

Unit DR65 04 (2R2)

Deal with the arrival of customers

This Unit has the following element:

Element 1 (2R2.1)

Deal with the arrival of customers

Candidate Name:

Assessment Centre:

I have completed the requirements of this Unit.

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

Assessor counter signature:
(where applicable) _____ **Date:** _____

IV signature: _____ **Date:** _____

IV counter signature:
(where applicable) _____ **Date:** _____

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Unit Summary

This Unit is about dealing with the arrival of customers, processing their registration documents and promoting the products and services of the organisation.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ meeting and greeting customers
- ◆ processing customer details and documentation
- ◆ dealing with customer problems
- ◆ giving customers information about services on offer

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Element 1 (2R2.1)

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What you must do (circled numbers must be observed)		Assessor initials/date
①	Correctly identify customer requirements	
②	Retrieve any customer booking details from the booking system and check them with the customer	
③	Offer alternatives for any services that are not available as requested	
④	Complete the registration document correctly	
⑤	Give accurate information which meets the customers needs	
⑥	Promote the services and facilities of your organisation when appropriate	
⑦	Pass on customer details to the relevant departments in line with organisation's procedures	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through questioning or witness testimony						
<i>Customers, at least one required from the following:</i>						
customers with routine requirements						
customers with special requirements						
customers without advanced bookings						
<i>Booking systems, at least one required from the following:</i>						
computerised system						
manual system						
<i>Information to customers, at least four required from the following:</i>						
location of room						
key security and safety procedures						
services and facilities available						
prices						
special offers and promotions available						
<i>Services and facilities, at least one required from the following:</i>						
business facilities						
leisure facilities						
food and beverage facilities						

Unit DR65 04 (2R2)**Deal with the arrival of customers****Element 1 (2R2.1)****Deal with the arrival of customers**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit DR65 04 (2R2)**Deal with the arrival of customers****What you must know for the Unit****For the whole Unit**

K1	Your organisation's standards for customer care and why these are important
K2	Your organisation's booking procedures and why it is important to follow these correctly
K3	Your organisation's checking in procedures and why it is important to follow these correctly
K4	Basic legal requirements relating to accommodation, goods and services for sale
K5	The types of unexpected situations and problems that may occur when customers arrive and how to deal with these
K6	Why registration documentation must be correctly completed by the customer
K7	The specific requirements for registering overseas visitors
K8	Your organisation's procedure for allocation of rooms
K9	Why it is important to give accurate information to customers
K10	Why it is important to correctly identify customer requirements
K11	What registration information must be obtained in order to comply with legislation
K12	Why all correspondence relating to the booking should be available

Knowledge evidence retained

Assessor signature: _____

Date: _____

Unit DR65 04 (2R2)**Deal with the arrival of customers**

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Assessor Feedback