

Unit PPL2FOH2 (HL3D 04) Deal with the Arrival of Customers

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 dealing with the arrival of customers, assisting with self service check in where present, processing registration documents and promoting the products and services of the organisation. It is for people that deal with checking in customers on a regular basis. Dealing with the arrival of customers is a vital part of the front of house role. |

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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). The assessor **must** assess PCs 1, 2, 4, 5 and 6 by directly observing the candidate’s work. PCs 3 and 7 may be assessed by alternative methods if observation is not possible. |
| **1 Identify customer requirements correctly.**  **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 Check in the customer accurately and efficiently following all organisational procedures including taking payments where applicable.**  **6 Give accurate information which meets customer needs.**  7 Promote the services and facilities of your organisation where appropriate.  8 Transfer customer details to the relevant department in line with the organisation's procedures.  9 Protect the confidentiality of customers when issuing keys.  10 Assist with self-service check in when requested. |

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| **Scope/Range** | | |
| **What you must cover:** | | |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: | | |
| **one** from:  (a) customers with routine requirements  (b) customers with special requirements  (c) customers without advanced bookings  **one** from:  (d) computerised booking system  (e) manual booking system | provide information to customers on **four** from:  (f) location of room  (g) key security and safety procedures  (h) services and facilities available  (i) prices  (j) special offers and promotions available | **one** from:  (k) business facilities  (l) leisure facilities  (m) food and beverage facilities  Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | |
| **What you must do** | | | | | | | | | |
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| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
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| **Evidence reference** | **Evidence description** | **Date** | **Scope/Range** | | | | | | | | | | | | |
| **What you must cover** | | | | | | | | | | | | |
| **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** | **k** | **l** | **m** |
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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 | Your organisation's standards for customer care and why these are important |  |
| 2 | Your organisation's booking procedures, and why it is important to follow these correctly |  |
| 3 | Your organisation's checking in procedures, and why it is important to follow these correctly including self-service check in where available |  |
| 4 | Basic legal requirements relating to accommodation, goods and services for sale |  |
| 5 | The types of unexpected situations and problems that may occur when customers arrive, and how to deal with these |  |
| 6 | Why registration documentation must be correctly completed by the customer |  |
| 7 | The specific requirements for registering overseas visitors |  |
| 8 | Your organisation's procedure for allocation of rooms |  |
| 9 | Why it is important to give accurate information to customers |  |
| 10 | Why it is important to correctly identify customer requirements |  |
| 11 | What registration information must be obtained in order to comply with legislation |  |
| 12 | Why all correspondence relating to the booking should be available |  |
| 13 | Your organisation’s procedures on customers negotiating the rates upon arrival |  |

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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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