

<b>Unit ID: 274</b>	
<b>Domain</b>	<b>FRONT OFFICE OPERATIONS</b>
<b>Title:</b>	<b>Provide communication services as part of front office operations</b>
<b>Level: 3</b>	<b>Credits:3</b>

### Purpose

This unit standard specifies the competency required to provide communication services as part of front office operations. People credited with this unit standard are able to: provide telephone, internet and email service for guests; provide outgoing mail, facsimile and courier services; and sort and record mail, facsimiles and courier items for guests and staff.

### Special Notes

1. Entry information

Prerequisite:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be:

- placed under realistic time pressures
- use commercial equipment for both training and assessment
- encounter realistic customer/staff ratios.

While the guest in the assessment activity need not be a paying guest, they must have the expectations of a paying guest. There must be documented evidence of multiple occasions where the candidate has provided services for guests.

In all interactions, customers are to be greeted and treated in a polite, friendly and helpful manner.

3. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Domain or Subfield.
4. Verbal communication with customers and/or colleagues and/or service providers must be clear, audible, interactive, appropriate to the audience and situation, and supported by appropriate actions where barriers to communication exist.

5. The establishment's policies and procedures relating to lost and found property must be adhered to.
6. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
7. Glossary
  - The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.
  - *Barriers to communication* may include but are not limited to cultural and/or language differences, word choice, voice modulation, not listening actively, deafness and/or not being able to speak, noise levels.
  - *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
  - *Specifications* refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
8. Regulations and legislation relevant to this unit standard include the following:
  - Labour Act No 11 2007 as amended
  - Tobacco Products Control Act No 1 of 2010
  - Financial Intelligence Act No 3 of 2007
  - The Social Security Act 1994
  - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

### **Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website [www.nta.com.na](http://www.nta.com.na)

### **Elements and Performance Criteria**

#### **Element 1: Provide telephone, internet and email services for guests**

##### **Range**

*Telephone and internet services* include but are not limited to local and international calls, message services, voice mail, internet connection, pay phone, phone credits, wake-up call, direct phone contact between rooms, operator services.

### **Performance Criteria**

- 1.1 Guest requirements for telephone and internet services are identified in line with establishment procedures.
- 1.2 Telephone and internet services are made available and are explained to guest in line with establishment requirements.
- 1.3 Guest inquiries about telephone and internet services are correctly answered or referred to appropriate person in line with establishment procedures.

## **Element 2: Provide outgoing mail, facsimile and courier services**

### **Range**

*Materials for sending guest mail and communications* may include courier tickets, envelopes, stamps, rate schedules, facsimile, email.

### **Performance Criteria**

- 2.1 Guest requirements for outgoing mail, facsimile and courier services are identified in line with establishment procedures.
- 2.2 Outgoing mail, facsimile and courier services are made available and are explained to guest in line with establishment procedures.
- 2.3 Outgoing mail is confirmed with guest as safe for delivery in line with Namibia Post, Namibia Customs and establishment procedures.
- 2.4 Name and address details for outgoing mail are confirmed with guest in line with establishment procedures.
- 2.5 Forms, stationery and packaging materials for outgoing mail, facsimile and courier items are made available to guest in line with establishment procedures.
- 2.6 Outgoing mail and courier items are packaged, where appropriate, in a manner that protects contents, ensures confidentiality is maintained and complies with delivery requirements.
- 2.7 Outgoing mail, facsimile and courier items are sent to agreed destinations promptly or within timeframe agreed with guest, and confirmation is forwarded to guest as required in line with establishment procedures.
- 2.8 Outgoing mail, facsimile and couriered items are recorded in line with establishment requirements.

### **Element 3: Sort and record mail, facsimiles and courier items arriving for guests and staff**

#### **Performance Criteria**

- 3.1 Mail, facsimile and courier items arriving for guests and staff are sorted in line with establishment procedures.
- 3.2 Mail, facsimile and courier items are delivered to correct person promptly in line with establishment procedures.
- 3.3 The receipt of mail, facsimiles and courier items is recorded in line with establishment procedures.
- 3.4 Mail, facsimile and courier items received in error are returned to sender in line with establishment procedures.
- 3.5 Mail, facsimile and courier items received for guests no longer staying at the establishment are forwarded to guest or returned to sender, in line with establishment procedures.

#### **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	29 March 2007
<b>Date this version registered:</b>	15 November 2012
<b>Anticipated review:</b>	2017
<b>Body responsible for review:</b>	Namibia Training Authority