

Unit PPLHSL21 (HK70 04) Supervise Reception Services

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about supervising the reception service to ensure that it has all the necessary staff, equipment and supplies and is likely to be used by a supervisor responsible for the activities within the area of work on a daily basis under the direction of the relevant manager. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1 Allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines.  2 Ensure staff have the skills, knowledge and resources they need when they need them and encourage staff to ask questions if there is information that they do not understand.  3 Ensure your staff follow the reception procedures, maintain the appearance of the reception area and conduct and present themselves according to organisational requirements and standards.  4 Lead staff to identify different customers and their real and perceived needs and communicate with customers in a manner that promotes a positive customer experience.  5 Ensure the reception service complies with legal requirements, industry regulations, professional codes and organisational policies.  6 Inform your staff and customers about any changes to the service that may affect them.  7 Monitor the quality of work and progress against plans and take effective action to manage problems that may disrupt the reception service when they occur, finding practical ways to overcome barriers.  8 Control costs, make best use of available resources and proactively seek new sources of support when issues arise.  9 Monitor and review procedures to ensure the service meets the needs of customers.  10 Collect and pass on feedback and recommend improvements to the relevant people according to your organisation's requirements.  11 Give feedback to staff to help them improve their performance where appropriate.  12 Use effective methods to gather, store and retrieve information, accurately complete the required records and report on performance to support the service according to your organisation's procedures. |

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| **Scope/Range** |
| **What you must cover:** |
| There must be performance evidence to show that the candidate has gathered, stored and retrieved information:  a cost effectively  b time efficiently  c ethically |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | **Scope/Range** | | |
| **What you must do** | | | | | | | | | | | | **Direct observation of** | | |
| **What you must cover:** | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **a** | **b** | **c** |
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| **Knowledge and understanding** | | | **Evidence reference**  **and date** |
| **What you must know and understand** | | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | | |
| 1 | **How to plan an efficient reception service** | |  |
| 1.1 | The roles and responsibilities of different individuals within your organisation and department and how they affect the reception service. |  |
| 1.2 | What services are available to customers. |  |
| 1.3 | What customer needs and expectations are. |  |
| 1.4 | How to obtain information on guests — including, where appropriate, guest histories. |  |
| 1.5 | What the department's service targets and standards are and how to assess performance of staff against them. |  |
| 1.6 | Organisational standards for the reception area and the personal presentation and behaviour of staff. |  |
| 1.7 | How the reception service integrates with other departments in the organization. |  |
| 2 | **How to work out what resources are needed to operate an efficient reception service** | |  |
| 2.1 | How to estimate the time and other resources required for activities and ways of preparing contingency plans. |  |
| 2.2 | Who to approach when you need approval for the use of additional resources. |  |
| 3 | **How to operate and efficient reception service** | |  |
| 3.1 | How to implement the requirements of health and safety, employment and equal opportunities legislation and other industry specific regulations and codes of practice. |  |
| 3.2 | How to deal with customers when fully booked and when their requirements cannot be accommodated. |  |
| 3.3 | How to encourage staff to make decisions for themselves within the limits of their authority. |  |
| 3.4 | How to write procedures and work instructions effectively. |  |
| 3.5 | How to brief your staff taking account of the abilities and circumstances of individuals. |  |
| 3.6 | What the relevant channels of communication are for establishing and updating procedures. |  |
| 3.7 | What your organisation's discount policy is and how promotional offers should be handled. |  |
| 3.8 | Ways of handling customer complaints. |  |
| 3.9 | How to build effective teams. |  |
| 3.10 | How to communicate with customers and suppliers. |  |

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| 4 | **How to monitor the reception service** | |  |
| 4.1 | How to monitor staff performance against organisational standards. |  |
| 4.2 | How to monitor, supervise and take action to ensure the correct standard of staff performance. |  |
| 4.3 | What the limits of your own authority are when it comes to solving problems. |  |
| 5 | **How to gather and act on feedback** | |  |
| 5.1 | Why it is important to seek the views of staff and customers and gain their feedback. |  |
| 5.2 | How to collect and analyse feedback. |  |
| 5.3 | How to give feedback to your staff to help them improve their performance. |  |
| 5.4 | How to present recommendations. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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