

# Level 2 Diploma in Reception Services (8064-05)

June 2020 (Version 1.0)

## Candidate Logbook

## Qualification at a glance

<b>Subject area</b>	Hospitality and Catering
<b>City &amp; Guilds number</b>	8064-05
<b>Age group approved</b>	16+
<b>Entry requirements</b>	None
<b>Assessment types</b>	Practical assessments and multiple choice tests
<b>Approvals</b>	
<b>Support materials</b>	SmartScreen materials, Assessment packs
<b>Registration and certification</b>	Consult the Walled Garden/Online Catalogue for last dates

Title and level	GLH	TQT	City & Guilds qualification number
Level 2 Diploma in Reception Services	260	350	8064-05

Version and date	Change detail	Section
------------------	---------------	---------

# Contents

Qualification at a glance      2

<b>Contents</b>	<b>3</b>
<b>1 About your Candidate Logbook/Work-Based Evidence Record</b>	<b>5</b>
Contact details	5
Introduction to the logbook	6
About City & Guilds	6
<b>2 About your approved centre</b>	<b>7</b>
Types of approved centres	7
Centre responsibilities	7
Assessment roles	7
<b>3 About candidates</b>	<b>9</b>
Candidate role and responsibilities	9
Learner registration number	9
Moving to a new centre	9
<b>4 Qualification assessment</b>	<b>10</b>
Before you start your qualification	10
The assessment process	11
<b>5 Using your logbook</b>	<b>13</b>
Recording forms	13
Units	14
<b>6 Recording forms</b>	<b>15</b>
Candidate job profile	16
Skill scan/initial assessment –units	18
Tracking document	20
On-site assessment plan/feedback	21
On-site observation report	22
Professional discussion supplementary evidence sheet	23
Oral questioning supplementary evidence sheet	24
Photographic supplementary evidence sheet	25
Work-based recorder/expert witness details	26
Assessor's/work-based recorder's continuation sheet (on-site assessment plan/feedback/observation)	27
Signature sheet	28
<b>Unit 201      Unit title: Understand the hospitality industry</b>	<b>29</b>

Unit 202	Unit title: Understand business success	37
Unit 203	Unit title: Provide a guest service	50
Unit 204	Unit title: Awareness of sustainability in the hospitality industry	58
Unit 205	Unit title: Professional workplace standards	64
Unit 206	Unit title: Understand own role in self-development	70
Unit 228	Unit title: Principles of reception services	75
Unit 229	Unit title: Guest welcome	93
Unit 230	Unit title: On stay guest service	101
Unit 231	Unit title: Operating reception systems	109
Appendix 1	Relationships to other qualifications	115
Appendix 2	Sources of general information	116
Appendix 3	Useful contacts	118

# 1 About your Candidate Logbook/Work-Based Evidence Record

## Contact details

---

**Candidate name**

---

**Candidate address**

---

**Centre name**

---

**Centre number**

---

**Programme start date**

---

**City & Guilds registration number**

---

**Date of registration with City & Guilds**

---

This Candidate Logbook/Work-Based Evidence Record is your personal achievement in practical work carried out mostly in the workplace and knowledge assessments achieved. It may not be possible to replace this document; therefore, it should be kept in good condition and in a safe place to be used by you to record your progress.

Once completed, you must keep this portfolio for a period of three years. During this time, your training centre can request that you submit your portfolio to them. This will be returned to you.

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

---

**Your Assessor(s)**

---

**Internal Quality  
Assurer (IQA)**

---

**External Quality  
Assurer (EQA)**

---

## **Introduction to the logbook**

This logbook will help you complete the units in **Level 2 NVQ Diploma in Reception Services**. It contains forms you can use to record your evidence of what you have done.

This Logbook contains all the units only for the Diploma.

## **About City & Guilds**

City & Guilds is your awarding body for this qualification. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website [www.cityandguilds.com](http://www.cityandguilds.com).

## 2 About your approved centre

### Types of approved centres

Assessment for your qualification will be carried out at your centre. Your centre may be your place of work, a college, training provider or a combination of these.

City & Guilds approves centres to offer their qualifications and regularly monitors them to make sure they meet our quality standards and follow our assessment policies.

### Centre responsibilities

Your centre is responsible for the administration of your qualification. Centre staff will:

- register you with City & Guilds
- give you your City & Guilds enrolment number
- apply for your certificate(s) when you have completed your qualification or units.

Centres are also responsible for supporting you as you work towards your NVQ. Centres will:

- carry out an initial assessment with you
- tell you about any learning or training (and resources) you will need to help you complete your qualification
- provide an induction programme to explain how the assessment process works
- produce an assessment plan for you.

### Assessment roles

The following people at your centre will help you achieve your qualification.

#### The Assessor

The assessor is the person you will have the most contact with as you work towards your qualification. Your assessor will:

- help you identify any training you need
- agree an assessment plan with you
- help you plan and organise your workload and evidence
- observe you carrying out your job in the workplace over a period of time
- ask you questions about the work you do
- make decisions about your evidence
- judge when you are competent and meet the national standards
- give you feedback about your evidence and competence.

You may have more than one assessor depending on which units of the qualification you take.

#### The Internal Quality Assurer (IQA)

The Internal Quality Assurer (IQA) maintains the quality of assessment within the centre.

### **The Work-Based Recorder/Expert Witness**

The role of the work-based recorder/expert witness is to:

- observe you carrying out work activities
- take photographs as evidence of work carried out
- authenticate work based recordings and testimonies
- ensure all work meets current industrial standards
- ensure all work is carried out in a safe manner
- be in regular communication with your assessor to evaluate your performance on site
- try to make sure you get the relevant work experience needed to meet the criteria of your NVQ
- provide support, guidance and motivation to help you complete your NVQ successfully.



### 3 About candidates

#### Candidate role and responsibilities

Your responsibilities as a City & Guilds candidate are to:

- provide your centre with your personal details so you can be registered with City & Guilds
- participate in an initial assessment and induction
- agree a personal assessment plan with your assessor
- collect and organise your evidence as agreed in your assessment plan
- attend regular meetings with your assessor to discuss your progress and to amend your plan when required
- meet with other centre and City & Guilds staff to talk about your qualification and evidence
- make sure you understand and comply with health and safety law and regulations.

Your centre **may** ask you to agree and sign a learning contract with them to show how you will be assessed for your qualification.

#### Learner registration number

Make sure you keep a note of your unique City & Guilds registration number on the front page of this logbook.

#### Moving to a new centre

If you change jobs or move to a new centre before you complete your qualification, you may be able to complete it at a new centre. Ask your centre to apply for any certificates of unit credit for you before you leave and add them to your records.

A new centre will need your candidate enrolment number, your assessment records and evidence to help you complete your qualification.

## 4 Qualification assessment

### Before you start your qualification

#### Initial assessment

Before you start work on your qualification you will meet with your assessor to discuss what you need to do to complete your qualification. This can include:

- checking you are taking the right qualification level
- checking you have chosen suitable units
- identifying any training or learning you will need to help you gain your qualification
- agreeing an assessment plan
- signing a learning contract.

#### Skill scan

As part of this meeting, you will discuss the skills and knowledge you may already have and decide how this can be used towards your qualification. This process is sometimes called a skill scan. There is a Skill Scan Form in this logbook you can use to record the skills you may already have.

## The assessment process

Once you have chosen your units you will make and agree an assessment plan with your assessor. This will show:

- the units the plan covers
- when you will be assessed
- where the assessment will take place
- what you will be doing
- what evidence you will produce
- who will assess you.

The plan should also indicate the methods of assessment to be used to collect your evidence.

Evidence can include:

- direct observation in the workplace by a qualified assessor
- witness testimony of work carried out by you in the workplace written by an expert witness
- questioning – this could be verbal, written or computer based
- other evidence which can include photographs or personal accounts.

### Assessment requirements

Site Observations (SO) should be conducted in the workplace by your Assessor. For individual criteria not directly observed, evidence of your ability to complete a number of different tasks to confirm competence must be recorded.

### Types of evidence

SO = Site Observation

OQ = Oral Question

WQ = Written Question and Answer

WT = Witness Testimony

PS = Photographic Supplementary

PD = Professional Discussion

The following people at your centre will explain the assessment and recording process and help you achieve your unit(s).

**The assessor/tutor**

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s). You may have more than one assessor/tutor depending on which unit(s) you take or you may be assessed by a person who is not your tutor.

**The Internal Quality Assurer (IQA)**

The IQA maintains the quality of assessment within the centre.

**The External Quality Assurer (EQA)**

The EQA works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

## 5 Using your logbook

### Recording forms

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

#### **Candidate job profile**

You can use this form to record your personal details if you don't already have a Candidate Résumé/ CV.

#### **Skill scan/initial assessment**

This can be used to record the skills and knowledge you may already have. This may be part of your initial assessment.

#### **Tracking document**

You can use this form to log your achievement of the units for the whole qualification including completion of assignments and online assessment

#### **On-site assessment plan/feedback**

You and your assessor will use this form to plan each assessment session. Your assessor will use this form to give feedback on the task. It will also enable you and your assessor to plan what actions need to be done before the next session.

#### **On-site observation report**

Your assessor will complete during observation. You will both sign this as a true record.

#### **Professional discussion supplementary evidence sheet**

To be completed by you, your work-based recorder or another witness to evidence meeting assessment criteria that could not be signed off during direct observation with your assessor.

#### **Oral questioning supplementary evidence sheet**

Your assessor will use this form to log any additional questions and answers asked during observation or to mop up any missing evidence.

#### **Photographic supplementary evidence**

Use this form to include a photo and brief description of the task being carried out.

#### **Work-based recorder/expert witness details**

To be completed by your work-based recorders to confirm occupational competence.

#### **Assessor's/work-based recorder's continuation sheet**

Additional space for your assessor/work-based recorder to make notes with regard to the on-site assessment plan/feedback/observation)

### Signature sheet

This is used to record the details of staff that will provide you with witness testimony.

### Units

These record where the evidence you produce meets the requirements of the unit. You should give each piece of evidence an evidence reference number. The units contained in each pathway are listed below.

A copy of each form is included in Section 6, please photocopy these forms as many times as required to complete your evidence log.

### Units

To achieve the Level 2 Diploma in Reception Services (8064-05) learners must complete all the following units.

City & Guilds unit no.	Unit title	Unit level
Unit 201	Understand the hospitality industry	2
Unit 202	Understand business success	2
Unit 203	Provide guest service	2
Unit 204	Awareness of sustainability in the hospitality industry	2
Unit 205	Professional workplace standards	2
Unit 206	Understand own role in self development	2
Unit 228	Principles of reception services	2
Unit 229	Guest welcome	2
Unit 230	On stay guest service	2
Unit 231	Operating reception systems	2

## 6 Recording forms

This section contains all the forms that you need to complete your evidence log, please photocopy these forms as many times as required.

## Candidate job profile

If you already have your own CV, you can use that instead of this form.

---

**Name:**

---

**Place of work:**

---

**Assessor:**

---

**Outline of job  
role:**

---

**Previous roles and  
responsibilities  
relevant to the  
qualification:**

---

**Previous relevant qualification(s)/training**

Qualification/training	Where achieved	Date	Grade





## Skill scan/initial assessment –units

Add qual title Level 2 Diploma in Reception Services (8064-05)

Pathway:

Candidate name:

Unit	Duties	Examples	Training Required

Unit	Duties	Examples	Training Required

## Tracking document

To achieve the **Level 2 Diploma in Reception Services (8064-05)** learners must complete all units.

City & Guilds unit no.	Unit title	Unit level	Achieved Grade	Date
201	Understand the hospitality industry	2		
202	Understand business success	2		
203	Provide guest service	2		
204	Awareness of sustainability in the hospitality industry	2		
205	Professional workplace standards	2		
206	Understand own role in self development	2		
228	Principles of reception services	2		
229	Guest welcome	2		
230	On stay guest service	2		
231	Operating reception systems	2		

## On-site assessment plan/feedback

Portfolio evidence reference:		
Candidate name:		Date:
Candidate prepared for assessment Yes/No	Candidate requires support Yes/No	
Candidate briefed on appeals procedure Yes/No	Support required Yes/No	
Assessment location/address and postcode:		
Type of work to be carried out:		
Assessor feedback (use continuation sheet if required):		
Forward planning:		
Candidate signature:		Date:
Assessor's name:	Assessor's signature:	Date:
IQA's name:	IQA's signature:	Date:

## On-site observation report

Portfolio evidence reference:		
Candidate name:		Date:
Candidate prepared for assessment Yes/No	Candidate requires support Yes/No	
Candidate briefed on appeals procedure Yes/No	Support required Yes/No	
Assessment location/address and postcode:		
Unit/LO/AC reference	Assessor observation (use continuation sheet if required):	
Candidate signature:		Date:
Assessor's name:	Assessor's signature:	Date:
IQA's name:	IQA's signature:	Date:

## Professional discussion supplementary evidence sheet

Unit number:			Portfolio evidence reference:		
Candidate name:					Date:
Completed by (please tick)	Candidate		Work-based recorder		Witness
Unit/LO/AC reference	Written evidence:				
Candidate signature:					Date:
Assessor's/Work-based recorder's name:					Date:
Assessor's/Work-based recorder's signature:					Date:
IQA's name:			IQA's signature:		Date:

## Oral questioning supplementary evidence sheet

Unit number:		Portfolio evidence reference:
Candidate name:		Date:
Assessor's question(s)	Candidate's answer(s)	
Candidate signature:		Date:
Assessor's name:		Date:
Assessor's signature:		Date:
IQA's name:	IQA's signature:	Date:



## Photographic supplementary evidence sheet

Unit number:		Portfolio evidence reference:
Candidate name:		Date:
Brief description of task being carried out in the photograph (to be completed by the candidate):		
Insert image in this box		
Candidate signature:		Date:
Assessor's name:		Date:
Assessor's signature:		Date:
IQA's name:	IQA's signature:	Date:

## Work-based recorder/expert witness details

If a work-based recorder/expert witness is to be used to confirm your competence in the workplace (system to be agreed by assessor) then to meet the requirements of the hospitality industry qualification assessment strategy (as agreed by the key industry bodies) he/she must be occupationally competent, endorsed by the employer the IQA or the assessor. The designated work-based recorder should ordinarily be your immediate work supervisor. It is recognised that over the lifetime of the qualification you may be allocated more than one work-based recorder. The requirements detailed below therefore **must** be completed by each work-based recorder allocated to you.

I confirm I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and, on the understanding, that the work has been carried out to a commercially acceptable standard.

<b>Work-based recorder name:</b>	
Work-based recorder signature:	Date:

I confirm that I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and, on the understanding, that the work has been carried out to a commercially acceptable standard.

<b>Work-based recorder name:</b>	
Work-based recorder signature:	Date:

I confirm that I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and, on the understanding, that the work has been carried out to a commercially acceptable standard.

<b>Work-based recorder name:</b>	
Work-based recorder signature:	Date:

**Assessor's/work-based recorder's continuation sheet (on-site assessment plan/feedback/observation)**

Unit number:		Portfolio evidence reference:
Candidate signature:		Date:
Assessor's/Work-based recorder's name:		Date:
Assessor's/Work-based recorder's signature:		Date:
IQA's name:	IQA's signature:	Date:

## Signature sheet

Candidate name:			Date:
Anyone who witnesses and signs a piece of the candidate's evidence must provide a specimen signature in the table below			
Relationship to candidate (e.g. supervisor, lecturer, assessor)	Name	Signature	Date

## Unit 201 Unit title: Understand the hospitality industry

### Level 2

#### Unit aim

The aim of this unit is to provide learners with a basic understanding of the hospitality industry and the roles that exist within the industry. Learners will gain knowledge of the structure of the hospitality industry and the types of establishments that exist. They will learn about the job roles available in different departments and how the skills developed in those job roles can be used to support career progression.

\*PER – Portfolio evidence reference      SO – Site observation      OQ – Oral question      WQ – Written question      WT – Witness testimony

PS – Product supplementary      PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1.1. You must be able to:							
Describe types of hospitality establishment	*PER	SO	OQ	WQ	WT	PS	PD
Restaurants							
Hotels/resorts							
Pubs and bars							
Contract catering							
Event catering							
Cafes and coffee shops							

1.2. You must be able to:							
Describe the types of business operations that are typically found in the hospitality industry	*PER	SO	OQ	WQ	WT	PS	PD
Multinational/global							
Sole traders							
Independent							
Franchises							
Partnerships							
Groups							
Brands							
Local/independent							
Regional							
National							
Global							

1.3. You must be able to:							
Identify services provided at different types of hospitality establishments	*PER	SO	OQ	WQ	WT	PS	PD
Food and beverage services							
Bar services							
Accommodation/guest services							
Reception service							
Business services							
Concierge/portering							
Leisure facilities							
Event management							
Entertainment							
Gambling							
Butlering							

1.4. You must be able to:							
Describe how departments contribute to the effective running of a hospitality establishment	*PER	SO	OQ	WQ	WT	PS	PD
Kitchen							
Food and beverage							
Reception							
Housekeeping							
Maintenance							
Back office (HR, accounts, bookings, management)							

2.1. You must be able to:							
Identify responsibilities of different job roles in the kitchen	*PER	SO	OQ	WQ	WT	PS	PD
Executive chef							
Head chef							
Sous chef							
Chef de Partie							
Specialist (patisserie)							
Commis/line chef							
Kitchen/catering assistant							
Apprentice/trainee							
Kitchen porter							
Kitchen/catering manager							

2.2. You must be able to:							
Identify responsibilities of different job roles in food and beverage service	*PER	SO	OQ	WQ	WT	PS	PD
Restaurant manager							
Maître d'hôtel							
Sommelier							
Waiter/waitress							
Bar manager/supervisor							
Bar staff/mixologist							
Events manager							
Conference & banqueting manager							



Barista							
---------	--	--	--	--	--	--	--

2.3. You must be able to:							
Identify responsibilities of different job roles in front of house service	*PER	SO	OQ	WQ	WT	PS	PD
Front office manager							
Concierge							
Porter							
Receptionist							
Host							

2.4. You must be able to:							
Identify responsibilities of different job roles in housekeeping	*PER	SO	OQ	WQ	WT	PS	PD
Executive housekeeper							
Floor housekeeper							
Room attendant							
Public areas cleaner							
Laundry attendant							
Maintenance							

3.1. You must be able to:							
Explain how skills are transferable across different job roles	*PER	SO	OQ	WQ	WT	PS	PD
Communication							
Guest services							
Planning							
Time keeping							
Attitude							
Appearance							
Respecting diversity							
Reliability							
Honesty							
Resilience							

3.2. You must be able to:							
Describe working patterns in hospitality	*PER	SO	OQ	WQ	WT	PS	PD
Full time							
Part time							
Shift work							
Split shifts							
Rotational							
Seasonal							

3.3. You must be able to:							
Explain progression routes for team member roles	*PER	SO	OQ	WQ	WT	PS	PD
Vertical/horizontal							
Trainee							
Apprentice/graduate							
Team member							
Supervisor							
Front line manager							
Department manager							
Senior manager							

**Unit: 201****Unit title: Understand the hospitality industry****Declaration**

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 202

## Unit title: Understand business success

### Level 2

#### Unit aim

The aim of this unit is for learners to learn about a range of internal and external factors and how they can affect business success. Through this unit learners will develop knowledge of the types of legislation that have to be taken into account when managing a business and the implications for non-compliance. Learners will develop knowledge of health and safety risks and how these can be controlled in hospitality establishments. They will learn the importance of profit and people and how these can be managed effectively. Finally, they will learn about emerging technologies, how they are used in hospitality and how they contribute to business success.

\*PER – Portfolio evidence reference      SO – Site observation      OQ – Oral question      WQ – Written question      WT – Witness testimony

PS – Product supplementary      PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1.1. You must be able to:							
Describe the purpose of key legislation and regulation within the hospitality sector	*PER	SO	OQ	WQ	WT	PS	PD
Company law							
Environmental health and food safety							
Employment law							
Equality law							
Licensing							
Data protection							

1.2. You must be able to:							
Describe the importance of compliance with legislation and regulations within the hospitality industry	*PER	SO	OQ	WQ	WT	PS	PD
Good governance							
Keeping guests and staff safe							
Protecting reputation							
Honoring employment agreements and							
Secure record keeping regulations							
Protection of staff and management rights							
Clear assignment of responsibilities							

1.3. You must be able to:							
Identify implications of non-compliance with regulation to a hospitality business	*PER	SO	OQ	WQ	WT	PS	PD
Legal compliance							
Environment							
Guest experience							
Fair and equal opportunities for both guests and staff							
Reputation							
Best practice							
Health & safety issues							
Guest complaints							
Employee disputes							
Legal action							
Fines							
Loss of reputation							
Risk of closure							

2.1. You must be able to:							
Describe principles of legal responsibilities for employers and employees with regard to health and safety guidance	*PER	SO	OQ	WQ	WT	PS	PD
Legal responsibilities: Employers							
Provide and maintain equipment and a workplace which is safe and healthy							
Reduce the risks associated with manual handling tasks							
Deal with chemical substances safely							
Legal responsibilities: Employees							

Take care of their own health and safety at work							
Take care of the health and safety of others							
Cooperate with their employer							
Use personal protective equipment (PPE) in the correct way instructed							

2.2. You must be able to:							
Identify common causes of accidents in the workplace	*PER	SO	OQ	WQ	WT	PS	PD
Occupational/workplace							
Environmental							
Human							

2.3							
Identify ways to minimise the risks of accidents in the workplace	*PER	SO	OQ	WQ	WT	PS	PD
Occupational							
Correct PPE's							
Staff safety training- manual handling, fire safety, first aid							
Strict enforcement of rules							
Correct lifting equipment							
Environmental							
Improved and safe design of building							
Correct and clear/visible signage							
Good housekeeping standard							
Well-lit and ventilated working areas							



Human							
Training staff in routine work practices							
Correct use of PPE at all times							
Ensure employee is in a physical/mental state ready for work							

2.4. You must be able to:							
Identify the potential consequences of not applying good health and safety practices	*PER	SO	OQ	WQ	WT	PS	PD
Accidents							
Illnesses							
Stress							
Death							
Damaged reputation							
Increased sick leave and staff turnover							
Prosecution							
Compensation claims							
Legal costs							

2.5. You must be able to:							
Identify risks to guest health and safety within the hospitality industry	*PER	SO	OQ	WQ	WT	PS	PD
Security risks							
Unattended luggage							
Self-harm							

2.6. You must be able to:							
Outline the procedure to be followed when a major incident is reported	*PER	SO	OQ	WQ	WT	PS	PD
Accident/incident resulting in serious injury or even death							
Fire							
Explosion							
Suspected threat of terrorism incident							

3.1. You must be able to:							
Identify factors that affect profitability	*PER	SO	OQ	WQ	WT	PS	PD
Increasing revenue return							
Knowing break-even point							
Increasing operational efficiency & performance							
Reducing costs							

3.2. You must be able to:							
Explain ways of increasing revenue	*PER	SO	OQ	WQ	WT	PS	PD
Staff training							
Marketing							
Increase competitiveness							
Increase perceived value							
Up sell at every opportunity when interacting with the guest							
Increase sales of branded merchandise or local partners							

Respond to guest requests							
---------------------------	--	--	--	--	--	--	--

3.3. You must be able to:							
Describe ways to increasing operational efficiency and performance	*PER	SO	OQ	WQ	WT	PS	PD
Standard operating procedures							
Evaluate performance							
Implement or use technological improvements							
Training of staff							
Implement better supervision practices							
Up grading of equipment or supplies							
Outsource when appropriate							

3.4. You must be able to:							
Identify the main costs associated with a hospitality business	*PER	SO	OQ	WQ	WT	PS	PD
Fixed costs							
Staff or labour costs							
Rent							
Equipment costs							
Variable costs							
Food & beverage stock costs							
Utilities including electricity, gas, water, waste management							
Maintenance costs							
Sundries							

3.5. You must be able to:							
Identify ways to reduce costs in a hospitality business	*PER	SO	OQ	WQ	WT	PS	PD
Monitor and evaluate costs within the business							
Time management							
Managing resources more efficiently							
Reducing waste							
Replace obsolete or update old equipment							
Manage and reduce stock wastage							
Manage and reduce the use of power and utilities such as water, electricity and gas							

3.6. You must be able to:							
Outline ways of monitoring business financial performance	*PER	SO	OQ	WQ	WT	PS	PD
Financial analysis							
Guest satisfaction rating							
Departmental performance analysis							
Performance reviews							

4.1. You must able to:							
Identify how people skills contribute to business success	*PER	SO	OQ	WQ	WT	PS	PD
Effective communicator							
Professional work practice and attitude							

Team player							
Guest focused							

4.2. You must be able to:							
Outline the importance of product knowledge to successfully contribute to a business	*PER	SO	OQ	WQ	WT	PS	PD
Helps respond to guest requests or queries							
Helps meet or exceed guest expectations							
Provides confidence when engaging with the guest							
Provides an opportunity to up sell and increase revenue							
Increases brand awareness and reputation							

4.3. You must be able to:							
Describe the content of an induction process	*PER	SO	OQ	WQ	WT	PS	PD
Introduction to the organizational structure							
Staff training in: Key policies and procedures Health and safety policy Rules and regulations Standard operating procedures Employment rights Performance management systems							

4.4. You must be able to:							
Describe the characteristics of an effective team	*PER	SO	OQ	WQ	WT	PS	PD
Clear direction to achieve a common goal							
Effective communication							
Collaborative spirit							
Encouraging inclusion and difference of opinions							
Adhering to the rules							
Mutual accountability							
Team trust							
Improved decision making							
Happy team members							

4.5. You must be able to:							
Explain how the key principles of good teamwork contribute to effective team operations	*PER	SO	OQ	WQ	WT	PS	PD
Defined goals and objectives							
Clear roles							
Honest communication							
Accountability							
Building on strengths							
Review and feedback							
Celebrating success							

4.6. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Describe how the interactions between departments contribute to business success							

5.1. You must be able to:							
Outline the technologies used in the hospitality industry Technologies	*PER	SO	OQ	WQ	WT	PS	PD
Information communication technology (ICT)							
Software- apps							
Electronic point of sales (EPOS)							
Resource management tools and equipment							
CCTV							
Room booking systems							
Room charging facilities							
Faster payment systems							
Digital monitoring of equipment							

5.2.							
	*PER	SO	OQ	WQ	WT	PS	PD
Describe how technologies can be used to contribute to business success							

5.3. You must be able to:							
Describe the responsibilities a hospitality business has to manage digital information	*PER	SO	OQ	WQ	WT	PS	PD
Legal responsibilities							
Manage personal and guest information with confidentiality							
Restrict access of information to those authorised to have access							
Comply with data protection legislation							
Use information for the purposes it was gathered for							

5.4. You must be able to:							
Identify the consequences of inappropriate use of digital communication technology	*PER	SO	OQ	WQ	WT	PS	PD
Non-compliance of data legislation							
Legal action							
Loss of data or data breaches							
Misuse of important, financial or business sensitive data							
Bad publicity							
Loss of reputation							
Loss of guest confidence							
Brand damage							



## Unit: 202      Unit title: Understand business success

### Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 203

## Unit title: Provide a guest service

### Level 2

#### Unit aim

The aim of the unit is to enable learners to gain knowledge of how guest service and effective communication benefits a hospitality establishment. This unit will provide candidates with the knowledge of how effective communication and guest service benefits the hospitality establishments they will work for. They will learn about the principles of effective communication and the different methods used in different situations. They will learn the principles of good guest service and the effect this has on different stakeholders such as guests, suppliers and colleagues. They will also learn about different types of guest service issues they may encounter and how to deal with them.

\*PER – Portfolio evidence reference      SO – Site observation      OQ – Oral question      WQ – Written question      WT – Witness testimony

PS – Product supplementary      PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1.1. You must be able to:							
Describe methods of communication when dealing with guests	*PER	SO	OQ	WQ	WT	PS	PD
Face to face							
In writing							
Over the telephone							
Non-verbal (body language, personal presentation)							
In emails							

1.2. You must be able to:							
Describe the principles of effective communication	*PER	SO	OQ	WQ	WT	PS	PD
Effective listening							
Tone of voice							
Clarity of message							
Accuracy of message							
Understanding of needs							
Language used							
Cultural expectations							

1.3. You must be able to:							
Identify the barriers to effective communication	*PER	SO	OQ	WQ	WT	PS	PD
Language							
Use of jargon							
Perception or viewpoints							

Expectations							
Assumptions							
Prejudices							
Cultural differences							

1.4. You must be able to:							
Describe how to overcome barriers to effective communication	*PER	SO	OQ	WQ	WT	PS	PD
Positive interactions including body language							
Using clear appropriate language never jargon							
Keeping an open mind							
Never assume or interrupt							
Consider cultural differences							
Summarise the discussion							
Ensure understanding by paraphrasing and clarifying							

1.5. You must be able to:							
Describe the benefits of effective communication	*PER	SO	OQ	WQ	WT	PS	PD
Better understanding							
Increased sales/happy guests							
Fewer complaints							
Numbers of compliments							
Repeat business/brand loyalty							
Reduced staff turnover							

Job satisfaction and staff motivation							
---------------------------------------	--	--	--	--	--	--	--

2.1. You must be able to:								
Identify different types of guests in the hospitality industry	Types of guests	*PER	SO	OQ	WQ	WT	PS	PD
Internal								
Team members and staff								
Managers								
Supervisors								
External								
Existing guests								
New guests								
Potential guests								
Delivery personnel								

2.2. You must be able to:							
Describe the principles of guest service	*PER	SO	OQ	WQ	WT	PS	PD
Welcoming, friendly, and courteous							
Knowledgeable							
Efficient							
Well timed							
Flexible attitude							
Consistent							
Effective communication							

Building of trust and confidence							
Exceeding expectations							

2.3. You must be able to:							
Describe factors that affect good guest service	*PER	SO	OQ	WQ	WT	PS	PD
Price point							
Value for money							
Reputation							
Brand							
Past experiences							
Recommendations							
Media influences							
Cultural influences							
Faith-based influences							

2.4. You must be able to:							
Describe the effect of good guest service on stakeholders	*PER	SO	OQ	WQ	WT	PS	PD
The employee							
The business							
The guest							

3.1. You must be able to:							
Identify guest expectations	*PER	SO	OQ	WQ	WT	PS	PD
Level of service							
Value for money							
Product quality							
Presentation							
Hygiene							
Health and safety							
Luxury factor							

3.2. You must be able to:							
Describe types of guest issues that can occur in hospitality establishments	*PER	SO	OQ	WQ	WT	PS	PD
Difficult guests							
Intoxicated guests							
Medical incidents							
Special requirements							
Communication difficulties							
Guest requests							
Dissatisfaction with service							
Dissatisfaction with products							

3.3. You must be able to:							
Explain the benefits to stakeholders of dealing with guest issues effectively	*PER	SO	OQ	WQ	WT	PS	PD
The employee							
The business							
The guest							

3.4. You must be able to:							
Describe the methods for gathering guest satisfaction	*PER	SO	OQ	WQ	WT	PS	PD
Guest questionnaires							
Verbal feedback							
Letters							
Emails							
Telephone calls							
Comments on social media sites and influencers							
Comments on websites and travel blogs							
Reviews on travel booking engines							
Team briefing/meetings							

3.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Explain how guest issues are dealt with in hospitality establishments							



**Unit: 203****Unit title: Provide a guest service****Declaration**

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 204

## Unit title: Awareness of sustainability in the hospitality industry

### Level 2

#### Unit aim

The aim of this unit is to provide learners with an awareness of sustainability and how it affects the hospitality industry. Learners will develop knowledge of the principles of sustainability, and the implications for the introduction of sustainable practices into a business. Learners will also develop knowledge of specific examples for how they can contribute to sustainability when working in the hospitality industry.

\*PER – Portfolio evidence reference      SO – Site observation      OQ – Oral question      WQ – Written question      WT – Witness testimony

PS – Product supplementary      PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1.1. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Define the term sustainability in the hospitality industry							

1.2. You must be able to:							
State types of sustainable practices used in the hospitality industry	*PER	SO	OQ	WQ	WT	PS	PD
Waste reduction							
Waste reuse/recycle							
Energy usage best practices							
Water reduction							
Food commodities sourcing							
Environmentally friendly activities/operations							

1.3. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Define the term carbon footprint							

1.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Describe how carbon footprint be reduced							

1.5. You must be able to:							
Describe the advantages of a hospitality business adopting sustainable practices	*PER	SO	OQ	WQ	WT	PS	PD
Positive							
Reputation							
Financial							
Staff morale							
Recognition							
Environmental							

1.6. You must be able to:							
Describe the limitations of a hospitality business adopting sustainable practices	*PER	SO	OQ	WQ	WT	PS	PD
Knowledge							
Financial investment							
Staff training							
Guest expectations							

2.1. You must be able to:							
Describe how different types of materials can be recycled	*PER	SO	OQ	WQ	WT	PS	PD
Paper							
Food							
Metals							
Glass							

Food							
Liquid							
Hazardous							
Non-recyclable							

2.2. You must be able to:							
Describe the activities which can be implemented to reduce waste	*PER	SO	OQ	WQ	WT	PS	PD
Stock rotation							
Menu planning							
Reuse system							
Reduction in disposable items							
Separating waste streams							
Energy monitoring and management							
Reviewing of processes							
Smart procurement							
Returnable packaging							

2.3. You must be able to:							
Describe methods that hospitality businesses can use to promote sustainable practices	*PER	SO	OQ	WQ	WT	PS	PD
Training							
Toolbox talks							
Promotion activities – poster							
People champions							

Objective setting							
Target setting							

2.4. You must be able to:							
Describe how different approaches to sustainability can be applied in the hospitality industry	*PER	SO	OQ	WQ	WT	PS	PD
At company level							
Locally							
National							
Global							
Code of practice							
Legislation							
Regulations							

**Unit: 204****Unit title: Awareness of sustainability in the hospitality industry****Declaration**

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 205

## Unit title: Professional workplace standards

### Level 2

#### Unit aim

The aim of this unit is to develop learner's skills needed to work professionally and effectively in hospitality roles. Through this unit, learners will be able to demonstrate a professional personal appearance and effective organisational skills. They will develop skills to work effectively as a team member, providing support to others and responding positively to feedback provided to them.

\*PER – Portfolio evidence reference      SO – Site observation      OQ – Oral question      WQ – Written question      WT – Witness testimony

PS – Product supplementary      PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**



1.1. You must be able to:							
Maintain a professional personal appearance	*PER	SO	OQ	WQ	WT	PS	PD
Apply personal hygiene standards							
Appearance - dressing appropriately to the job role, personal grooming							
Behaviour - conduct, attitude, initiative, standards, punctuality, dependability, skills							

1.2. You must be able to:							
Demonstrate a professional approach	*PER	SO	OQ	WQ	WT	PS	PD
Polite							
Helpful							
Professional attitude							
Punctual							
Guest etiquette-refers to the way in which hospitality staff interact with and respond to guests. Appropriate etiquette means that guests are treated with courtesy and respect and are made to feel welcome in the establishment							

1.3. You must be able to:							
Demonstrate time management skills	*PER	SO	OQ	WQ	WT	PS	PD
Plan and prepare for work shift							
Attend on time							
Return from breaks on time							
Work at a reasonable pace							

1.4. You must be able to:							
Demonstrate organisational skills	*PER	SO	OQ	WQ	WT	PS	PD
Access appropriate information to plan the work day							
Adhere to time plan or checklists							
Follow standardised operating procedures							
Respond and adapt to changing daily requirements							

2.1. You must be able to:							
Demonstrate a collaborative approach	*PER	SO	OQ	WQ	WT	PS	PD
With team members							
With other departments							

2.2. You must be able to:							
Apply good practice in dealing with colleagues	*PER	SO	OQ	WQ	WT	PS	PD
Apply appropriate communication techniques							
Follow the standard organisations procedures							
Use colleagues name when speaking to them							
Respond to colleagues' requests in a timely manner							
Provide product knowledge or advise when asked							
Meet colleague expectations							
Check back with colleague							

2.3. You must be able to:							
Take responsibility within their own role	*PER	SO	OQ	WQ	WT	PS	PD
Take responsibility for own tasks within role							
Positively contribute to working as part of a team to achieve a common goal							
Use own initiative to support teamwork							

2.4. You must be able to:							
Provide constructive support to colleagues	*PER	SO	OQ	WQ	WT	PS	PD
Provide assistance to team members when required							
Offer advice or suggestions to team members to support or improve service							
Provide feedback to supervisor or management to improve service							

2.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Provide constructive feedback to colleagues							

2.6. You must be able to:							
Use communication devices to undertake their role	*PER	SO	OQ	WQ	WT	PS	PD
Use standard operating procedures for telephone communication							
Use email as a communication tool with, colleagues or other departments							
Engage responsibly with social media platforms to monitor guest feedback							

2.7. You must be able to:							
Work effectively with others to achieve targets	*PER	SO	OQ	WQ	WT	PS	PD
Complete tasks to meet deadlines							
Co-operation							
Communication							
Observing							
Anticipating needs of guests and colleagues							

2.8. You must be able to:							
Respond to feedback from others to improve service standards	*PER	SO	OQ	WQ	WT	PS	PD
Respond to feedback							
Appropriately respond to feedback							
Evaluate feedback							
Implement changes following feedback							
Others							
Team members							
Supervisors							
Management							
Guests							

**Unit: 205****Unit title: Professional workplace standards****Declaration**

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 206

## Unit title: Understand own role in self-development

### Level 2

#### Unit aim

The aim of this unit is to provide learners with an understanding of how to manage their own personal and professional development opportunities. Learners will develop an understanding of how to develop their own professional skills and knowledge taking account of their professional strengths and areas for development. They will be given time to follow a development plan in to order to review how they have improved their practice and be more effective in their hospitality roles.

\*PER – Portfolio evidence reference      SO – Site observation      OQ – Oral question      WQ – Written question      WT – Witness testimony  
PS – Product supplementary      PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1.1. You must be able to:							
You must be able to: Describe own professional strengths	*PER	SO	OQ	WQ	WT	PS	PD
Knowledge							
Skills							
Behaviours							
Qualities							

1.2. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Describe areas for professional development							

1.3. You must be able to:							
State sources of information on development opportunities	*PER	SO	OQ	WQ	WT	PS	PD
Colleagues							
Line managers							
Newspapers							
Careers advisors/careers services							
Job centres							
Hospitality journals							
Colleges							
Professional organisations							
Trade exhibitions							

1.4. You must be able to:							
Outline methods available to develop own professional skills and knowledge	*PER	SO	OQ	WQ	WT	PS	PD
Continuing education (part-time, full-time, online/distance learning)							
Courses accredited by a professional body							
Attending networking events							
Attending trade shows							
Secondments							
On-the-job training							
Shadowing another employee							
Subscribing to newsletters, social media alerts							
Reading hospitality related books, journals, magazines and newsletters							
Conducting online research							
Volunteering work							

1.5. You must be able to:							
Describe methods of reviewing personal knowledge and skills development plan	*PER	SO	OQ	WQ	WT	PS	PD
Appraisals							
1-2-1 meeting							
Performance reviews							
Feedback (guests, peers, line managers)							
Witness testimony							



2.1. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Describe how own development contributes to improved practice							

2.2. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Identify areas for own development							

2.3. You must be able to:							
Confirm development of skills and knowledge	*PER	SO	OQ	WQ	WT	PS	PD
Through self-assessment							
From others (guests, peers, line managers)							

2.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Review personal development plan							

**Unit: 206**

**Unit title: Understand own role in self-development**

**Declaration**

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 228      Unit title: Principles of reception services

### Level 2

#### Unit aim

The aim of this unit is to enable the learner to develop knowledge and understanding to better meet guest requests and support the reception department's contribution to business success.

Learners will develop an understanding of the function of the reception department and the systems and procedures that contribute to the guest experience

\*PER – Portfolio evidence reference      SO – Site observation      OQ – Oral question      WQ – Written question      WT – Witness testimony  
PS – Product supplementary      PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1.1. You must be able to:							
Identify different types of services offered within reception services	*PER	SO	OQ	WQ	WT	PS	PD
Check in/check out services							
Self-check in and check out							
Guest account services							
Concierge services							
Porter services							
Guest services							
Business centre services							
Bookings							
Chauffeur/limousine services							
Currency exchange							

1.2. You must be able to:							
Explain the role of a reception team member	*PER	SO	OQ	WQ	WT	PS	PD
Answer queries							
Provide accurate information							
Record bookings							
Confirm bookings							
Amend bookings							
Cancel bookings							
Take deposits							
Control levels of bookings by using close-outs							

Pre-agreed figures to maximise occupancy							
Special requests							
Requests for credit settlement							
In-house sales							
Offer alternatives when appropriate							

1.3. You must be able to:							
Outline the responsibilities of the reception services	*PER	SO	OQ	WQ	WT	PS	PD
Communicate with other departments							
First point of contact/brand ambassador							
Communicate with guest							
Bookings							
Provide checking in/check out services							
On stay service provider							
Provide accurate information							
Receiving payments							
Promote products and services							
Maintain confidentiality for guests							
Maintain guest confidence and security							

1.4. You must be able to:							
State the departments that may be informed of guest arrival or departures	*PER	SO	OQ	WQ	WT	PS	PD
Housekeeping							
Concierge							
Food and beverage							
Leisure							

2.1. You must be able to:							
Describe types of documents produced in the reception office	*PER	SO	OQ	WQ	WT	PS	PD
Letters							
Emails							
Fax							
Memos							
Promotional materials							
Internal communications							
Guest accounts							

2.2. You must be able to:							
Describe the importance of producing documents professionally	*PER	SO	OQ	WQ	WT	PS	PD
Presentation							
Accuracy (dates, address and names, prices, quantities, reference numbers, spelling, grammar)							
House-style							

Branded stationery							
Within agreed timescales							

2.3. You must be able to:							
Describe methods of filing documents	*PER	SO	OQ	WQ	WT	PS	PD
Manual							
Electronic							

2.4. You must be able to:							
Describe the importance of data protection	*PER	SO	OQ	WQ	WT	PS	PD
To comply with legislation							
To avoid theft							
To safeguard business and guest information							

2.5. You must be able to:							
Describe how to safeguard guest information	*PER	SO	OQ	WQ	WT	PS	PD
Restrict access to information, systems for filing and archiving							
Professional discretion							
Maintain confidentiality							

2.6. You must be able to:							
State office supplies and equipment used in the reception area	*PER	SO	OQ	WQ	WT	PS	PD
Office supplies							
Stationery							
Calculators							
Small equipment (scissors, hole punches, staplers)							
Promotional materials							
Equipment							
Computers							
Photocopiers							
Printers							
Fax machines							
Communication equipment							
Point of sales equipment							

2.7. You must be able to:							
State safe working practices in the reception office	*PER	SO	OQ	WQ	WT	PS	PD
Identify and report potential hazards							
Start and shutdown IT system safely							
Report faulty equipment							
Security and fire awareness							



3.1. You must be able to:							
Explain how standardised operating procedures contribute to the guest experience	*PER	SO	OQ	WQ	WT	PS	PD
Ensures guests are treated equally							
Ensures efficiency for guest interactions							
Ensures a quality service for the guest							

3.2. You must be able to:							
Identify essential information used to ensure planning for the day to day business in reception area	*PER	SO	OQ	WQ	WT	PS	PD
Daily briefing report							
Shift handover							
Occupancy rates							
Inter-department communications							
Booking requests							
Conference and banqueting bookings							
VIP guest arrival							
Group bookings							
Special requests							

3.3. You must be able to:							
Describe statistics used in reception	*PER	SO	OQ	WQ	WT	PS	PD
Occupancy							
Average spend per guest							

Average spend per room							
Departmental revenue							

3.4. You must be able to:							
Describe the different ways a guest can make a booking	*PER	SO	OQ	WQ	WT	PS	PD
Online booking system							
By an app							
Third party agent							
By phone							
By email							
In person							

3.5. You must be able to:							
Outline the information required when taking and confirming a booking	*PER	SO	OQ	WQ	WT	PS	PD
Name							
Address							
Contact details							
Date of check in							
Date of departure							
Type of room							
Type of room rate required							
Special requests and requirements							
Estimated time of arrival							

Type of payment							
-----------------	--	--	--	--	--	--	--

3.6. You must be able to:							
Explain the importance of recording accurate information	*PER	SO	OQ	WQ	WT	PS	PD
Help provide positive guest service							
Efficient service							
Assist with payments							
Avoid mistakes							
Avoid guest complaints							

3.7. You must be able to:							
Explain the purpose of backing up information regularly	*PER	SO	OQ	WQ	WT	PS	PD
Avoid losing information							
Avoid duplication of work							
Avoid delays							

3.8. You must be able to:							
Describe types of technology used to support reception service	*PER	SO	OQ	WQ	WT	PS	PD
Automated self-check in and check out systems							
Telecommunication systems							
Computers							
Key card systems							

Website							
Online booking systems							
Payment/pre-authorisation systems							
Social media platforms							
Digital displays							
Operating systems linked to other departments							

3.9. You must be able to:							
Explain how technology can benefit reception service	*PER	SO	OQ	WQ	WT	PS	PD
Reduces check in and check out time							
Provide 24-hour check in and check out							
Accurate information							
Improved communication							
Improved guest experience							

3.10. You must be able to:							
State the registration information required for checking in a guest	*PER	SO	OQ	WQ	WT	PS	PD
Cross-check against booking							
Date of arrival							
Passport number if applicable							
Vehicle registration details if applicable							
How many guests are in each room							
Payment method							

Room number							
Keys and key-cards							

3.11. You must be able to:							
Describe procedures for handling early arrivals and late departures	*PER	SO	OQ	WQ	WT	PS	PD
Room availability							
Additional charges when appropriate							
Additional meal arrangement							
Luggage storage							
Bathroom facilities							

3.12. You must be able to:							
Identify services that will improve guest experience during the check in procedure	*PER	SO	OQ	WQ	WT	PS	PD
Wakeup call							
Breakfast							
Newspaper							
Meal package							
Make an external booking							
Spa services, if applicable							
Luggage assistance							
Transport arrangement							
Wi-Fi log in details							
Entertainment options							

Special offers							
----------------	--	--	--	--	--	--	--

3.13. You must be able to:							
Describe methods of promoting products and services	*PER	SO	OQ	WQ	WT	PS	PD
Merchandise display							
Brochures							
Posters							
Lift displays							
Audio visuals							
Dedicated sales staff							
Concession area							

4.1. You must be able to:							
Describe different tariffs	*PER	SO	OQ	WQ	WT	PS	PD
Room only							
Bed and breakfast							
Half board							
Full board							
Group rate							
Conference							
Day rates							
Special packages							

4.2. You must be able to:							
Describe the procedure for opening guest accounts	*PER	SO	OQ	WQ	WT	PS	PD
Record name							
Room number							
Booking number							
Date of arrival							
Date of departure							
Room rate							
Method of payment							
Check credit limit of card and hotel, company/travel agent if ledger transfer							

4.3. You must be able to:							
Describe the procedure for closing guest accounts	*PER	SO	OQ	WQ	WT	PS	PD
Check brought forward							
Accommodation posted							
Late charges calculated							
Total bill to produce carried forward							
Present to guest to check for accuracy							
Process selected payment type							
Issue receipt							
Copy to guest							
Confirm guest satisfaction							
Offer repeat bookings							

4.4. You must be able to:							
Explain why guest accounts must be regularly updated	*PER	SO	OQ	WQ	WT	PS	PD
To ensure all charges are allocated							
To avoid under-payment							

4.5. You must be able to:							
Identify methods for transferring charges from internal departments	*PER	SO	OQ	WQ	WT	PS	PD
Manually							
Through electronic point of sale (EPOS) system							

4.6. You must be able to:							
Describe additional charges to guest accounts	*PER	SO	OQ	WQ	WT	PS	PD
Visitors paid outs (VPOs) for transfers							
Theatre							
Flowers							
Excursions							
Early check-in							
Late check-out							
Mini bar							
Laundry and dry cleaning							
Food and beverages							
Other services							



4.7. You must be able to:							
Describe how to prepare cash floats	*PER	SO	OQ	WQ	WT	PS	PD
Forecast cash flow according to volume and type of business							
Ensure adequate change							
Handover takeover							

4.8. You must be able to:							
Describe different methods of payment	*PER	SO	OQ	WQ	WT	PS	PD
Cash							
Credit and debit cards							
Account							
Foreign exchange							
Vouchers							
Ledger transfers							
Traveller cheques							
Pre-paid deposits							
Phone apps							
Refunds and credits							

4.9. You must be able to:							
Identify methods for keeping cash secure in the front office	*PER	SO	OQ	WQ	WT	PS	PD
Limit access							
Regular checks							

Transit to be varied at irregular times/may be collected/ accompanied							
---	--	--	--	--	--	--	--

5.1. You must be able to:							
Describe how reception service improves the guest experience	*PER	SO	OQ	WQ	WT	PS	PD
Guest feels welcome							
Guest feels prioritised							
Contributes to guest satisfaction							
Guest receives efficient service							
Knowledge of internal and external services							

5.2. You must be able to:							
Describe methods of guest feedback	*PER	SO	OQ	WQ	WT	PS	PD
Guest questionnaires							
Oral feedback							
Letters							
Emails							
Telephone calls							
Comments on websites							
Social media							

5.3. You must be able to:							
Explain the importance of dealing with complaints professionally	*PER	SO	OQ	WQ	WT	PS	PD
Maintain reputation							
Retain guest loyalty							
Contributes to guest satisfaction							

5.4. You must be able to:							
Explain the importance of following procedures when handling complaints	*PER	SO	OQ	WQ	WT	PS	PD
Provides a structured approach							
Helps retain the guest							
Helps prevent complaint escalating							

5.5. You must be able to:							
Explain considerations when dealing with complaints	*PER	SO	OQ	WQ	WT	PS	PD
Time							
Money							
Balancing the needs of the guest							
Balancing the expectations of the business							
Unavailability of products or services							
Level of responsibility							

**Unit: 228****Unit title: Principles of reception service****Declaration**

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 229

## Unit title: Guest welcome

### Level 2

#### Unit aim

The aim of this unit is for learners to be able to prepare a reception area for the day to day operations, by ensuring information used for the daily business is accurate, the area is clean and tidy and equipment is working. Learners will also be able to take a guest booking and liaise with other departments to ensure the best guest experience.

Learners will be able to prepare a reception area to ensure it is ready for the day's operations ensuring that guest experience exceeds the guest's expectations and keeps them coming back.

\*PER – Portfolio evidence reference      SO – Site observation      OQ – Oral question      WQ – Written question      WT – Witness testimony

PS – Product supplementary      PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1.1. You must be able to:							
Review system reports in preparation for the daily business requirements	*PER	SO	OQ	WQ	WT	PS	PD
Daily briefing report							
Shift handover							
Occupancy rates							
Inter-department communications							
Conference and banqueting function list							
Pre-registrations							
Arrivals/departures							
Revenue per available room (RevPAR)							
Lost postings							
High balance/guest over							

1.2. You must be able to:							
Use standardised operating procedures to prepare for reception service	*PER	SO	OQ	WQ	WT	PS	PD
Opening/closing							
Registration							
Guest check in/check out							
Allocating rooms							
Group check in							
Control of guest keys/keycards							

1.3. You must be able to:							
Prepare for daily business operations	*PER	SO	OQ	WQ	WT	PS	PD
Conferences							
VIPs							
Groups							
Special requests							

1.4. You must be able to:							
Check reception technology is ready for guest service	*PER	SO	OQ	WQ	WT	PS	PD
Computers							
Printers							
Photocopiers							
Communication devices							
Keycard system							
Electronic signage							
Print systems back up in case of system failure							

1.5. You must be able to:							
Organise the reception desk ready for guest service	*PER	SO	OQ	WQ	WT	PS	PD
Tidy							
Stationery							
Tariff information							
Cash float							

Brochures							
-----------	--	--	--	--	--	--	--

1.6. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Review available promotions							

1.7. You must be able to:							
You must be able to: Ensure public information is up to date and accurate	*PER	SO	OQ	WQ	WT	PS	PD
Bus schedules							
Taxi information							
Restaurant recommendations							
Medical facilities							
Retail facilities							
Historical locations							
Local attractions							
Places of interest							

2.1. You must be able to:							
Respond positively when providing guest service	*PER	SO	OQ	WQ	WT	PS	PD
Professional attitude							
Polite							
Respectful							



Proactive							
Guest-focused							

2.2. You must be able to:							
Promote in-house service opportunities to maximise sales	*PER	SO	OQ	WQ	WT	PS	PD
Upgrading room tariffs							
Adding meals							
Car parking							
Health and wellbeing services, if applicable							
Early bird offers							
Other services							

3.1. You must be able to:							
Inform guests of internal products and services	*PER	SO	OQ	WQ	WT	PS	PD
Hotel rooms							
Tariff types							
Loyalty rewards							
Wi-Fi							
Spa							
Leisure facilities							
Conferences							
Functions							
Restaurants							

Special requests							
------------------	--	--	--	--	--	--	--

3.2. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Take bookings for accommodation							

3.3. You must be able to:							
Provide alternatives if booking requests are not available	*PER	SO	OQ	WQ	WT	PS	PD
Different dates							
Room facilities							
Prices							
Package deals							
Product features							

3.4. You must be able to:							
Answer queries from guests	*PER	SO	OQ	WQ	WT	PS	PD
New							
Existing							
Potential							
Local							
International							
Business leisure							

Those with disabilities							
Individuals							
Families							
Groups							

3.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Record information onto the booking system							

3.6. You must able to:							
Support guest service by liaising with other departments	*PER	SO	OQ	WQ	WT	PS	PD
Allocating available room							
Early check in							
Late checkout							
Contacting department on behalf of the guest							
Make a booking							
Communicate guest requests							
Resolve guest issues							

**Unit: 229****Unit title: Guest welcome****Declaration**

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 230

## Unit title: On stay guest service

### Level 2

#### Unit aim

The aim of this unit is for learners to be able to provide on stay guest service to arriving and departing guests and manage guest accounts in a professional manner. Learners will also be able to deal with guest issues and complaints in a professional manner.

\*PER – Portfolio evidence reference      SO – Site observation      OQ – Oral question      WQ – Written question      WT – Witness testimony  
PS – Product supplementary      PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1.1. You must be able to:							
Greet guests promptly and politely	*PER	SO	OQ	WQ	WT	PS	PD
Internal guest							
External guest							
New guests							
Existing guests							
Potential guests							

1.2. You must be able to:							
Identify guest needs and provide the appropriate service	*PER	SO	OQ	WQ	WT	PS	PD
Check in							
Check out							
Information							
Assistance							
Value for money							
Special requirements							
Dietary requirements							

1.3. You must be able to:							
Respond to guest incidents	*PER	SO	OQ	WQ	WT	PS	PD
Difficult guests							
Intoxicated guests							

Communication difficulties (language barriers)							
Service issues							

1.4. You must be able to:							
Manage guest complaints	*PER	SO	OQ	WQ	WT	PS	PD
Service							
Slow							
Inadequate							
Rushed							
Rude staff							
Products							
Prices							
Goods not meeting expectations							

2.1. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Review daily arrivals and departures lists							

2.2. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Respond positively to arriving and departing guests							

2.3. You must be able to:							
Allocate rooms to suit requirements	*PER	SO	OQ	WQ	WT	PS	PD
Guest							
Type of room (double, single, suites)							
Length of stay							
Special requirements							
Business							
Busy periods							
Quiet periods							
Over booked (re-allocate to other establishments)							

2.4. You must be able to:							
Distribute arrivals and departures list information to other departments as required	*PER	SO	OQ	WQ	WT	PS	PD
Housekeeping							
Concierge							
Food and beverage							
Leisure facilities							

2.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Retrieve and confirm guest bookings prior to registration							



2.6. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Register guests							

2.7. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Record any additional charges against guests account							
Visitors paid outs (VPOs) for transfers							
Theatre							
Flowers							
Excursions							
Late checkout							
Early check-in							
Mini bar							
Laundry and dry cleaning							
Food and beverages							

2.8. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Rectify account and payment problems							
Overcharges							
Undercharges							
Payment declined/insufficient funds							

2.9. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Process settlement of guest accounts							

3.1. You must be able to:							
Demonstrate product knowledge when selling products and services	*PER	SO	OQ	WQ	WT	PS	PD
Internal and external offers							

3.2. You must be able to:							
Use sales techniques	*PER	SO	OQ	WQ	WT	PS	PD
Opening							
Developing							
Closing							
Upselling							

3.3. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Establish a positive rapport with guests							

3.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Complete any relevant paperwork to confirm sale							

**Unit: 230**

**Unit title: On stay guests**

**Declaration**

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 231      Unit title: Operating reception systems

### Level 2

#### Unit aim

The aim of this unit is for learners to be able to perform reception office skills, issue cash floats to ensure business security and integrity.

Learners will be able to perform office skills including documents to a professional standard, provide guest service to arriving and departing guests and issue cash floats

\*PER – Portfolio evidence reference      SO – Site observation      OQ – Oral question      WQ – Written question      WT – Witness testimony  
PS – Product supplementary      PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1.1. You must be able to:							
Produce different types of documents	*PER	SO	OQ	WQ	WT	PS	PD
Letters							
Emails							
Memos							
Promotional materials							
Internal communications							
Guest accounts							

1.2. You must be able to:							
Produce documents to a professional standard	*PER	SO	OQ	WQ	WT	PS	PD
Following style guide							
Letterhead paper							
Spell check							

1.3. You must be able to:							
File documents according to organisational procedures	*PER	SO	OQ	WQ	WT	PS	PD
Manually							
Electronically							

1.4. You must be able to:							
Safeguard guest information	*PER	SO	OQ	WQ	WT	PS	PD
Data protection legislation							

1.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Maintain reception office supplies							

2.1. You must be able to:							
Issue cash floats	*PER	SO	OQ	WQ	WT	PS	PD
Ensure adequate change							
Count out to recipient							
Obtain signature prior to issue							

2.2. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Handle cash transactions							

2.3. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Control petty cash							

2.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Open and close guest accounts							

2.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Produce statistical reports							
Occupancy							
Average spend per guest and per room							
Departmental revenue							



**Unit: 231****Unit title: Operating reception systems****Declaration**

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	



## Appendix 1      Relationships to other qualifications

### ***Links to other qualifications***

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications.

### ***Literacy, language, numeracy and ICT skills development***

This qualification can develop skills that can be used in the following qualifications:

- Functional Skills (England) – see [www.cityandguilds.com/functionalskills](http://www.cityandguilds.com/functionalskills)
- Essential Skills (Northern Ireland) – see [www.nidirect.gov.uk/articles/essential-skills](http://www.nidirect.gov.uk/articles/essential-skills)
- Essential Skills Wales – see [www.walesessentialskills.com](http://www.walesessentialskills.com)

## Appendix 2      Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the Centres and Training Providers homepage on [www.cityandguilds.com](http://www.cityandguilds.com).

*Centre Manual - Supporting Customer Excellence* contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues.

Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

*Our Quality Assurance Requirements* encompasses all of the relevant requirements of key regulatory documents such as:

- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

*Access to Assessment & Qualifications* provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

*Centre Guide – Delivering International Qualifications* contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification.

Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

## Appendix 3      Useful contacts

<b>UK learners</b> General qualification information	<b>E: <a href="mailto:learnersupport@cityandguilds.com">learnersupport@cityandguilds.com</a></b>
<b>International learners</b> General qualification information	<b>E: <a href="mailto:intcg@cityandguilds.com">intcg@cityandguilds.com</a></b>
<b>Centres</b> Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	<b>E: <a href="mailto:centresupport@cityandguilds.com">centresupport@cityandguilds.com</a></b>
<b>Single subject qualifications</b> Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	<b>E: <a href="mailto:singlesubjects@cityandguilds.com">singlesubjects@cityandguilds.com</a></b>
<b>International awards</b> Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	<b>E: <a href="mailto:intops@cityandguilds.com">intops@cityandguilds.com</a></b>
<b>Walled Garden</b> Re-issue of password or username, Technical problems, Entries, Results, e- assessment, Navigation, User/menu option, Problems	<b>E: <a href="mailto:walledgarden@cityandguilds.com">walledgarden@cityandguilds.com</a></b>
<b>Employer</b> Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	<b>E: <a href="mailto:business@cityandguilds.com">business@cityandguilds.com</a></b>
<b>Publications</b> Logbooks, Centre documents, Forms, Free literature	<b>F: +44 (0)20 7294 2413</b>

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: [feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)

## About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

## City & Guilds Group

The City & Guilds Group is a leader in global skills development. Our purpose is to help people and organisations to develop their skills for personal and economic growth. Made up of City & Guilds, City & Guilds Kineo, The Oxford Group and ILM, we work with education providers, businesses and governments in over 100 countries.

## Copyright

The content of this document is, unless otherwise indicated, © The City & Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The Standard Copying Conditions (see the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City & Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Published by City & Guilds, a registered charity established to promote education and training

### City & Guilds

**1 Giltspur Street**

**London EC1A 9DD**

---

**T +44 (0)844 543 0000**

---

**F +44 (0)20 7294 2413**

---

**[www.cityandguilds.com](http://www.cityandguilds.com)**

---