



## National Unit Specification: general information

**UNIT** Hospitality Front Office Skills (SCQF level 4)

**CODE** F4SP 10

### SUMMARY

The focus of this Unit is practical. Candidates will learn about the role and duties of Front Office staff within the hospitality industry. Candidates will be required to correctly complete check-in procedures, deal with guest telephone enquiries and respond to requests for information from guests by providing relevant local information.

This Unit is suitable for candidates with no prior knowledge or experience of the hospitality industry.

### OUTCOMES

- 1 Describe the roles and duties of Hospitality Front Office staff in relation to the guest cycle.
- 2 Take a telephone booking whilst following organisational procedure.
- 3 Respond to a guest arrival following organisational procedure.

### RECOMMENDED ENTRY

Entry is at the discretion of the centre.

### CREDIT VALUE

1 credit at Intermediate 1 (6 SCQF credit points at SCQF level 4\*).

*\*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.*

---

### Administrative Information

**Superclass:** ND

**Publication date:** June 2008

**Source:** Scottish Qualifications Authority

**Version:** 01

© Scottish Qualifications Authority 2008

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

Additional copies of this Unit Specification can be purchased from the Scottish Qualifications Authority. Please contact the Customer Contact Centre, telephone 0845 279 1000.

## **National Unit Specification: general information (cont)**

**UNIT**      Hospitality Front Office Skills (SCQF level 4)

### **CORE SKILLS**

There is no automatic certification of Core Skills in this Unit.

Opportunities for developing aspects of Core Skills are highlighted in *Guidance on Teaching and Learning Approaches*.

## **National Unit Specification: statement of standards**

### **UNIT Hospitality Front Office Skills (SCQF level 4)**

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

#### **OUTCOME 1**

Describe the roles and duties of Hospitality Front Office staff in relation to the guest cycle.

##### **Performance Criteria**

- (a) Describe the key roles of hospitality front office staff.
- (b) Describe the main duties of these staff.
- (c) Match the roles and duties to the appropriate stage of the guest cycle.

#### **OUTCOME 2**

Take a telephone booking whilst following organisational procedure.

##### **Performance Criteria**

- (a) Take a room reservation for a guest by telephone.
- (b) Prepare registration documentation for the reservation.
- (c) Follow organisational procedure throughout the call.

#### **OUTCOME 3**

Respond to a guest arrival following organisational procedure.

##### **Performance Criteria**

- (a) Welcome guest following organisational procedure.
- (b) Trace correct reservation and allocate room.
- (c) Complete registration card and confirm method of payment.
- (d) Issue key and key card and promote additional services.
- (e) Respond to a specific enquiry from the guest regarding local information.

## **National Unit Specification: statement of standards (cont)**

**UNIT** Hospitality Front Office Skills (SCQF level 4)

### **EVIDENCE REQUIREMENTS FOR THIS UNIT**

Evidence must be produced to demonstrate that all Outcomes and Performance Criteria have been met.

Written/oral and performance evidence is required for this Unit.

- ◆ written/oral evidence is required which demonstrates knowledge and understanding of the key roles and duties of the front office staff
- ◆ practical activities for this assessment should be carried out under supervision either in a simulated environment, realistic working environment or workplace, and should involve check-in procedures for a guest with a reservation, dealing with telephone enquiries and providing up-to-date information to guests

#### **Outcome 1 — Written/oral evidence**

Evidence for this Outcome should be delivered in open-book supervised conditions. Candidates should demonstrate that they have knowledge and understanding of the key roles and main duties undertaken by front office staff. Candidates will be required to describe six job roles, describe their main duties and match these to the guest cycle. The evidence should be gathered at suitable points throughout the Unit.

**Guest Cycle:** Pre-arrival, Arrival, In-House, Departure.

#### **Outcome 2 — Performance evidence**

Candidates will be required to demonstrate by practical activity in supervised conditions on at least one occasion that they are able to:

- ◆ take a room reservation for a guest by telephone
- ◆ prepare registration documentation for the reservation
- ◆ follow organisational procedures throughout the call

**Registration documentation:** registration form and key card.

An assessor observation checklist must be retained as evidence of performance.

## **National Unit Specification: statement of standards (cont)**

### **UNIT** Hospitality Front Office Skills (SCQF level 4)

#### **Outcome 3 — Performance evidence**

Candidates will be required to demonstrate by practical activity in supervised conditions, on at least one occasion that they are able to:

- ◆ welcome guest following organisational procedures
- ◆ trace correct reservation and allocate room
- ◆ complete registration card and confirm method of payment
- ◆ issue key and key card and promote additional services
- ◆ respond to a specific enquiry from the guest regarding local information

**Additional services:** dinner reservation, newspapers, early morning call.

**Local information:** train times, entertainment.

An assessor observation checklist must be retained as evidence of performance.

The Assessment Support Pack provided for this Unit illustrates the standard that should be applied. It includes an example of an assessment to test knowledge and understanding and assessor checklists for Outcomes 2 and 3. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

## **National Unit Specification: support notes**

### **UNIT Hospitality Front Office Skills (SCQF level 4)**

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**

This Unit is a mandatory Unit of the National Certificate Group Award in Hospitality at Intermediate 1. It can also be taken as a free-standing Unit.

Practical activities for this Unit should be carried out either in a simulated environment, realistic working environment or the workplace, and should provide opportunities to develop good working practice.

Candidates should be aware of where the Front Office department fits into the structure of a Hospitality business, the main roles it carries out, how the department is organised and finally the tasks carried out by the receptionist.

The Front Office requires its staff to have a variety of skills; initially this will focus on the effective use of the telephone and check-in procedures. In order to provide an effective service to guests it is important that Front Office staff have product knowledge and are able to answer questions about the local area. The aim of this Unit is to equip candidates with these key skills.

Outcome 1 should provide a brief introduction to the department. The role of the Front Office should be explained highlighting the importance of the department for creating a positive impression, selling the bedroom and ancillary facilities/services and as the communication hub of the business. The work of the Front office staff should be explained in the context of the Guest Cycle, ie Pre Arrival, Arrival, In House and Departure, this will also provide an opportunity to explain the technical terms used within the department.

Outcome 2 will demonstrate the appropriate way to take a reservation over the phone. Candidates could be given the opportunity to handle test calls before being assessed. They should be familiar with the importance of complying with company and industry standards and be aware of the impression which can be created if a call is not answered within an appropriate time scale or handled in a professional manner. They will also learn about the documentation associated with reservations for example reservation form and key card.

Outcome 3 will provide an opportunity to learn about the reservation and check-in process in detail. Candidates should be given an overview of the process before looking at each element in detail. Practical exercises should provide the candidate with the opportunity to practice each section, before bringing all the elements together to check-in a guest. The aim of this Outcome is also to provide candidates with the background knowledge which will help them provide an effective information service to guests.

## **National Unit Specification: support notes**

### **UNIT Hospitality Front Office Skills (SCQF level 4)**

In addition the use of the internet can be a valuable source of local information, it can help the candidate answer basic questions such as ‘what’s on at the cinema tonight’, ‘when is the next train to ...’. The candidate should be introduced to the use of search engines, how to set up a “favourites” structure and web sites which will help them to help the guest. Other sources of information should also be introduced.

It is also important that candidates realise that product knowledge is also important and they should be aware of what they will be expected to know.

#### **GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT**

This Unit should assist candidates to gain an insight into the work of the Hospitality Front Office. Ideally candidates should have the opportunity to visit one/two residential establishments to view the work carried out by the department. This visit could also provide an insight into the facilities/services provided by the business.

A simple exercise where candidates will be provided with a list of tasks using their technical names eg check-in, a description of the task and the various stages of the guest cycle. Candidates could then match the description of the task, to its technical name and finally its position within the guest cycle.

Candidates will be required to handle the check-in of a booking, the candidate should have access to a supply of Front Office stationery eg key cards, newspaper and early morning call sheets, background information about the business and the pre prepared reservations relating to the arrival.

Role play situations should be developed for the reservations; this should provide the opportunity for the candidate to demonstrate their social skills and selling skills.

The telephone call for the reservation should be based on a role play script which requires candidates to answer questions / provide information. Candidates should have access to material which will enable them to handle the call effectively.

The candidate should demonstrate that they can effectively use the Internet or other sources to research the local area. If using the Internet they should set up ‘favourites’ which will enable them to quickly answer questions about their local area. The candidate will then use a search engine to discover web sites which will provide information about the local area, its transportation and tourist facilities. In order to check the effectiveness of their favourites they should be asked a question related to shopping, entertainment, restaurants, bars as well as the key tourist attractions. This question can be asked by their colleagues in a role play situation.

The centre must make a decision as to whether they will introduce specialised Front Office packages at this stage. If a specialised package is used the candidates will not be expected/required to enter the relevant reservations which are linked to the arriving guests, this will be the responsibility of the centre.

## National Unit Specification: support notes (cont)

### UNIT Hospitality Front Office Skills (SCQF level 4)

Candidates should experience workplace conditions and should be encouraged to perform tasks and conduct themselves in a manner appropriate to the workplace. It is important to encourage candidates throughout the Unit to evaluate their own work and progress. They should be encouraged to seek advice and set themselves goals to build competence and confidence.

The Unit, therefore, should incorporate a variety of approaches to teaching and learning and may include:

- ◆ tutor demonstrations
- ◆ role play
- ◆ practical activities
- ◆ a variety of resource materials

Practical activities should be carried out either in a simulated environment, realistic working environment or the workplace. This will develop skills and good working practices.

### OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

In this Unit candidates will be communicating with customers. There may be the opportunity to use *IT* to book guest or researching sources of Information. There will therefore be opportunities to develop aspects of the following Core Skills:

- ◆ Communication
- ◆ Using Information Technology

### GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

#### Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

Outcome 1 tests the candidates' knowledge of the roles and duties of Front office staff with in the guest cycle. Outcomes 2, 3 are based on practical activity.

Assessor observation checklists and other assessment records should be maintained and kept up to date to track candidate progress and provide evidence for internal and external verification purposes.

Assessor observation checklists and other assessment records should be maintained and kept up to date to track candidate progress and provide evidence for internal and external verification purposes.



## **National Unit Specification: support notes (cont)**

### **UNIT**      Hospitality Front Office Skills (SCQF level 4)

The Assessment Support Pack provided for this Unit illustrates the standard that should be applied. It includes an example of an assessment to test knowledge and understanding and assessor checklists for Outcomes 2 and 3. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

### **CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS**

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. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* ([www.sqa.org.uk](http://www.sqa.org.uk)).