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City & Guilds

500/9490/7 Level 2 NVQ Diploma in Front of House Reception

OVERVIEW

- What does this qualification cover?

This qualification covers the required skills and knowledge for preparing to work in the Hospitality & Catering Industry. It is designed to meet the needs of learners who work or want to work in the industry with a focus on front of house.

The following areas that can be covered within this qualification:

- Maintain a safe, hygienic and secure working environment
- Work effectively as part of a hospitality team
- Give customers a positive impression of self and your organisation (ICS)
- Deal with communications as part of the reception function
- Deal with arrival of customers
- Deal with bookings
- Prepare customer accounts and deal with departures
- Provide tourism information services to customers
- Produce documents in a business environment

Learners will complete the mandatory units, plus the required optional units to achieve the full qualification.

This is a Framework qualification.

- Who could take this qualification?

For learners who either have gone straight into employment or for those who have achieved their level 1 qualification and want to prepare for further learning or training in the hospitality & catering sector.

This qualification is suitable for anyone from 14 years old or over to take this qualification.

WHAT COULD THIS QUALIFICATION LEAD TO?

This qualification could lead to jobs such as:

- Hotel reception
- Restaurant reception
- Customer service roles in and out of hospitality

The learner could progress onto an apprenticeship at level 3 in hospitality & catering, or other qualifications such as:

- Level 3 Diploma in Food and Beverage Service Supervision
- Level 3 Diploma in Hospitality Supervision and Leadership (NVQ)

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by the Craft Guild of Chefs the association for the hospitality & catering industry.