

Higher National Unit Specification

General information for centres

Unit title: Hospitality Front Office Procedures 1

Unit code: DL3N 34

Unit purpose: This Unit is designed to enable candidates to perform a series of front office procedures from advance reservations through to guest departure using a specialised front office computer system.

On completion of the Unit the candidate should be able to:

1. Operate an advance reservation system.
2. Complete pre arrival procedure.
3. Handle the arrival and in house requirements of guests.
4. Apply billing and departure procedures.

Credit points and level: 1 HN Credit at SCQF level 7: (8 SCQF credit points at SCQF level 7*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Recommended prior knowledge and skills: Access to this Unit will be at the discretion of the Centre, however it is recommended that candidates should have good keyboard and IT skills. It would be beneficial if candidates have Intermediate 2 Hospitality Reception Skills but it is not essential.

Core skills: There may be opportunities to gather evidence towards core skills in this Unit, although there is no automatic certification of core skills or core skills components.

Context for delivery: If this Unit is delivered as part of a group award, it is recommended that it should be taught and assessed within the context of the particular group award to which it contributes.

Assessment: This Unit could be assessed through three assessments which would require the candidate to operate a front office computer system to complete tasks associated with the guests cycle i.e. reservations, check in, requests during their stay and finally their departure.

General information for centres (cont)

Outcomes 1 and 2 will be assessed through a single instrument of assessment. Evidence may be generated through the production of reservation reports, arrivals list and an observation checklist may be appropriate to check accurate reservation, guest information and billing data within the system.

Outcomes 3 and 4 will be jointly assessed. It will cover the areas of check in, billing and departure. Evidence may be generated through the production of reports showing resident guests, guest bills and end of shift reports detailing total departmental sales and payments.

An observation checklist used to check accuracy of internal communications, legislative requirements, confidentiality and updated guest records. The assessment could also include a simple short answer restricted response paper to assess understanding of current registration legislation.

Higher National Unit specification: statement of standards

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The sections of the Unit stating the Outcomes, knowledge and/or skills, and evidence requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Operate an advance reservation system

Knowledge and/or skills

- ◆ Overview of the reservation process including computerised and manual systems
- ◆ Types of rooms, room rates, reservation status and technical terms
- ◆ Special requests and billing requirements
- ◆ Process reservations received from various sources including individual, company and travel agents
- ◆ Produce reservation reports
- ◆ Cancellation procedures for reservations received
- ◆ Produce confirmation letters
- ◆ Cancellation and confirmation procedures for reservations received
- ◆ Legislation, relating to advance reservations

Evidence requirements

This Outcome can be integrated with Outcome 2. Please refer to the evidence requirements for Outcome 2.

Assessment guidelines

The Outcome can be integrated with Outcome 2. Please refer to Outcome 2 for assessment guidelines.

Outcome 2

Complete pre arrival procedure

Knowledge and/or skills

- ◆ Room allocation theory and pre allocation of rooms
- ◆ Production of an arrival list

Higher National Unit specification: statement of standards (cont)

Unit title: Hospitality Front Office Procedures 1

- ◆ Production of registration cards
- ◆ Pre arrival procedures including checking correspondence, special requests and billing instructions
- ◆ Communication between front office and other departments
- ◆ Procedures to handle guest messages and mail

Evidence requirements

The knowledge and skills will be assessed by a practical exercise, performance evidence should be recorded on an observation checklist.

Each candidate will need evidence to show that they can accurately input reservations into a computerised reservation system. Six bookings should be processed from the sources specified in Outcome 1.

An observation checklist should be used to record evidence that the following reservation details have been checked for accuracy:

- ◆ guest names
- ◆ number of guests
- ◆ room types and rates
- ◆ length of stay
- ◆ special requests and billing requirements

Evidence will show that the candidate can: pre allocate rooms and special requests, check correspondence and billing instructions.

The following pre-arrival details should be checked for accuracy

- ◆ Pre-allocation of rooms for appropriate reservations
- ◆ Billing instructions for company / travel agents which require the production of two bills
- ◆ Guest messages are accurately taken
- ◆ An internal communication highlighting a particular feature of the booking

This assessment should be carried out under controlled conditions.

Assessment guidelines

Evidence will be generated by producing a computerised reservation report and an arrivals list.

Higher National Unit specification: statement of standards (cont)

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Candidates should have access to notes explaining the operation of the software package.

Outcome 3

Handle the arrival and in house requirements of guests

Knowledge and/or skills

- ◆ Carry out registration procedures
- ◆ Current legislation pertaining to the completion of guest registration forms
- ◆ Guest requests are communicated both within the front office and to other departments
- ◆ Updating guest records following registration

Evidence requirements

This outcome can be integrated with Outcome 4. Please refer to the evidence requirements for Outcome 4.

Assessment guidelines

The assessment of this Outcome can be combined with Outcome 4. Please refer to the assessment guidelines in Outcome 4.

Outcome 4

Apply billing and departure procedures

Knowledge and/or skills

- ◆ Billing procedures to handle requests for individual and multiple bills
- ◆ Post charges to resident bills
- ◆ Make corrections to guest bills
- ◆ Process departmental sales and payments for non residents
- ◆ Departure process for guests
- ◆ Process payments for departing guests

Evidence requirements

Each candidate will carry out a practical exercise to show they can accurately complete the registration procedures for 6 bookings.

Each candidate will need evidence to show that they can accurately input charges and payments for 3 non residents and 6 resident rooms (as per bookings above). Complete the departure process for the six rooms.

Higher National Unit specification: statement of standards (cont)

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Assessment guidelines

Evidence will be generated through the production of an in house report which shows registered guests.

Evidence will be generated through the production of guest bills an end of shift report showing total departmental sales and payments.

The following arrival and in-house guest requirements will be checked for accuracy and recorded on an observational checklist:

- ◆ internal communication has taken place
- ◆ guest records have been updated
- ◆ registration meets legislative requirements
- ◆ client confidentiality is maintained

Evidence of registration legislation knowledge should be assessed by means of a short answer restricted response question paper.

Evidence should be generated under controlled conditions. Candidates should have access to notes explaining the operation of the computer system used.

Administrative Information

Unit code:	DL3N 34
Unit title:	Hospitality Front Office Procedures 1
Superclass category:	ND
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Higher National Unit specification: support notes

Unit title: Hospitality Front Office Procedures 1

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

The Unit is primarily intended to prepare candidates for work within a hospitality front office area using a computerised Front Office system. It covers the process of the “guest cycle” from reservations to the departure of guests.

In order to maintain continuity, it may be appropriate to cover the theory for all Outcomes at the beginning of the Unit prior to using the Computerised Front Office system.

In Outcome 1 it may be beneficial to start with the “Guest Cycle” and an overview of the Front Office department including the duties carried out and how it relates to the other departments within a hospitality establishment. An overview of the reservation process and the technical terms used should be provided prior to using a computerised system. Candidates should be introduced to the computerised Front Office system in use and be able to process bookings from individuals, companies and travel agents. The bookings could require the candidate to handle the following situations: guests sharing rooms, special requests, corporate / travel agent bookings where individual guest names are not available at the time of the booking, VIP status, sales ledger / accounts to company which require the set up of multiple bills, requests for deposits and taking cancellations for bookings.

The reservation information detailed within Outcome 1 will provide the basis of the activities carried out in Outcomes 2, 3 and 4. The exercises could cover a 3 to 5 day continuous period, days 1 to 3 could be used for teaching purposes and subsequent days for assessment.

In Outcome 2, candidates look at the theory behind the pre-arrival procedures including the need for attention to detail when satisfying guest requests. After this introduction candidates will operate the computer system to allocate rooms, produce arrival lists, print registration forms and record guest messages. A simple diagram could be used to show the in/out flow of information between the front office and other departments.

Outcome 3 will look at the arrival procedures and the activities which may be carried out during the guests stay. This outcome should include the check in of guests, legislation relating to guest registration, updating of guest information including addresses, early morning calls, newspapers, payment information and additional requests eg additional towels, dinner reservations, special dietary needs, late check out and express checkout and relaying these to the appropriate departments/staff within the establishment. Most of these activities can be undertaken using the computerised front office system.

Higher National Unit specification: support notes (cont)

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In Outcome 4, the candidate should post charges from a variety of departments (using the computerised front office system) to guest bills. This should include situations which will result in the production of two bills, one being transferred to ledger, the other being paid by the guest. The candidate should be able to make corrections to a bill, for example following a complaint make an allowance to the appropriate departmental sales figure. This outcome should also process payments of various types eg Visa, MasterCard, American Express, Cash, Cheque and Account to Company and foreign currency and print bills and check out guests out from the system. Depending on the Front Office system used an end of day / cashiers summary report may be produced to verify all postings and payments.

Although most modern Front Office systems feature the integration of point of sale interfaces it is unlikely that this will be available within a college situation. For this reason it is deemed appropriate that candidates should process departmental sales and payments for non residents via the Front Office package.

This Unit should be delivered as a stand alone Unit. It would be expected that this Unit be delivered towards the beginning of the HNC / D courses as this Unit should be undertaken prior to Hospitality Front Office Procedures 2. This Unit should be delivered in a way that enables candidates to appreciate its relevance to the occupational area covered.

Guidance on the delivery and assessment of this Unit

Assessment will be by three instruments of assessments; the first assessment being undertaken mid way through the Unit following the completion of the exercises for Outcomes 1 and 2. The second assessment will be undertaken towards the end of the Unit after completion of exercises for Outcomes 3 and 4. Both assessments should be held in controlled conditions. Candidates are allowed to use notes explaining the operation of the specialist front office system which is being used.

The third assessment covers legislation from Outcomes 1 and 3 and could be delivered by means of a short answer restricted response question paper.

Open learning

Due to the specialist nature of the software it is unlikely that this Unit can be delivered on a distance learning basis.

If access to the specialist software is available and comprehensive guidance notes are provided candidates may be able to complete the Unit on an Open Learning basis.

For information on normal open learning arrangements please refer to the SQA guide "Assessment and Quality Assurance of Open and Distance Learning (SQA, 2000)

Higher National Unit specification: support notes (cont)

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Candidates with additional support needs

This Unit specification is intended to ensure that there are no artificial barriers to learning or assessment. The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative Outcomes for Units. For information on these, please refer to the SQA document *Guidance on Special Assessment Arrangements for Candidates with Additional Support Needs* (BA 2399, SQA, due 2004).

General information for candidates

Unit title: Hospitality Front Office Procedures 1

This Unit is designed to enable you to recognise the important role the front office plays in a hospitality establishment. In most cases it is the first point of contact with the guest and as such has the responsibility to provide a warm welcome and help the business to meet the guests' needs.

This Unit provides background information about the duties carried out within the department. Modern front office's rely heavily on information technology and as such the main focus is on the use of specialist front office packages. There are many different systems in use within the industry however you will develop important skills which can be transferred from one system to another.

During the Unit you will use the computer system to take reservations, check in guests, handle a variety of realistic situations which could occur during their stay, produce accurate bills and finally check guests out.

In order to complete this Unit successfully you will be required to achieve a satisfactory level of performance on three pieces of assessed work. Midway through the Unit you will be required to undertake the first assessment in controlled conditions. It will last two hours and you will be required to produce a series of reports as evidence of your ability to process reservations and carry out arrival procedures. The second assessment will be undertaken towards the end of the Unit, again under controlled conditions lasting two hours. You will be required to produce accurate guest bills and a report showing the value of your postings and payments as evidence of your ability to post charges to guest bills, process payments and check out guests.

The third assessment will cover the legislation appropriate to front office.

You will be allowed to bring a copy of the guidance notes for the operation of the specialised computer system to assessments 1 and 2.