National Unit Specification

General information

Unit title: Hospitality Reception Skills (SCQF level 5)

Unit code: J1WH 45

Superclass:	ND
Publication date:	April 2019
Source:	Scottish Qualifications Authority
Version:	01

Unit purpose

The unit will introduce learners to the operation of the front office in various hospitality establishments and will provide them with the skills and knowledge necessary to operate an advance reservations system and carry out tasks in relation to guest arrival procedures in a hospitality establishment.

This unit provides an introduction to hospitality reception skills and is suitable for learners with little or no experience. After completion of this unit, learners may progress to the unit *Reception and Concierge Skills* at SCQF level 6.

This unit is available as an option in the National Progression Awards (NPA) in Hospitality at SCQF levels 5 and 6 and the National Certificates (NC) in Hospitality Operations at SCQF levels 5 and 6, but can also be delivered as a freestanding unit.

This unit is part of a progressive suite of units in hospitality reception and front of house operations at SCQF levels 5–7.

Outcomes

On successful completion of the unit the learner will be able to:

1   Identify the role of reception in a hospitality establishment.
2   Operate a reservations system for the advance letting of accommodation.
3   Operate procedures for guest arrival.

Credit points and level

1 National Unit credit at SCQF level 5: (6 SCQF credit points at SCQF level 5)

National Unit Specification: General information (cont)

Unit title: Hospitality Reception Skills (SCQF level 5)

Recommended entry to the unit

While entry is at the discretion of the centre, learners will benefit from having good ICT and communication skills.

Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the support notes for this unit specification.

There is no automatic certification of Core Skills or Core Skill components in this unit.

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 subject area of the group award to which it contributes.

Equality and inclusion

This unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website **www.sqa.org.uk/assessmentarrangements**.

National Unit Specification: Statement of standards

Unit title: Hospitality Reception Skills (SCQF level 5)

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

Identify the role of reception in a hospitality establishment.

Performance criteria

(a) Describe the role of reception in a hospitality establishment
(b) Identify the main job titles of reception staff
(c) State the duties undertaken by reception staff
(d) Identify key skills and personal qualities required to work in reception

Outcome 2

Operate a reservations system for the advance letting of accommodation.

Performance criteria

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

Outcome 3

Operate procedures for guest arrival.

Performance criteria

(a) Welcome guests in the appropriate manner
(b) Find guest reservation and allocate room appropriately
(c) Produce guest registration card for guest to complete
(d) Issue key and key card
(e) Communicate additional in-house services to guests

National Unit Specification: Statement of standards (cont)

Unit title: Hospitality Reception Skills (SCQF level 5)

Evidence requirements for this unit

Evidence is required to demonstrate that learners have achieved all outcomes and performance criteria.

The evidence should be generated by the learner at appropriate points throughout the unit and will consist of performance and written/oral evidence.

Outcome 1 — Written/oral evidence

Learners will be required to:

♦ Describe the role of reception in a hospitality establishment
♦ Identify four job titles used in hospitality reception
♦ State the main duties undertaken by reception staff working in front office
♦ Identify the main skills and personal qualities required to work in hospitality reception

Evidence should be gathered in supervised conditions at an appropriate point in the unit.

Outcome 2 — Performance evidence

Learners are required to demonstrate that they can:

♦ Enter five reservations into a reservation system accurately
♦ Cancel one of the reservations entered

Evidence should be gathered in supervised conditions at an appropriate point in the unit.

Outcome 3 — Performance evidence

Learners are required to demonstrate, on one occasion, that they can:

♦ Welcome a guest in an appropriate manner
♦ Find the guest reservation and allocate a room to the guest
♦ Produce a registration card and ask the guest to complete the document
♦ Issue the key and key card
♦ Promote in-house services

Evidence should be gathered in supervised conditions at an appropriate point in the unit.

National Unit Support Notes

Unit title: Hospitality Reception Skills (SCQF level 5)

Unit support notes are offered as guidance and 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 available as an option in the National Progression Awards (NPA) in Hospitality at SCQF levels 5 and 6 and the National Certificates (NC) in Hospitality Operations at SCQF levels 5 and 6, but can also be delivered as a freestanding unit.

The focus of this unit is practical tasks that are part of the role of reception staff within a hospitality establishment with bedrooms. The unit will develop the skills required to operate an advance reservations system and carry out tasks in relation to guest arrival. The unit will also introduce learners to the role of the reception in various sectors of the hospitality industry, and the job and duties of staff involved in this area.

Learners should be aware of reception 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 reservations and guest arrival should be explained and used.

Outcome 1

Learners should be aware of the role reception plays within the various organisations, eg, hotels, clubs, halls of residence, hospitals, cruise ships, and youth hostels in relation to the services provided for both guests and staff. The duties of reception 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. Learners should be aware of skills and personal qualities required by staff in reception roles, such as excellent communication skills, ability to solve problems, positive attitude, excellent customer care skills.

Outcome 2

Learners should be aware of sources of reservations such as tourist boards, travel agents, central reservations offices, tour operators, individuals, on-line booking agencies, referrals, in relation to the hospitality organisation being discussed. An explanation of different tariff structures such as room only, bed and breakfast, dinner/bed/breakfast, inclusive rates, weekend and bargain breaks, discounted tariffs, group rates, long term rates, should be given.

National Unit Support Notes (cont)

Unit title: Hospitality Reception Skills (SCQF level 5)

Learners should be aware of the procedures used when dealing with advance bookings, including manual and computerised systems, e-mail, and online 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/e-mails, and amendment and cancellation forms should be considered.

Outcome 3

Learners 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 considered.

Learners 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, Wi-Fi, etc) should be given.

This unit reflects some of the skills and knowledge undertaken in the National Occupational Standards for PPL2FOH2 Deal with the Arrival of Customers.

Guidance on approaches to delivery of this unit

The learning and teaching approaches should allow outcomes to be achieved in a learner-centered, participative and practical manner. Theoretical aspects should be covered before any practical activities.

The practical exercises should be teacher/lecturer-led and should be clearly explained, demonstrated and thoroughly understood before the commencement of the exercise.

Practical work may be carried out individually or in groups. However, learners must be able to generate their own evidence. Activities undertaken should allow the learner to integrate theoretical knowledge with practical exercises. Theoretical aspects of the unit may be delivered through discussions, question and answer sessions, pictorial and diagrammatical illustrations, e learning, internet research, audio visual aids, textbooks, visits or any other appropriate teaching material.

Practical aspects of the unit such as completion of documents can be done either manually on a paper based booking system; using specialised front office software or apps. Role-play scenarios should be given to students as formative assessments prior to their summative assessment of Outcome 3.

Centres should consider taking learner on educational visits to appropriate hospitality operations to view the reception area and the facilities and services offered.

National Unit Support Notes (cont)

Unit title: Hospitality Reception Skills (SCQF level 5)

Guidance on approaches to assessment of this unit

Evidence can be generated using different types of assessment. The following are suggestions only. There may be other methods that would be more suitable to learners.

Centres are reminded that prior verification of centre-devised assessments would help to ensure that the national standard is being met. Where learners experience a range of assessment methods, this helps them to develop different skills that should be transferable to work or further and higher education.

Outcome 1

In this outcome, various questioning techniques could be used to assess the learners. These could include restricted response questions for the role of reception in hospitality, the duties undertaken by a receptionist and the skills and qualities required to work in front office, as well as matching or multiple-choice questions for the main job titles in reception. This should be completed under open-book supervised conditions.

Outcomes 2 and 3

Outcomes 2 and 3 should be assessed practically by accurately completing reservations using a front office system whether it is a manual or computerised system. These reservations will then be used to role play the arrival and checking in of one guest. An observation checklist with completed arrival documentation will be used to assess the learners' knowledge and skills. This should be completed under open-book supervised conditions.

Opportunities for 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 Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all learner evidence and that conditions of assessment as specified in the evidence requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at **www.sqa.org.uk/e-assessment**.

Opportunities for developing Core and other essential skills

Communication: **Oral Communication at SCQF level 4**

For Outcome 3, learners are required to greet guests appropriately, in a hospitality environment. This involves following guest arrival procedures and promoting in-house services, therefore, they will be demonstrating the Core Skill component of Oral Communication at SCQF level 4.

National Unit Support Notes (cont)

Unit title: Hospitality Reception Skills (SCQF level 5)

***Information and Communication Technology*: Accessing Information at SCQF level 4**

Learners are likely to use the internet to investigate the role of the reception department in hospitality establishments and the roles and the duties of reception staff; therefore, they will be demonstrating the Core Skill component of Accessing Information level 4.

***Information and Communication Technology*: Providing/Creating Information at SCQF level 4**

If learners use a computerised reservations system for Outcomes 2 and 3, there will be opportunities to develop the Core Skills component of Providing and Creating Information at SCQF level 4.

***Problem Solving*: Critical Thinking at SCQF level 4**

For Outcome 1, learners are required to gather information, in order to identify the role of the reception within hospitality establishments and the duties of reception staff. For Outcomes 2 and 3, learners are required to understand how to operate advanced guest reservations systems, greet guest appropriately and process their information accurately. In carrying out these tasks, learners will be demonstrating the Core Skill component of Critical Thinking at SCQF level 4.

***Working with Other*: Working Co-operatively with Others at SCQF level 4**

For Outcome 3, learners are required to greet guests appropriately, in a hospitality environment. This involves following guest arrival procedures and promoting in-house services, therefore, they will be demonstrating the Core Skill component of Oral Communication at SCQF level 4.

Learners will also enhance their employability skills by being able to undertake reception tasks to industry standards.

History of changes to unit

Version	Description of change	Date

Additional copies of this unit specification can be purchased from the Scottish Qualifications Authority. Please contact the Business Development and Customer Support team, telephone 0303 333 0330.

General information for learners

Unit title: Hospitality Reception Skills (SCQF level 5)

This section will help you decide whether this is the unit for you by explaining what the unit is about, what you should know or be able to do before you start, what you will need to do during the unit and opportunities for further learning and employment.

This unit introduces you to the area of hospitality reception and is an introductory unit to the subject area. There are three outcomes in this unit:

Outcome 1 looks at what types of hospitality establishments provide reception services such as hotels, residential accommodation, cruise ships and the role of reception in these types of operation. You will then learn about the different jobs in reception and what these jobs involve. You will learn a lot about what receptionists do in terms of the role they play and the tasks they undertake. Finally, you will consider what qualities and skills are necessary if you wished to become a member of reception staff.

Outcome 2 considers how bookings for bedroom accommodation are made and what information is required to make these bookings. You will also look at the different types to rooms, pricing and special requests available in different establishments. You will learn to make bookings for guests wishing to stay in hospitality accommodation and get to know the terminology used by reception staff. You will also be able to cancel reservations if guests decide that they do not want the room space. You may use a specialist booking system for the exercises in the outcome.

Outcome 3 will look at what happens when a guest arrives at a hospitality establishment and what you would do to check them. It looks at the questions you have to ask them and the information you have to gain from the guest who is going to stay. You will have to fill in the correct arrival documents as well as welcome the guest to your establishment and provide them with information relating to their stay. This is practised by using role-play scenarios to make you confident in dealing face to face with guests and customers.

You will be assessed using three assessments all completed in class. The first assessment is structured questions about reception and the people and jobs involved in this area. The second assessment is about you taking reservations and making sure the information about bookings are accurately and correctly placed in the reservation system used. Finally, the third assessment is where you role-play being the receptionist on duty when guests arrival and you check them in and organise their welcome to the establishment.

All these tasks give you an insight into the workings of reception in a hospitality establishment and provide you with employability skills that could help you gain employment in a reception area of a hotel or other hospitality establishment.

Completion of this unit may also enable you to develop the following Core Skills:

♦ *Communication*: Oral Communication at SCQF level 4
♦ *Information and Communication Technology*: Accessing Information at SCQF level 4
♦ *Information and Communication Technology*: Providing/Creating Information at SCQF level 4
♦ *Problem Solving*: Critical Thinking at SCQF level 4
♦ *Working with Others*: Working Co-operatively with Others at SCQF level 4

On completion of this unit, you could progress to the unit *Reception and Concierge Skills* at SCQF level 6.