready skills needed to access industry information• Basic competency skills needed to access the internet

Unit 02

UNIT TITLE	Observe personal and workplace hygiene practices				
DESCRIPTOR	This unit covers the knowledge, skills and attitudes required to observe workplace hygiene procedures and maintaining of personal presentation and grooming standard.				
CODE	TOU02S1U02V2	LEVEL	3	CREDIT	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Observe grooming, hygiene and personal presentation standards	1.1. Grooming, hygiene and personal presentation practices maintained at high standards in line with industry norms and enterprise procedures 1.2. Adequate level of personal cleanliness observed throughout the work 1.3. Effects of poor personal hygiene understood and avoided in all practices
2. Follow hygiene procedures	2.1 Workplace hygiene procedures followed in line with enterprise procedures and legal requirements 2.2 Eating, drinking, smoking, spitting, scratching or other such practices avoided while on the job 2.3 Hygiene standards of workplace maintained in line with enterprise procedures
3. Identify and avoid hygiene risks	3.1 Hygiene risks understood and avoided in line with general standards and guidelines 3.2 Legislations on hygiene understood and properly followed

Range Statement

Hygiene procedures;

- Safe and hygienic handling of food and beverage
- Regular hand washing
- Correct food storage
- Appropriate and clean clothing
- Avoidance of cross-contamination

- Appropriate handling and disposal of garbage
- Cleaning and sanitizing procedures
- Personal hygiene

Hygiene risk;

- Bacterial and other contamination arising from poor handling of food
- Poor personal hygiene practices
- Poor work practices
- cleaning
- housekeeping
- food handling
- airborne dust
- Cross-contamination through cleaning inappropriate cleaning practices
- Inappropriate handling of potentially infectious linen
- Contaminated wastes such as blood and body secretions
- Disposal of garbage and contaminated or potentially contaminated wastes

Minimizing or removing risk;

- Auditing staff skills and providing training
- Ensuring policies and procedures are followed strictly
- Audits or incidents with follow up actions

Tools, equipment and materials required may include:

Nil

ASSESSMENT GUIDE

Form of assessment

Competency in this unit may be assessed through:

- Written examination
- Practical demonstration

Assessment context

Assessment may be done in workplace or a simulated work environment.

Critical aspects

Assessment requires evidence that the candidate:

- Followed hygiene procedures
- Identified and responded to hygiene risk
- Practiced personal grooming and hygiene

Assessment conditions

- Theoretical assessment of this unit must be carried out in an examination room where proper examination rules are followed.
- Assessment of hygienic work practices must be constantly evaluated.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• Typical hygiene and control procedures in the hospitality and tourism industries• Overview of legislation and regulation in relation to food handling, personal and general hygiene• Knowledge on factors which contribute to workplace hygiene problems• General hazards in handling of food, linen and laundry and garbage, including major causes of contamination and cross-infection• Sources of and reasons for food poisoning	<ul style="list-style-type: none">• Ability to follow correct procedures and instructions• Ability to handle operating tools/ equipment• Application to hygiene principles

Unit 03

UNIT TITLE	Practice health and safety and security practices				
DESCRIPTOR	This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety				
CODE	TOU02S1U03V2	Level	3	Credit	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Follow workplace health, safety and security procedures	1.1. Health, safety and security procedures followed in line with operational policies and procedures and laws and regulations 1.2. Illnesses reported through proper channels of communication, using relevant forms and formats, in line with enterprise procedures 1.3. Safety and security breaches reported through proper channels of communication, in line with enterprise procedures
2. Evaluate hazards and risks	2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV) 2.2 Effects of the hazards are determined 2.3 Occupational Health and Safety (OHS) issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation
3. Control hazards and risks	3.1 OHS procedures for controlling hazards/risks in workplace are consistently followed 3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies 3.3 Personal protective equipment (PPE) is correctly used in accordance with organization OHS procedures and practices 3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol

4. Maintain OHS awareness	4.1 Emergency-related drills and trainings are participated in as per established organization guidelines and procedures 4.2 OHS personal records are completed and updated in accordance with workplace requirements
5. Perform basic first-aid procedures	5.1 Situation is assessed in accordance with accepted practice 5.2 Basic first-aid techniques are applied in accordance with established first-aid procedures and enterprise policy 5.3 Details of the incident is communicated in a timely manner according to enterprise policy
6. Perform basic fire-fighting procedures	6.1 Fire type and classification are determined. 6.2 Fire extinguishers are selected to attack different fires. 6.3 Safe use of fire extinguishers is demonstrated according to manufacturers' instructions and relevant OHS and workplace policies and procedures. 6.4 Safe use of fire blankets is demonstrated according to manufacturers' instructions and relevant OHS and workplace policies and procedures.

Range Statement

Safety regulations;

- Waste management rules
- Other regulations related to the workplace

Hazards/Risks;

- Environmental hazards – weather, tsunami warnings
- Physical hazards – fire, temperature, radiation
- Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects
- Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors
- Ergonomics
 - Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles
 - Physiological factors – monotony, personal relationship, work out cycle

Contingency measures;

- Evacuation
- Isolation
- Decontamination
- (Calling designed) emergency personnel

PPE;

- Mask
- Gloves
- Goggles
- Hair Net/cap/bonnet

- Face mask/shield
- Ear muffs
- Apron/Gown/coverall/jump suit

Emergency-related drills and training;

- Fire drill
- Tsunami warning drill
- Basic life support/CPR
- First aid
- Spillage control
- Decontamination of chemical and toxic
- Disaster preparedness/management

OHS personal records;

- Medical/Health records
- Incident reports
- Accident reports
- OHS-related training completed

Fire types:

- combustible metals
- cooking oils and fats
- energised electrical equipment
- flammable and combustible liquids
- flammable gases
- ordinary combustibles.

Classifications of fires:

- classes A, B, C, D, E and F.

Fire extinguishers :

- carbon dioxide
- foam
- powder
- vaporising liquid
- water
- wet chemical.

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit needs to be holistic and must be observed through real or simulated workplace activities.

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of safe working practices.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- Communicating effectively with others involved in or affected by the work.
- Identifying and assessing hazardous situations and rectifying, or reporting to the relevant persons.
- Safely handling and storage of dangerous and/or hazardous goods and substances.
- Applying safe manual handling practices.
- Safely and effectively operating equipment and utilising materials over the full range of functions and processes for work undertaken on worksite.
- This unit may be assessed in conjunction with all and units which form part of the normal job role.

Assessment conditions

Assessment must reflect and events processes that occur over a period of time

- Theoretical assessment of this unit must be carried out in an examination room where proper examination rules are followed.
- Assessment of hygienic work practices must be constantly evaluated.

Resources required for assessment

The following should be made available:

- A workplace or simulated workplace
- Situations requiring safe working practices
- Instructions on safe working practice
- Hazardous chemicals and/or dangerous goods information
- Common food services equipment with their usage guideline

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• General knowledge on safe practices• Communication procedures• Relevant workplace procedures and guidelines• basic methods of locating a fire• correct use of fire extinguishers• basic first aid	<ul style="list-style-type: none">• Undertake safe manual handling jobs• Competent to follow safety regulations• Competent to work safely with workplace equipment, materials and colleagues

UNIT 04

UNIT TITLE	Provide effective customer care				
DESCRIPTOR	This unit addresses the importance of caring for customers in the hospitality industry. It shows how customer care relates to quality service and the best methods of anticipating and meeting customer's need.				
CODE	TOU02S1U04V2	Level	3	Credit	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Greet customers and colleagues	1.1. Customers and colleagues greeted according to standard procedures and social norms 1.2. Sensitivity to cultural and social differences demonstrated
2. Identify and attend to customer needs	2.1 Appropriate interpersonal skills are used to ensure that customer needs are accurately identified 2.2 Customer needs are assessed for urgency so that priority for service delivery can be identified 2.3 Personal limitation in addressing customer needs is identified and where appropriate, assistance is sought from supervisor 2.4 Customers informed correctly 2.5 Personal limitation identified and assistance from proper sources sought when required
3. Deliver service to customers	3.1 Customer needs are promptly attended to in line with organizational procedure 3.2 Appropriate rapport is maintained with customer to enable high quality service delivery 3.3 Opportunity to enhance the quality of service and products are taken wherever possible
4. Handle inquiries	4.1 Customer queries handled promptly and properly 4.2 Personal limitations identified and assistance from proper sources sought when required
5. Handle complaints	5.1 Responsibility for handling complaints taken within limit of responsibility 5.2 Personal limitations identified and assistance from proper sources sought when required 5.3 Operational procedures to handling irate or difficult customers followed correctly 5.4 Details of complaints and comments from customers properly recorded
6. Speak English and Dhivehi at an operational level	6.1 Conversations are carried on with customers 6.2 Verbal instructions or requests are responded to at an operational level 6.3 Simple requests are made 6.4 Routine procedures are described 6.5 Different forms of expression in English and Dhivehi is identified and used

Range Statement

Procedures included:

- Greeting procedure
- Complaint and comment handling procedure
- Incidence reporting procedures
- General knowledge of property
- Standard operating procedures for service deliveries
- Non-verbal and verbal communication
- Dress and accessories
- Gestures and mannerisms
- Voice tonality and volume
- Culturally specific communication customs and practices
- Cultural and social differences

Includes but are not limited to:

- Modes of greeting, fare welling and conversation
- Body language/ use of body gestures
- Formality of language

Interpersonal skills:

- Interactive communication
- Good working attitude
- Sincerity
- Pleasant disposition
- Effective communication skills
- Customer needs

Customer with limitation may include:

- Those with a disability
- Those with special cultural or language needs
- Unaccompanied children
- Parents with young children
- Pregnant women
- Single women

Tools, equipment and materials required may include:

- Relevant procedure manuals
- Availability of telephone, fax machine, internet, etc.
- Availability of data on projects and services; tariff and rates, promotional activities in place etc.

ASSESSMENT GUIDE

Form of assessment

Assessment for the unit needs to be holistic and must include real or simulated workplace activities.

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of practices.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations. This unit may be assessed in conjunction with all units which form part of the normal job role.

- Assessment requires evidence that the candidate:
- Complied with industry practices and procedures
- Used interactive communication with others
- Complied with occupational, health and safety practices
- Promoted public relation among others
- Complied with service manual standards
- Demonstrated familiarity with company facilities, products and services
- Applied company rules and standards
- Applied telephone ethics
- Applied correct procedure in using telephone, fax machine, internet
- Handled customer complaints
- Depict effective communication skills

Assessment conditions

Assessment must reflect both events and processes over a period of time.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• Knowledge of the property and its services.	<ul style="list-style-type: none">• Inter personal skills• Communication skills• Telephone handling skills

Unit 05

UNIT TITLE	Practice effective workplace communication				
DESCRIPTOR	This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements				
CODE	TOU02S1U05V2	Level	3	Credit	2
ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA				
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from appropriate sources 1.2 Effective questioning, active listening and speaking skills are used to gather and convey information 1.3 Appropriate medium is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and storage of information are used 1.7 Personal interaction is carried out clearly and concisely				
2. Speak English and Dhivehi at an operational level	2.1 Conversations are carried on with colleagues 2.2 Verbal instructions or requests are responded to at an operational level 2.3 Simple requests are made 2.4 Routine procedures are described 2.5 Different forms of expression in English and Dhivehi is identified and used as appropriate				
3. Participate in workplace meetings and discussions	3.1 Team meetings are attended on time 3.2 Own opinions are clearly expressed and those of others are listened to without interruption 3.3 Meeting inputs are consistent with the meeting purpose and established protocols 3.4 Workplace interactions are conducted in a courteous manner 3.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to 3.6 Meetings outcomes are interpreted and implemented				
4. Complete relevant work-related documents	4.1 Range of forms relating to conditions of employment are completed accurately and legibly 4.2 Workplace data is recorded on standard workplace forms and documents 4.3 Basic mathematical processes are used for routine calculations 4.4 Errors in recording information on forms/ documents are identified and properly acted upon				

	4.5 Reporting requirements to supervisor are completed according to organizational guidelines
5. Maintain inter-departmental information and communication	<p>5.1 General function of different departments is explained.</p> <p>5.2 General and specific customer requirements and reservation details are communicated to appropriate departments and colleagues</p> <p>5.3 Follow up on customer request and ensure that all specific requirements in his reservation details are addressed prior to guest arrival.</p>

Range Statement

Appropriate sources:

- Team members
- Suppliers
- Trade personnel
- Local government
- Industry bodies

Medium:

- Memorandum
- Circular
- Notice
- Information discussion
- Follow-up or verbal instructions
- Face to face communication

Storage:

- Manual filing system
- Computer-based filing system

Forms:

- Personnel forms, telephone message forms, safety reports

Workplace interactions:

- Face to face
- Telephone
- Electronic and two-way radio
- Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams

Protocols:

- Observing meeting

- Compliance with meeting decisions
- Obeying meeting instructions

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit needs to be continuous and holistic and must include real or simulated workplace activities.

- Direct Observation
- Oral interview and written test

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of opportunities for communication.

Critical aspects (for assessment)

Assessment requires evidence that the candidate:

- Prepared written communication following standard format of the organization
- Accessed information using communication equipment
- Spoken English at a basic operational level
- Made use of relevant terms as an aid to transfer information effectively
- Conveyed information effectively adopting the formal or informal communication

Assessment conditions

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"> • Effective communication • Different modes of communication • Written communication • Organizational policies • Communication procedures and systems • Technology relevant to the enterprise and the individual's work responsibilities 	<ul style="list-style-type: none"> • Communication skills • Numeracy skills

Unit 06

UNIT TITLE	Prepare for work				
DESCRIPTOR	After completing this unit, the participants should be able to Identify items needed for reception duty Organize reception desk and work environment Explain the importance of being presentable and start the duty as per the standard procedures.				
CODE	TOU04S1U01V2	Level	3	Credit	2
ELEMENTS OF COMPETENCIES		PERFORMANCE CRITERIA			
1. Follow Check list for opening duty task		1.1 Various items, equipment and supplies used by receptionist identified <ul style="list-style-type: none"> • Equipment described • Guest Stationery explained • Essential information included • Reception counter & back office function described 			
2. Prepare for guest arrival		2.1 Reception area prepared for service 2.2 Equipment checked prior to use 2.3 Arrival list details checked and reviewed prior to guests arrival 2.4 Documents and forms prepared 2.5 Rooms allocated as per reservation detail 2.6 Procedure for last minute arrivals and reservations followed 2.7 Arrival list compiled and distributed to relevant personnel/ departments 2.8 Guest requests informed to colleagues and other departments on time			
3. Maintain equipment & Suppliers		3.1 Reception desk & surrounding work area organized as per the standards of the establishments 3.2 Duty started as per the SOP of the establishment			

Range Statement

Preparation may include:

- Personnel preparation for duty
- Pre-planning of guest information and stationeries
- Lobby environment
- Essential information
- Reception area and the counter

Arrival list details may include but are not limited to

- Name/company
- Contact details
- Arrival and departure times
- Length of stay
- Type of accommodation required/bed configuration
- Payment details
- Special requests
- Rates/discounts

Tools, equipment and material used may include

- Different forms
- Registration cards
- Keys / key cards
- Pens
- Luggage tags
- Welcome drinks
- Face towels
- Computer system
- Telephone
- Fax machines
- Arrivals

ASSESSMENT GUIDE

Form of assessment

Competency may be assessed through:

- Choose a reception area and write a checklist of the task the reception staff has to perform. Categorize the tasks according to how often each one has to be done, for instance
 - As required/ after completing an operation or task
 - Daily/ weekly/periodically, every six months
- Case studies to complete arrival or departure processes and documentation for different customer scenarios.
- Review of front office records, reports and computer data completed by the candidate.

Assessment context

Assessment may be done in the workplace or simulated workplace setting

Critical aspects

Assessment requires evidence that the candidates:

- Demonstrated skills in
 - Processing arrivals for different types of guests within enterprise acceptable time frames
 - To check arrival details, allocate rooms and inform concerned departments on special arrangements in accordance with established standards
 - Within an environment that includes industry-current front office equipment and technology in accordance with enterprise requirements
 - Interpersonal communication with others in accordance with established standards
 - to complete guest registration, and complete documentation accurately in accordance with established standards

Assessment Conditions

Assessments will take place under the direct supervision of assessors. Trainees will be permitted adequate time and they will be provided required materials and privacy.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• General knowledge of personnel hygiene procedures• General knowledge of handling new arrivals• General knowledge of handling unexpected arrivals• General computer knowledge• General knowledge of handling guest files and documents	<ul style="list-style-type: none">• Skills of written and oral communication• Computer skills• Interpersonal skill• Record keeping skill• Skills in processing items and equipment's needed for different types of tasks of Front Office

Unit 07

UNIT TITLE	Handle Hotel Telephone, Mail, Messages & Faxes				
DESCRIPTOR	This unit covers general cleaning of telephone, use of telephone directories, answering, holding, message taking and transferring telephone calls. Also, it covers procedure for handling incoming/outgoing mails, record and processing of guest messages and charging for related services				
CODE	TOU04S1U02V2	Level	3	Credit	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Handle incoming calls	1.1 Telephone system cleaned and maintained 1.2 Telephone systems described <ul style="list-style-type: none"> ○ Key and lamp system ○ Private Exchange system
2. Make outgoing calls	2.1 Telephone directories used 2.2 Phonetic Alphabet used
1. Handle incoming messages and mail	1.1 Types of mail & messages explained <ul style="list-style-type: none"> ○ Incoming mail ○ Outgoing mail ○ Messages 1.2 Incoming & outgoing mail categorized 1.3 Incoming & outgoing mail distribution explained
2. Handle outgoing mails	2.1 Guest messages handling process described <ul style="list-style-type: none"> ○ Mail for in-house guest ○ Mail for departure guest ○ Mail for Future guest ○ Mail for no record found
3. Handle Fax Machine	3.1 Fax sent to a local and international number 3.2 Fax journal generated 3.3 Fax delivery confirmation identified & explained

RANGE STATEMENT

Procedures included:

- Clean and maintain telephone equipment
- Use Telephone directories
- Hold Calls and take messages
- Answer, make and transfer calls

Aspects evaluated:

- Verbal and Non-verbal communication
- Interpersonal skills
- General attitude to customers, colleagues and work
- Conformity to policies and procedures

Types of mail and messages

- Incoming mails
- Outgoing mails
- Messages

Procedure for handling mail and messages

Dealing with guest mails

- Mail for in-house guest
- Mail for departure guest
- Mail for future guest
- Mail for which no record of a guest found

Tools, equipment and material used in this unit may include

- Telephone
- Note pads
- Pens
- Forms and formats related to inter-personal communication

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit needs to be continuous and holistic and must include real or simulated workplace activities

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment, which reflects a range of opportunities for communication.

Critical aspects (for assessment)

It is essential that competency is fully observed and there is ability to transfer competency to changing circumstances and to respond to unusual situations in the critical aspects of communicating effectively with others involved in or affected by the work.

Assessment conditions

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• General knowledge of English and Divehi grammar• General knowledge of common telephone equipment• General knowledge on effective communication• General knowledge of oral communication• General knowledge of hotel safety procedures• Procedure followed on recording and processing the guest messages.	<ul style="list-style-type: none">• Undertake effective customer relation communications• Competent in communicating basic with customers• Fluency in English and Dhivehi language usage

Unit 08

UNIT TITLE	Hotel markets and profile				
DESCRIPTOR	This unit explains the use of customer profile and identifies the ideal customers for the hotel.				
CODE	TOU04S1U03V2	Level	3	Credit	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Market segments	1.1 Unique selling points of the establishment explained 1.2 Customer sectors identified 1.3 Establishment's target market explained. 1.4 Customer's market criteria categorized.
2 Create Customer profile	2.1 Customer profile information identified. 2.2 Customers demography explained 2.3 Customer preferences identified

RANGE STATEMENT

Hotel may attract many different types of markets, such as business, holiday, pleasure, family. Knowing different types of customers will enable to provide more personalized services appropriate to particular needs.

- Identify guest of different markets
- Market segmentation criteria
- What do guest needs
- Customer Profile information
- Maintain guest history
- Provide courteous service

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit could be class room or simulated workplace activities.

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment, which reflects a range of opportunities for understating hotels markets and types of customer that the establishment is catering for.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to identify the range of services and packages that can be offered to meet the needs of the customers.

Assessment conditions

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

Tools, equipment and material used in this unit may include

- Telephone
- Note pads
- Pens
- Computer

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• General knowledge of Oral communication• Identify the target markets of the hotel• Understand Customer profile information• Procedure followed on providing courteous service	<ul style="list-style-type: none">• Undertake effective customer relation communications• Competent in communicating basic with customers• Provide service which are prompt, efficient, friendly and courteous.

Unit 09

UNIT TITLE	Demonstrate understanding of Front Office Systems and functions				
DESCRIPTOR	This unit describes the standard Front Office Systems used by a small or medium size hotel.				
CODE	TOU04S1U04V2	Level	3	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Perform basic front office tasks	1.1 Organization chart explained 2.1 Framework of Front Office system explained
2. Handle Reservations	2.1 Front Office work sites explained 2.2 Reservations Office 2.3 Hotel diary 2.4 Advance reservations chart 2.5 The chart works 2.6 Density Chart 2.7 Reception Office 2.8 Registration 2.9 Room Board 2.10 Arrival & departure list
3. Work with Electronic PMS	3.1 General function of Front Office computer system explained. 3.2 Front Office related tasks on PMS identified 3.3 PMS Guest information generated for arrival/departure and guest in-house 3.4 Needed information and data for PMS entered without error

RANGE STATEMENT

Framework of processing the task related to

- Reservations
- Room Assignment
- Guest Check in and registration
- Guest accounting
- Credit verification
- Guest check outs and verification of accounts
- Maintain records
- Prepare reports and statistics
- Maintaining control procedure
- Front Office system covers computer systems that include personal computers, printers, scanners, keyboard and mouse, and storage media such as pen drives and other forms of storage. Software used must include PMS system but not limited to word processing, spreadsheets, database and billing software packages and Internet browsing software.

Tools, equipment and materials required may include:

- Storage device
- Different software and hardware (Eg: Opera)
- Personal computers system
- Laptop computers
- Printers
- Scanners
- Keyboard
- Mouse
- Compressed storage devices

ASSESSMENT GUIDE

Forms of assessment

The assessor may select two of the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

Assessment contents

Assessment may be conducted out of the workplace preferably in a simulated classroom

Critical aspects (for assessment)

Assessment must show that the candidate:

- Selected and used hardware components correctly and according to the task requirement
- Identified and explain the functions of both hardware and software used, their general features and capabilities
- Produced accurate and complete data in accordance with the requirements
- Used appropriate devices and procedures to transfer files/data accurately

Assessment conditions

Assessment may be conducted out of the work environment and may include assignments and projects.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none"> • Office ergonomics of keyboard and computer use • Main functions of computers and basic features of Hotel Operating Systems • Main parts of a computer • Storage devices and basic categories of memory • Relevant software • General security and computer Viruses 	<ul style="list-style-type: none"> • Reading skills required to interpret work instruction • Communication skills • Keyboard skills

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Unit 10

UNIT TITLE	Welcome guest				
DESCRIPTOR	This unit covers the steps of creating a good first impression and the basics of receiving and welcoming guest to hotel.				
CODE	TOU04S1U05V2	Level	3	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Create First Impression	1.1 Main points of creating a good first impression explained. <ul style="list-style-type: none">○ Welcoming phrases○ Politeness & etiquette○ Cultural considerations
2. Prepare for guest arrival	2.1 Check in process and activities demonstrated <ul style="list-style-type: none">○ Receiving and registration○ Allocating room○ Secure advance payment○ Provide information○ Complete check-in○ Open guest bill
3. Follow Check-in Procedure	3.1 Guest received as per the procedure of the establishment 3.2 Meet and greeted as per the standard of the establishment
4. Demonstrate Hotel Credit Policy	4.1 Method of payment explained 4.2 Payment preference confirmed 4.3 Credit arrangement described 4.4 Advance payment collected

RANGE STATEMENT

A prospective customer can be won or lost by their first impression of how you treat. There is only one chance to create a good first impression, so its is vital that you create a good one

- Tips for making a positive first impression
- Create a warm welcome
- Welcome phrases
- Politeness and etiquette
 - Good manners
 - Pleasantness
- Cultural considerations
- Welcoming VIPS and CIPs

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit could be class room or simulated workplace activities

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment, which reflects on creating a good first and last impression of the hotel (establishment)

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to win or lose a customer due to the way we approach to customer on the initial contact.

Assessment conditions

It is preferable that assessment reflects a process rather than an event and implement basic procedures for receiving and welcoming guest to the hotel

Tools, equipment and material used in this unit may include

- None

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• General knowledge of Oral communication• Identify the target markets of the hotel• Understand Customer profile information• Procedure followed on providing courteous service	<ul style="list-style-type: none">• Undertake personnel presentation• Promote “can do” attitude towards helping customers• Adopt techniques which makes favorable first impressions of the hotel.

Unit 11

UNIT TITLE	Control room keys				
DESCRIPTOR	This unit describes procedure for controlling room key, explain the function of master key and understand the security of handling room keys				
CODE	TOU04S1U06V2	Level	3	Credit	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Hotel key system	1.1 Hotel key system explained <ul style="list-style-type: none">○ Manual key○ Electronic keys
2 Issue room key	2.1 Key issuing policy explained <ul style="list-style-type: none">○ Issue key for individual○ Issue key for groups
3 Demonstrate Key Control	3.1 Hotel Safety measures explained 3.2 Key issuing procedure demonstrated 3.3 Key encoded as per hotel procedures. 3.4 Key collected from departing guest 3.5 Suspicious guest movements explained 3.6 Hotel safety threats identified

RANGE STATEMENT

Regardless of who carries out the hotel key system, there is a need to implement some control system to ensure keys are issued to authorized persons only.

- Hotel key systems
 - Manual keys
 - Electronic keys or key cards
- Issuing Room keys
 - To groups
 - To individual guest
- Hotel policy on controlling room keys

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit could be class room or simulated workplace activities

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment, which describes on the procedure for issuing and controlling guest room keys. Explain the function and use of hotel Master key.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to understand that good security starts from Front Desk or Reception.

Assessment conditions

It is preferable that assessment reflects the events on importance of security procedures in handling room keys.

Tools, equipment and material used in this unit may include

- Room Key or key cards
- Mater key
- Key encored Machine

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• Know the security procedure of the hotel• Identify the hotel guest• Understand Customer profile information• Procedure followed on providing courteous service	<ul style="list-style-type: none">• Undertake security measures of the establishment• Able to follow security check of the guest before issuing the key• Adopt techniques to be careful on taking personnel responsibilities towards the safety of the guest

Unit 12

UNIT TITLE	Handle guest luggage				
DESCRIPTOR	This unit covers the receiving of guest luggage for both arrival and departure and storing them.				
CODE	TOU04S1U07V2	Level	3	Credit	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Receiving of Luggage	1.1 Luggage collecting procedure explained <ul style="list-style-type: none">○ Incoming (new arrival) luggage○ Identify & tagging○ Collecting departure guest luggage 1.2 Lost luggage receiving from airline procedure explained
2 Distribute guest luggage	2.1 Luggage distribution performed according to the organizational procedures
3 Demonstrate the process of Luggage Storage (recording /tagging)	3.1 Luggage information recorded in logbook/sheet/or PMS system 3.2 Luggage for individual or group of guest separated as per arrival or departure time of guest 3.3 Luggage delivered to appropriate guest.

RANGE STATEMENT

Collecting and distributing of guest luggage are an important customer relations exercise. Candidate who undertakes this job should be aware of its importance. Having a standard procedure to handle guest belongings will ensure that every candidate knows what to do and how to do it.

- Introduction
- Handle luggage
- Give Directions
- Interdepartmental communication
- Entering of guest rooms
- Thanking guest
- Accompanying guest to transport
- Record keeping of guest luggage

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit could be class room or simulated workplace activities

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment, which describes on the procedure for handling guest luggage.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to understand that carelessness will lead to damage and lost of guest property and the image of the hotel.

Assessment conditions

It is preferable that assessment reflects the events on importance of handling guest luggage.

Tools, equipment and material used in this unit may include

- Note pads or log book
- Pens
- Arrival/ Departure list
- Buggy or luggage cart
- Luggage tag

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none">• Know the security procedure of the hotel• Identify guest belongings• Procedure followed on tagging the luggage• Procedure followed on entering occupied and vacant rooms.	<ul style="list-style-type: none">• Undertake security measures of the establishment• Able to follow security check of the guest before issuing the key• Adopt techniques to be careful on taking personnel responsibilities towards the safety of the guest

Unit 13

UNIT TITLE	Handle hotel voucher				
DESCRIPTOR	This unit covers the documentation of confirming the hotel booking for third party reservations.				
CODE	TOU04S2U08V2	Level	3	Credit	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Read Hotel Voucher	1.1 Arriving guest groups or categories identified. 1.2 Hotel Voucher acceptance explained 1.3 Agents who should submit voucher identified as per establishments procedures.
2 Check information on Voucher	2.1 Voucher information obtained and compared to the information on arrival list
3 Inform discrepancies to guest	3.1 Information auditing of voucher demonstrated 3.2 Voucher information recorded.

Range Statement

Preparation may include:

- Identify reservations detail of guest and agents who need to submit the vouchers
- Prepare arrival list
- Identify the correct vouchers for the services booked.

Information on voucher may include but are not limited to

- Name/company
- Contact details
- Arrival and departure of guest
- Length of stay
- Type of accommodation required/bed configuration
- Special requests

Tools, equipment and material used may include

- Registration cards
- Sample voucher
- Pen and note pads

ASSESSMENT GUIDE

Form of assessment

Competency may be assessed through:

- Case studies to collect voucher and process the documentation for different customer scenarios.
- Review of front office records, reports

Assessment context

Assessment may be done in the workplace or simulated workplace setting

Critical aspects

Assessment requires evidence that the candidates:

- Demonstrated skills in checking the information on vouchers
- Demonstrated ability to check arrival details, allocate rooms and inform concerned departments on special arrangements in accordance with service voucher detail

Demonstrated ability to complete guest registration, and reporting documentation accurately in accordance with established standards

Assessment Conditions

Assessments will take place under the direct supervision of assessors whose expertise is recognized by the Maldives Accreditation Board. Trainees will be permitted adequate time and they will be provided required materials and privacy.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• General knowledge of reservations detail• General knowledge of handling vouchers• General knowledge of handling unexpected arrivals• General knowledge of handling guest files and documents	<ul style="list-style-type: none">• Skills of written and oral communication• Computer skills• Interpersonal skill• Record keeping skill• Skills in processing items and equipment's needed for different types of tasks of Front Office

Unit 14

UNIT TITLE	Handle guest enquiries				
DESCRIPTOR	This unit covers the competencies required to provide information and services to customers <ul style="list-style-type: none"> ○ General inquires of the establishment ○ Current affairs of the country (tourism industry knowledge) ○ Communicate on emergency situations 				
CODE	TOU04S1U09V2	Level	3	Credit	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Greet customer	1.1 Customer greeting demonstrated 1.2 Telephone answered as per establishment procedures
2 Identify requirement	2.1 Opened ended questions asked 2.2 Information needed identified and recorded.
3 Provide hotel information	3.1 Information sources identified 3.2 Telephone enquiries (internal/external) answered as per establishment procedures 3.3 Reservations inquires answered as per establishment procedures 3.4 Activities of the establishment explained 3.5 Establishment policy on providing Information for third party explained
4 Deal with guest enquiry	4.1 Types of guest inquiry identified 4.2 Information accuracy assed 4.3 Establishments procedure on dealing with general enquiries explained
5 Response for emergency	5.1 Meaning of emergencies scenarios described 5.2 Emergency situations identified and appropriate actions taken promptly as per standard operating procedure 5.3 Follow up on emergency scenarios demonstrated

Range Statement

Competencies in this unit may be performed in a front office / specified area where customers are received and information provided relevant to the organization or person contacted. This work may be performed individually or as a member of a team.

Tools, equipment and materials required may include:

- Organizational manuals (circulars/ organizational charts/ list of site maps)
- Leaflets, brochures
- Company advertisements
- Communication equipment
- Computer, printer with relevant accessories
- Telephone
- Sign boards
- Registers
- Annual reports
- Organizational guidelines
- Circulars
- Memorandum (memo)
- Checklist
- Telephone directories (internal / external)
- Standard operating procedure (SOP)
- International Organization for Standardization (ISO)

ASSESSMENT GUIDE

Form of assessment

Assessment for this competency unit needs to be holistic and must include real or simulated workplace activities

Assessment context

The assessment of practical skills must take place on the job or in a simulated work environment

Critical aspects

Assessment requires evidence that the candidates:

- Demonstrated skills and abilities
 - in giving information to different types of guests within enterprise acceptable time frames
 - in handling telephone calls in accordance with established standards
 - on environment that includes industry-current news and information

Assessment conditions

This assessment contains knowledge as well as competence that reflects on oral written examination

Assessments will take place under the direct supervision of assessors Trainees will be permitted adequate time and they will be provided required materials and privacy.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• General knowledge of establishment• General knowledge on safety and privacy of guest• General knowledge on Tourism industry information	<ul style="list-style-type: none">• Communication skill; read, write and speak• Interpersonal skills

Unit 15

UNIT TITLE	Handle guest valuables				
DESCRIPTOR	This unit identifies different types of hotel safekeeping. Receiving goods for safe deposit and how to handle lost & found property as per the establishment procedures.				
CODE	TOU04S1U10V2	Level	3	Credit	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Accept goods for safe keeping	1.1 Common systems of safekeeping explained <ul style="list-style-type: none"> ○ Safe deposit box ○ Deposit envelops ○ In-room Safe
2 Policy on Safe keeping of Valuables	2.1 Establishment policy on safe deposit box and lost & found explained 2.2 A lost and found register is established and maintained 2.3 A description and relevant details of the lost or found item are recorded and verified with appropriate person(s) 2.4 Found items are tagged and filed in order in a designated location in accordance with organisational requirements
3 Handle Lost & found items	3.1 Lost & found procedure of the establishment explained to guest at check-in 3.2 Lost items are investigated and traced in accordance with organisational policies and procedures. 3.3 Claimed items are signed for and dated by claimant and identification verified in accordance with organisational requirements

Range Statement

Organisational requirements may relate to:

- Legal and organisational policy and procedures including personnel practices and guidelines
- Legislation relevant to the operation, incident and / or response
- Employer and employee rights and responsibilities
- Quality and continuous improvement processes and standards
- Occupational Health and Safety policies, procedures and programs
- Duty of care, code of conduct, code of ethics
- Records keeping systems and processes
- Communication channels and reporting procedures

Relevant details may include:

- Location
- Date
- Time
- Color and shape

Appropriate persons may include:

- Supervisors, managers
- Colleagues
- Members of the staff
- Clients
- Designated human resource personnel

Designated locations may include:

- Cupboard / storage facility
- Safe facilities

Tools, equipment and materials required may include:

- Lost and found forms
- Register

ASSESSMENT GUIDE

Forms of assessment

Assessment for this competency unit needs to be holistic and must include real or simulated workplace activities

Assessment context

- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above

Critical aspects (for assessment)

Assessment must show that the candidate:

- Effectively communicate and record information regarding lost and found items and establishment's procedure followed
- Receive and record information as per the Standard procedures
- Identify prohibited or hazardous items take appropriate action

Assessment conditions

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• Basic problem-solving strategies• Safety & security procedures• Rules for the identification and handling of dangerous and prohibited goods• Organisational procedures and guidelines appropriate to own role, responsibility and delegation• Reporting procedures and documentation requirements and processes•	<ul style="list-style-type: none">• Accurately record and report information• Apply active listening and questioning techniques• Collate and organise information and items• Communicate effectively with people from different social, cultural and ethnic backgrounds and various physical and mental abilities• Communicate in a clear and concise manner• Prepare statements and write reports

Unit 16

UNIT TITLE	Handle complaints				
DESCRIPTOR	This unit covers the causes of guest complaint, dealing with difficult customers and record keeping of complaints.				
CODE	TOU04S2U11V2	Level	3	Credit	2

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Understand the nature of complaint	1.1 Causes of complaints identified. 1.2 Customer requests attended to as per organizational procedures 1.3 Responsibility for handling complaints explained
2 Receive complaint	2.1 Different techniques and skills of handling complain explained <ul style="list-style-type: none"> ○ Lisening skills ○ Identfyng important points ○ Sympathise ○ Thanking customer ○ Cause of action identified 2.2 Record keeping followed as per establishment procedure
3 Record keeping	3.1 Facts and figures explained 3.2 Supporting documents gathered as per establishment procedures 3.3 Related inquiries identified and completed 3.4 Suggestions and recommendations communicated to the concerned areas of the organization.

Range Statement

This unit looks at complaints as a way of improving services and opportunities to build customer relationship. It discusses the reasons for guest complaints and practices methods of handling complaints as per organizational procedures.

Tools, equipment and materials required may include:

- Log books
- Pen and note pads
- Standard Operational Procedures of the organization

ASSESSMENT GUIDE

Form of assessment

Assessment for the unit needs to be holistic and must include real or simulated workplace activities.

Assessment context

Application of competence is to be assessed in the workplace or simulated worksite and needs to occur using standard and authorized work practices, and environmental constraints.

Critical aspects (for assessment)

It is essential that competence in this unit signify the ability to transfer competence of different personnel skills on changing circumstances and to respond appropriately.

Assessment conditions

- It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying quality circumstances.
- Specifications and work instructions followed

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• Knowledge of complaints• Knowledge of complaints and best practice of handling complaints	<ul style="list-style-type: none">• Competent in dealing with customer complaints and ability to understand and interpret communications• Ability to deal with complaints of different natures and handle disputes as per organizational procedures• Interpersonal skills

Unit 17

UNIT TITLE	Check out guests				
DESCRIPTOR	This unit covers the preparation, presenting, explanation of guest bill and accepting payments				
CODE	TOU04S1U12V2	Level	3	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Prepare for guest check out	1.1 Checkouts organized for different types of guest <ul style="list-style-type: none"> ○ Individual check outs ○ Group Check outs 1.2 Bill prepared, presented and explained to guests 1.3 Supporting bills copies gathered for inspection of the guest 1.4 Payment collected as per hotel procedures
2 Accept the payments	2.1 Cash accepted counted in front of the customer 2.2 Legality of the cash Identified 2.3 Cash balance identified and delivered 2.4 Due amount on guest bill announced 2.5 Credit Card accepted by the establishment explained 2.6 Credit cards security features identified 2.7 Signature on card checked 2.8 Foreign currency buy and sell
3 Guest check out from the system	3.1 Balance on guest folio explained 3.2 Messages and information on guest account completed 3.3 Final payment on guest folio posted. 3.4 Express checkouts explained 3.5 Group checkout followed in accordance with establishment procedures

Range Statement

Procedures:

- Check out procedures
- Money handling procedures

Accounting procedures may include but are not limited to

- Credit card payments
- Pre-payments (full payment)
- Deposits (partial payment)
- Vouchers and discount rates
- Group rates
- Issuing of receipts
- Refunds
- Checking of final guest accounts
- Payments for additional services such as phone calls, meals, mini-bar
- Issuing of receipts
- Send-bill arrangements

Guest folio balances altering may include:

- Transfer of guest balances to second party
- Transfer guest balances to city ledger
- Waive error charges from guest folio
- Settling deposit in guest folio

Tools, equipment and materials required may include:

- Cash float
- Computers
- Credit card machines
- Printers
- Credit cards
- KOT and BOT
- Resort stamp with paid
- Safe deposit box
- Money count machine
- Money checking machines
- Travelers' cheques
- PMS.

ASSESSMENT GUIDE

Form of assessment

- Assessment for this competency unit needs to be holistic and must include real or simulated workplace activities
- Evidence of performance can be obtained from supervisors of the trainees or if a hotel is being used the guests can also provide this information

Assessment context

The assessment of practical skills must take place on the job or in a simulated work environment

Assessment conditions

Assessments will take place under the direct supervision of assessors. Trainees will be permitted adequate time and they will be provided required materials and privacy.

Critical aspects

- Identification of legality of currency
- Use of applicable exchange rates
- Accuracy of checking the calculations and numbers
- Establishment of identity of the holder in case of travellers cheques
- Record keeping and updating of accounts

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none"> • Hotel procedures for cashiering, • Different currencies and their special marks to identify the legality • Exchange rates • Basic knowledge on accounting • General knowledge of using credit card and card machines • General knowledge of all types of payment • General knowledge of cashiering in line with international rules and regulations • General knowledge of check out, individual, group, express check out 	<ul style="list-style-type: none"> • Written and oral communication skills • Ability to do accurate calculations • Ability to use card machines • Ability to use cash counting machines • Ability to prepare cash balances and reports • Computer skills • Interpersonal skills

Unit 18

UNIT TITLE	Hand over at End of the shift				
DESCRIPTOR	This unit covers performing end of the shift handing over and follow up tasks.				
CODE	TOU04S1U13V2	Level	3	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Prepare Shift task list	1.1 Unfinished work of the shift Identified <ul style="list-style-type: none">○ Special request○ Late arrival/departures○ Urgent messages○ Special incidents○ Tidying up
2 Prepare To-do list	2.1 To-do list function described 2.2 To-do list priority categorized
3 Prepare Hand over check list	3.1 Information on activities of the duty shift gathered for handing over meeting 3.2 Task completed record maintained

Range Statement

Competencies related to this unit may be performed by an individual working alone or as a member of a team, and may perform at different times of the day. This unit explains the handing over process at the end of the shift.

Tools, equipment and materials required may include:

- Handover sheets
- Guest activities sheets
- Any other documents

ASSESSMENT GUIDE

Form of assessment

Assessment for this competency unit needs to be holistic and must include real or simulated workplace activities

Assessment context

The assessment of practical skills must take place on the job or in a simulated work environment

Critical aspects

This unit may be assessed after the student has fully achieved the assigned task of a duty.

Assessment conditions

Assessments will take place under the direct supervision of assessors. Trainees will be permitted adequate time and they will be provided required materials and privacy.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none">• General knowledge of the reception work• Hotel procedures for shift handover• Task completion and follow up	<ul style="list-style-type: none">• Communication skill; read, write and speak• Interpersonal skills• Record keeping skills

