

	<b>Unit ID: 276</b>
<b>Domain</b>	<b>FRONT OFFICE OPERATIONS</b>
<b>Title:</b>	<b>Provide reception services as part of front office operations</b>
<b>Level: 3</b>	<b>Credits: 6</b>

### Purpose

This unit standard specifies the competency required to provide reception services as part of front office operations. People credited with this unit standard are able to: prepare for guest arrival; welcome and register guests; respond to request for bell desk services; prepare for guest departure and check out guest; and update records and reports.

### 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
  - *Reception services* may be for arriving and/or departing individuals, groups, VIPs (Very Important Persons - may include members of cabinet and parliament, diplomats and known achievers in various fields, heads of delegation, internationally prominent personalities), conference delegates, business travellers.
  - 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: Prepare for guest arrival**

#### **Performance Criteria**

- 1.1 Reception area is prepared for service and all necessary equipment is checked prior to use in line with establishment procedures.
- 1.2 Daily arrival details are checked and reviewed prior to guest arrival in line with establishment procedures.
- 1.3 Rooms are allocated in line with guest requirements and establishment procedures.
- 1.4 Uncertain arrivals or reservations are followed up in line with establishment procedures.
- 1.5 Colleagues and other departments are informed about special situations or requests in a timely manner in line with establishment procedures.

### **Element 2: Welcome and register guests**

#### **Range**

*Relevant reservation details* include but are not limited to names, number of guests, contact details, arrival and departure dates and times, length of stay, type of accommodation required or bed configuration, payment details, special requests, rates or discounts.

*Accounting procedures* may include but are not limited to credit card pre-payments, deposits, vouchers and discount rates, group rates.

#### **Performance Criteria**

- 2.1 Guests are welcomed warmly and courteously in line with establishment procedures.
- 2.2 Details of reservation are confirmed with guests in line with establishment procedures.
- 2.3 Registration of guests with or without reservations are followed in line with establishment procedures and completed within acceptable timeframes and in line with establishment security requirements.
- 2.4 Establishment accounting procedures are followed in line with establishment procedures.

- 2.5 Relevant details such as room key or electronic card, guest mail, messages and safety deposit facility arrangements and related services are explained to guests in line with establishment procedures.
- 2.6 Guest requests are handled politely in line with establishment procedures.
- 2.7 Establishment procedures are followed where rooms are not available or overbooking has occurred, in order to minimise guest inconvenience.
- 2.8 Arrivals are monitored and actual arrivals are cross-checked against expected arrivals, and any deviations are reported in line with establishment procedures.
- 2.9 Arrival lists are compiled and distributed to relevant personnel or departments in line with establishment procedures.
- 2.10 Guest information is checked and updated with the assistance of arrived guests in line with establishment procedures.
- 2.11 Colleagues and other departments are informed about any new special situations or new requests in a timely manner in line with establishment procedures.

### **Element 3: Respond to request for bell desk services**

#### **Range**

*Bell desk services* may include but are not limited to mail, wake-up call, messages, arranging of transport, luggage pick-up, paging of guests, preparation of guest information directories. Evidence of providing three types of bell desk services is required for assessment purposes.

#### **Performance Criteria**

- 3.1 Bell desk and related services are provided promptly and in accordance with establishment security and safety requirements.
- 3.2 Liaison with colleagues in other departments is maintained to ensure effective response to bell desk or related services requests.

### **Element 4: Prepare for guest departure and check out guest**

#### **Range**

*Accounting procedures* may include but are not limited to credit card payments, refunds, checking of final guest accounts, payments for additional services such as phone calls, internet access, meals and mini-bar, issuing of receipts.

*Assistance to guests during departure* may include but is not limited to organising transport, making forward bookings, luggage assistance.

### **Performance Criteria**

- 4.1 Departure lists are reviewed and checked for accuracy in line with establishment procedures.
- 4.2 Information is sought on departing guests from other departments in a timely manner to facilitate preparation of account line with establishment procedures.
- 4.3 Guest accounts are created and checked for accuracy in line with establishment procedures.
- 4.4 Account is explained clearly and courteously to guest, and account is processed in line with establishment procedures.
- 4.5 Establishment accounting procedures are followed in line with establishment procedures.
- 4.6 Keys or electronic cards are recovered from guest and processed in line with establishment procedures.
- 4.7 Assistance to guest is organised during departure where requested, or request referred to appropriate department for follow up in line with establishment procedures.
- 4.8 Express checkouts are processed in line with establishment procedures where appropriate.
- 4.9 Procedures for group checkout are followed and accounts processed in line with establishment procedures.

### **Element 5: Update records and reports**

#### **Range**

*Front office records* include but are not limited to occupancy reports, arrival and departure lists, lost and found information.

### **Performance Criteria**

- 5.1 Front office records and occupancy statistics are prepared and updated within designated timelines in line with establishment procedures.
- 5.2 Establishment policy is followed in regards to room changes, no shows, extensions and early arrivals and departures in line with establishment procedures.
- 5.3 Reports and records are distributed to appropriate departments within designated timelines in line with establishment procedures.

## **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	29 March 2007
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<b>Body responsible for review:</b>	Namibia Training Authority