

Unit D9E0 04 (HS21)

Maintain the reception service

This Unit has the following elements:

Element 1 (HS21.1)

Prepare the reception service

Element 2 (HS21.2)

Supervise the running of the reception service

Element 3 (HS21.3)

Help to review and improve the reception service

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

The reception service is very much in the frontline of the hospitality industry. Reception staff are usually the first point of contact with the customer, and first impressions are often the most important. The reception service is also likely to be where the customer will take problems and complaints and will expect these to be dealt with in a friendly, sympathetic and efficient manner. The success of a guest's stay may well depend on how well the reception service measures up.

You must ensure that the reception service has all the necessary staff, equipment and supplies. You must make sure that procedures are in place for running the service, that staff are properly briefed, know how to present themselves to the customer and how to behave appropriately. You will also need to monitor what their staff do and always be looking for ways to improve the service even further.

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

- ◆ planning what equipment, supplies and staff you need for the reception service
- ◆ obtaining these resources
- ◆ helping to develop reception procedures
- ◆ briefing and debriefing staff
- ◆ checking staff appearance and the reception area
- ◆ making sure staff follow the reception procedures
- ◆ dealing with problems
- ◆ record keeping
- ◆ collecting feedback from staff and customers
- ◆ using this feedback to improve the service

What some of the words in this Unit mean	
Contingency plans	plans that allow you to identify, and plan for things that may go wrong
Customers	these include individual customers and other departments in your organisation as well as the general public
Industry codes of practice	guidelines drawn up by the hospitality industry which show how businesses should follow the law and deliver high standards to the customer
Legislation/ legal requirements	all aspect of law and regulations that affect the reception service, these may include: health and safety, data protection
Limits of your authority	what you can and cannot do according to your organisation's procedures
Records	these could be paper-based or computerised
Resources	the equipment, supplies and staff that you need in your area of responsibility
Supplies	this could include stationery, leaflets and other information materials
Variations to normal work routines	when the work of staff needs to change; this may come about as a result of requests from your own department, other departments, management or customers

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Element 1 (HS21.1)

Prepare the reception service

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure you have sufficient staff with the necessary skills to maintain the reception service	
2	Make sure your staff have resources they need when they need them	
3	Communicate procedures for the reception service to your staff	
4	Brief your staff on any variations to their normal work routines	
5	Encourage your staff to ask questions if there is information they do not understand	
6	Ensure that the appearance of the reception area and your staff's personal presentation follows organisational policy	

What you must cover (minimum requirement for observation/products of work 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 projects, questioning, work-based assignments, and expert witness testimony						
<i>Ensuring the following resources are available, all required from the following:</i>						
equipment						
supplies						
time						
<i>Helping to develop and communicate procedures to cover, at least four required from the following:</i>						
room allocation						
the provision of information						
customer arrivals						
discounts						
customer departure and billing						
handling complaints						
special requests						
over-bookings						

Unit D9E0 04 (HS21)**Maintain the reception service****Element 1 (HS21.1)****Prepare the reception service**

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

Unit D9E0 04 (HS21)

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Element 2 (HS21.2)

Supervise the running of the reception service

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure your staff follow the reception procedures	
2	Make sure your staff communicate with customers in a manner that promotes goodwill and understanding	
3	Deal with any problems that may disrupt the reception service when they occur	
4	Inform your staff and customers about any changes to the service that may affect them	
5	Complete the required records	
6	Make sure the reception service complies with relevant legislation and organisational policy	

What you must cover (minimum requirement for observation/products of work 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 projects, questioning, work-based assignments, and expert witness testimony						
<i>Ensuring staff follow procedures for, at least four required from the following:</i>						
room allocation						
the provision of information						
customer arrivals						
discounts						
customer departure and billing						
handling complaints						
special requests						
over-bookings						
<i>Dealing with problems relating to, at least one required from the following:</i>						
equipment						
staff						
customers and potential customers						
suppliers						
accidents and emergencies						
room availability						
condition of rooms						

Unit D9E0 04 (HS21)**Maintain the reception service****Element 2 (HS21.2)****Supervise the running of the reception service**

Candidate name:		Assessor initials/date
No	Activity	
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Unit D9E0 04 (HS21)

Maintain the reception service

Element 3 (HS21.3)

Help to review and improve the reception service

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Collect and record feedback from staff and customers	
2	Pass this feedback on to the relevant people following your organisation's requirements	
3	Monitor procedures and review them to ensure the service meets the needs of customers	
4	Recommend changes when necessary	
5	Support your recommendations with evidence including what the implications of change may be	
6	Collect, record and report performance statistics following your organisation's procedures	

What you must cover (minimum requirement for observation/products of work 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 projects, questioning, work-based assignments, and expert witness testimony						
<i>Collecting and analysing the following types of feedback, both required from the following:</i>						
verbal						
written						
<i>Passing on feedback to the following relevant people, at least two required from the following:</i>						
your staff						
other departments						
managers						
<i>Ensuring the service meets the needs of customers in terms of, at least two required from the following:</i>						
quality of service						
efficiency of service						
special requirements						
<i>Outlining the possible implications of change covering, at least three required from the following:</i>						
quality of service						
efficiency of service						
flexibility to meet special requirements						
staff workload						
staff training needs						
impact on other departments						

Unit D9E0 04 (HS21)**Maintain the reception service****Element 3 (HS21.3)****Help to review and improve the reception service**

Candidate name:		Assessor initials/date
No	Activity	
1		
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What you must know for the Unit	
For the whole Unit	
K1	The roles and responsibilities of different individuals within your organisation and department and how they affect the reception service
K2	How to communicate with customers and suppliers
K3	How the reception service integrates with other departments in the organisation
K4	What may happen if the reception service and other departments do not work hand in hand
K5	How to implement the requirements of health and safety, employment and equal opportunities legislation and other industry specific regulations and codes of practice
Element 1 (HS21.1) Prepare the reception service	
K6	How to build effective teams
K7	What services are available to customers
K8	What customer needs and expectations are
K9	How to obtain information on guests — including, where appropriate, guest histories
K10	What the department's service targets and standards are and how to assess performance of staff against them
K11	How to estimate the time and other resources required for activities and ways of preparing contingency plans
K12	Who to approach when you need approval for the use of additional resources
K13	How to write procedures and work instructions effectively
K14	How to brief your staff taking account of the abilities and circumstances of individuals
K15	What the relevant channels of communication are for establishing and updating procedures
K16	What your organisation's discount policy is and how promotional offers should be handled
K17	Organisational standards for the reception area and the personal presentation and behaviour of staff
Element 2 (HS21.2) Supervise the running of the reception service	
K18	Ways of handling customer complaints
K19	How to monitor staff performance against organisational standards
K20	What action to take when staff performance falls below organisational standards
K21	How to encourage staff to make decisions for themselves within the limits of their authority
Element 3 (HS21.3) Help to review and improve the reception service	
K22	Why it is important to see the views of customers and staff and gain their feedback
K23	How to act on the feedback you receive
K24	The information you need to run the reception service and how to collect this information
K25	The different ways of completing and storing records — computerised and paper-based — and the advantages and disadvantages of each
K26	How to review and update plans, targets, objectives, activities and work performance
K27	How to present recommendations for improvement

Unit D9E0 04 (HS21)**Maintain the reception service**

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

Knowledge evidence retained

Assessor Feedback

Assessor signature: _____ **Date:** _____