



National Unit Specification

General information

Unit title: Reception and Concierge Services (SCQF level 6)

Unit code: J1WS 46

Superclass: ND

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Version: 02

Unit purpose

The purpose of this unit is to introduce learners to the services offered by reception and concierge service to guests staying in various hospitality accommodation establishments.

Learners will develop the skills and knowledge to enable them to communicate with guests, provide information on the internal and external services provided by hospitality establishments and arrange these services.

This unit is suitable for learners who are studying this subject area for the first time and wish to progress within the hospitality industry.

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

This unit also 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 Describe the role of reception and concierge staff in providing guest services.
- 2 Arrange internal services for guests in a hospitality establishment.
- 3 Organise external services for guests in a hospitality establishment.

National Unit Specification: General information (cont)

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Credit points and level

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

Recommended entry to the unit

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

Core Skills

Achievement of this Unit gives automatic certification of the following Core Skills component:

Core Skill component	Critical Thinking at SCQF level 4 Working Co-operatively with Others at SCQF level 4
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Any opportunities to develop further aspects of Core Skills are highlighted in the Support Notes section of this Unit specification.

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: Reception and Concierge Services (SCQF level 6)

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 role of reception and concierge staff in providing guest services.

Performance criteria

- (a) Outline the role reception and concierge staff play in providing guest services
- (b) Identify the shift patterns reception and concierge undertake to provide guest services
- (c) Describe the duties undertaken by the reception and concierge team in providing internal and external services for guests.
- (d) State the key skills and personal qualities required to provide guest services

Outcome 2

Arrange internal services for guests in a hospitality establishment.

Performance criteria

- (a) Communicate effectively using the telephone to deal with guests' requests
- (b) Inform guests of internal services in an appropriate manner
- (c) Deal with mail and messages for in house guests correctly
- (d) Outline how to deal with the distribution and storage of guest luggage correctly
- (e) State the procedure used to keep guests' valuables safe

Outcome 3

Organise external services for guests in a hospitality establishment.

Performance criteria

- (a) Describe the types of external services available to guests
- (b) State the correct procedure for organising external services for guests
- (c) Provide accurate tourist information about the local area
- (d) Arrange suitable external services for guests

National Unit Specification: Statement of standards (cont)

Unit title: Reception and Concierge Services (SCQF level 6)

Evidence requirements for this unit

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

The evidence will 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 are required to:

- ◆ Outline the role reception and concierge staff play in providing guest services
- ◆ Identify three shift patterns reception and concierge would undertake to ensure a consistent level of service to guests
- ◆ Describe six duties undertaken by reception and concierge staff in providing internal and external services for guests.
- ◆ State the main skills and personal qualities required to provide guest services

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

Outcome 2 and 3 — Written/oral and performance evidence

Written/oral evidence — learners are required to:

- ◆ Outline how to deal with distribution and storage of guest luggage
- ◆ State the procedures for keeping guests' valuables safe
- ◆ Describe four external services available to guests
- ◆ State the correct procedures for organising external services

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

Performance evidence — learners are required to demonstrate that they can:

- ◆ Communicate using a telephone to deal with one guest request and provide the guest with information about one internal service
- ◆ Deal with mail and messages for in-house guests
- ◆ Provide two pieces tourist information about the local area
- ◆ Arrange three external services for guests

National Unit Support Notes

Unit title: Reception and Concierge Services (SCQF level 6)

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 Award (NPA) in Hospitality at SCQF level 6 and the National Certificate (NC) in Hospitality Operations at SCQF level 6, but can also be delivered as a freestanding unit.

The focus of this unit is to consider the services offered by reception and concierge staff for guests within hospitality establishments. The unit will develop the skills required to undertake the duties of the reception and concierge staff in satisfying guests' queries and requests. The unit has both knowledge and practical based elements, and will provide an insight into what happens on the concierge desk and on reception when guests are staying at a hospitality establishment.

Outcome 1

Learners should be aware of the role the reception and concierge staff play in relation to the internal and external services provided for guests. Reference should be made to the concierge/reception desk being the information hub of the establishment. Shift patterns should be discussed including early, late, and other shift patterns. The duties undertaken by the staff should be described, these include handling mail and messages, coordinating portage services, answering guest queries, the security of the establishment, storing of guest luggage and valuables, arranging external services such as travel, restaurant bookings, tour bookings and sightseeing and providing information to guests. Learners should be able to state the key skills and qualities required for the position such as excellent customer care, being able to communicate effectively with guests, ability to problem solve for guests as well as being approachable, patient, intuitive and positive in interacting with guests.

Outcome 2

Learners should be able to answer the telephone correctly and take guest requests over the telephone. These could include sending a porter up to collect luggage, organising transport, making a reservation for dinner, organising sightseeing and providing information. Learners should be able to inform guests of internal services. These could include opening times of various outlets, special dietary needs catered for by the establishment, the provision of services within each department, how to book them, giving directions, as well as availability of products and services (eg, room service, hairdressing, and toiletries).

Outcome 3

Learners should know the types of external services offered by the concierge and reception staff such as booking restaurants, ordering taxis or chauffeured cars, organising trips, booking shows and other entertainment and leisure activities. Learners should be aware of the procedures and documentation used when handling external services as well as how payment is made.

National Unit Support Notes (cont)

Unit title: Reception and Concierge Services (SCQF level 6)

They should consider the importance of having extensive knowledge of local area and tourist information including opening times, costs, how to book, the reviews of various external services that the guest could utilise.

Learners should be able to deal with guest enquiries and requests in an efficient manner and make arrangements for guest requests.

This unit reflects some of the skills and knowledge undertaken in the National Occupational Standards for PPL2FOH2 Deal with the Arrival of Customers and PPL2FOH8 Handle Customer Communication and Book External Services.

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 and outcome lead on from one another.

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 or using a computer. Learners will require to make use of role play scenarios and to practice using the telephone prior to the assessment of Outcome 2. Centres will require the use of telephones to allow the learners to be assessed for Outcome 2.

Centres should consider taking learners on educational visits such as to the tourist information centre in their local area and hotels with concierge facilities as well as providing guest speakers such as reception and concierge staff to enhance the teaching and learning.

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.

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 learner progress and provide evidence for internal and external verification purposes.

National Unit Support Notes (cont)

Unit title: Reception and Concierge Services (SCQF level 6)

Outcome 1 of this unit can be assessed using structured questions considering the role the reception and concierge staff play in respect of guest services; the duties undertaken in these services and the skills and personal qualities required by the staff in these areas. Restricted response questions could be used to assess knowledge of shift patterns. This should be completed under open-book supervised conditions.

Outcomes 2 and 3 should be partly assessed practically by using a scenario with various guest requests and finding the information and solutions to correctly address the guest needs and wants. The other part of these outcomes could be assessed using restricted response questions. 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

For Outcomes 3, as learners will take part in role-play activities where they communicate with guests via the telephone to deal with requests and provide information on internal and external services as well as tourist information about the local area, they will be demonstrating the following Core Skills components:

- ◆ *Communication*: Oral Communication at SCQF level 5
- ◆ *Information and Communication Technology*: Accessing Information at SCQF level 4
- ◆ *Problem Solving*: Critical Thinking at SCQF level 5
- ◆ *Working with Others*: Working Co-operatively with Others at SCQF level 5

In addition, for Outcomes 1 and 2, learners are required to outline the role of reception and concierge staff, the duties undertaken by them and the shift patterns they work. Learners will outline how to deal with guests' luggage, how to keep guests' valuables safe and describe internal/external services available to guests, therefore they will be further developing Core Skill *Problem Solving*: Critical Thinking at SCQF level 5.

This unit also provides opportunities to develop employability skills in reception and concierge services that will help equip learners to work in these areas of hospitality.

The Critical Thinking component of Problem Solving and the Working Co-operatively with Others component of Working with Others are embedded in this unit at SCQF level 4. When a learner achieves these units, their Core Skills profile will also be updated to include these components.

History of changes to unit

Version	Description of change	Date
02	Core Skill components Critical Thinking and Working Co-operatively with Others embedded at SCQF level 4.	19/08/19

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General information for learners

Unit title: Reception and Concierge Services (SCQF level 6)

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.

In this unit, you will consider the services offered by reception and concierge staff for guests within hospitality establishments. The unit will develop the skills required to undertake the duties of the reception and concierge staff in satisfying guests' queries and requests. The unit has both knowledge and practical based elements. It will provide an insight into what happens on the concierge desk and on reception when guests are staying at hospitality establishments.

You will develop the skills and knowledge to enable you to communicate with guests, provide information on the internal and external services provided by hospitality establishments and arrange these services. You do not need previous experience to undertake this unit, but good customer care and communication skills would be an advantage.

In this unit, you will be expected to complete a series of activities to ensure that you have the knowledge and skills to be able to pass the unit. You will be expected to make telephone calls, use the internet to find information, be able to deal with requests from guests and provide solutions to these requests.

There will be three assessments in this unit. Two will be question-based assessments where you will have to show the knowledge you have gained in this unit. The third assessment is a practical task that you will have to complete to show how well you can communicate on the telephone and face to face, as well as how well you can provide services to your guests.

This unit will help you to develop employability skills in terms of customer care, local tourism knowledge and how to interact with guests.

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

- ◆ *Communication: Oral Communication* at SCQF level 5
- ◆ *Information and Communication Technology: Accessing Information* at SCQF level 4
- ◆ *Problem Solving: Critical Thinking* at SCQF level 5
- ◆ *Working with Others: Working Co-operatively with Others* at SCQF level 5

The Critical Thinking component of Problem Solving and the Working Co-operatively with Others component of Working with Others are embedded in this unit at SCQF level 4. When a learner achieves these units, their Core Skills profile will also be updated to include these components.

On completion of this unit, you could progress to other units in Hospitality at SCQF levels 6/7 and/or seek employment in the hospitality industry.