



National Unit Specification: general information

UNIT Hospitality Front Office Skills (SCQF level 5)

CODE F7E2 11

SUMMARY

This Unit is an optional Unit of the National Certificate in Hospitality at SCQF level 5. The Unit will introduce candidates to the operation of the front office in various hospitality establishments and will provide candidates with the skills and knowledge necessary to operate an advance reservations system and carry out tasks in relation to check-in. It is suitable for candidates who have no previous experience.

OUTCOMES

- 1 Identify the role of front office, job titles of staff and lines of communication in a range of organisations.
- 2 Operate a reservations system for the advance letting of accommodation.
- 3 Operate procedures for guest check-in.

RECOMMENDED ENTRY

Entry is at the discretion of the centre.

CREDIT VALUE

1 credit at SCQF level 5 (6 SCQF credit points at SCQF level 5*)

**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

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National Unit Specification: general information (cont)

UNIT Hospitality Front Office Skills (SCQF level 5)

CORE SKILLS

There is no automatic certification of Core skills or Core Skill components in this Unit.

Opportunities to develop aspects of Core Skills are highlighted in the Support Notes of this Unit.

National Unit Specification: statement of standards

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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 the Scottish Qualifications Authority.

OUTCOME 1

Identify the role of front office, job titles of staff and lines of communication in a range of organisations.

Performance Criteria

- (a) Describe the role of front office in specified organisations.
- (b) Identify the main job titles of front office staff in specified organisations.
- (c) Identify the departments within these organisations with which front office staff communicate.

OUTCOME 2

Operate a reservations system for the advance letting of accommodation.

Performance Criteria

- (a) Enter client information into the reservation system.
- (b) Deal with the cancellation of a reservation.

OUTCOME 3

Operate procedures for guest check-in.

Performance Criteria

- (a) Welcome guest following organisational procedure.
- (b) Find guest reservation and allocate room.
- (c) Produce guest registration card for guest to complete.
- (d) Issue key and key card.
- (e) Promote an additional service.
- (f) Respond to a specific guest enquiry regarding local information.
- (g) Update guest profile information following check-in.

National Unit Specification: statement of standards (cont)

UNIT Hospitality Front Office Skills (SCQF level 5)

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 role of front office, front office staff titles and lines of communication within specified organisations
- ◆ Practical activities for this Unit should be carried out under supervision in a realistic environment and should provide opportunities to demonstrate good working practice.

Outcome 1 — Written/oral evidence

Candidates should provide evidence that they can:

- ◆ describe the role of front office in specified organisations
- ◆ identify the main job titles of front office staff in specified organisations
- ◆ identify within these organisations the departments with which front office staff communicate

Organisations: hotel, hall of residence

This assessment could be completed by the use of a pro forma and should be conducted in open-book conditions.

Outcomes 2 and 3 — Performance evidence

Candidates will be required to demonstrate by practical activity that they are able to:

- ◆ enter client information into the reservation system
- ◆ deal with the cancellation of a reservation
- ◆ welcome guest following organisational procedure
- ◆ find guest reservation and allocate room
- ◆ produce guest registration card for guest to complete
- ◆ issue key and key card
- ◆ promote an additional service
- ◆ respond to a specific guest enquiry regarding local information
- ◆ update guest profile information following check-in

Additional Services: dinner reservation, newspapers, early morning call

Local Information: travel, entertainment, visitor attractions

National Unit Specification: statement of standards (cont)

UNIT Hospitality Front Office Skills (SCQF level 5)

All performance criteria must be achieved on a minimum of one occasion.

Candidates must promote a minimum of one additional service.

Candidates must respond to client enquiry about one piece of local information.

The activity must be carried out in supervised conditions and an assessor observation checklist must be retained as evidence of performance.

National Unit Specification: support notes

UNIT Hospitality Front Office Skills (SCQF level 5)

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 an optional Unit of the National Certificate in Hospitality at SCQF level 5, but can be taken as a freestanding Unit.

Practical activities should be carried out in a classroom which allows candidates access to computers and a front office computer application.

The focus of this Unit is practical. The Unit will develop the skills required to operate an advance reservations system and carry out tasks in relation to guest check-in. The Unit will also introduce candidates to the role of the front office in various sectors of the hospitality industry, and the roles and responsibilities of staff involved in this area.

Candidates should be aware of the front office in various hospitality organisations and the roles and responsibilities of personnel at various levels of the organisational structure. The procedures and documentation used when dealing with guests regarding advance reservation and check-in should be explained and used.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

The requirements for the Unit should be discussed with candidates as part of the induction to the Unit. The main approach to learning and teaching should be practical and experiential. Candidates should be encouraged to learn through a variety of activities which are designed to enhance their awareness of the work that goes on in the front office. Candidates should be encouraged to perform tasks and conduct themselves in a manner appropriate to the workplace.

Each part of teaching/learning should incorporate both theory and practice to facilitate learning, and all Outcomes should be integrated where possible.

Centres should consider taking candidates on educational visits to appropriate hospitality operations to view the front office area and the facilities and services offered.

Outcome 1

Candidates should be aware of the role the front office plays within the various organisations, eg hotels, clubs, halls of residence, hospitals, cruise ships, youth hostels, etc, in relation to the services provided for both guests and staff. The roles and responsibilities of front office staff at all levels of the organisational structure should be identified. These include trainee receptionists, receptionists, telephonists, shift leaders, head receptionists, front office managers, etc. Candidates should be aware of the way various front office departments are organised and their appropriateness to the hospitality operation concerned. The importance of effective communication (formal and informal) between front office and other departments must be explained, including appropriate internal communication systems, for example, verbal, written and electronic methods.

National Unit Specification: support notes (cont)

UNIT Hospitality Front Office Skills (SCQF level 5)

Outcome 2

Candidates should be aware of the sources of reservations such as tourist boards, travel agents, central reservations offices, tour operators, consortia, individuals, conference booking agencies, referrals, etc, in relation to the hospitality organisation being discussed. An explanation of different tariff structures such as European, Continental, American plans, weekend and bargain breaks, discounted tariffs, group rates, long term rates, etc should be given.

Candidates should be aware of the procedures used when dealing with advance bookings, including manual and computerised systems, email, and internet for advance room letting in different types of residential accommodation. An explanation of the process from enquiry stage through to confirmation should be highlighted. Reservation documentation including reservation forms, booking charts, confirmation letters, amendment and cancellation slips etc, should be completed.

Outcome 3

Candidates should be aware of the procedures and documentation used in handling guest arrivals. The importance of preparing for guest arrival should be highlighted. Arrival documentation, including registration cards, arrival lists, special request reports, room assignment reports, room status lists, key cards, early morning call, newspaper sheets, and dinner reservations should be completed. Candidates should be aware of the process used to record guest charges from various areas of the organisation.

Candidates should be able to deal with guest enquiries and requests in an efficient manner. Information such as opening and closing times of facilities within the operation, availability of products and services (eg room service, hairdressing, toiletries, etc), and information on the surrounding area should be given.

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

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

OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

In this Unit candidates will be communicating with customers and using IT. There will therefore be opportunities to develop aspects of the following Core Skills:

- ◆ *Communication*
- ◆ *IT*

National Unit Specification: support notes (cont)

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GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The evidence requirements are fully expressed in the mandatory section of this Unit Specification. Assessor observation checklists and other assessment records should be maintained and kept up-to-date to keep track of candidate progress and provide evidence for internal and external verification purposes.

DISABLED CANDIDATES AND/OR THOSE WITH ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.