

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

Version 1.3, March 2022

**Qualification Handbook**

## Qualification at a glance

<b>Subject area</b>	Hospitality and Catering
<b>City &amp; Guilds number</b>	8064
<b>Entry requirements</b>	None
<b>Assessment types</b>	Practical and knowledge assessments and multiple choice tests
<b>Grading</b>	Pass / Fail
<b>Support materials</b>	SmartScreen materials, Logbooks, Assessment packs
<b>Registration and certification</b>	Consult the Walled Garden/Online Catalogue for last dates

<b>Title and level</b>	<b>GLH</b>	<b>TQT</b>	<b>City &amp; Guilds qualification number</b>
Level 2 Diploma in Reception Services	260	350	8064-05

## Change log

Version	Change detail	Section
1, Jan 2020	First published – details TBC	N/A
1.1, Sep 2020	First finalised version published	
1.2, Jan 2021	Evolve test duration added	Assessment
1.3, Mar 2022	Changes to assessment title	Qualification at a glance, Summary of Assessment Methods, Assessment strategy

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# 1 Introduction

This document tells you what you need to do to deliver the qualification:

Area	Description
Who is the qualification for?	<p>The Level 2 Diploma in Reception Services is for candidates who are looking to start or develop their careers in hospitality. They cover both transferable and job role specific skills, set out by employers, ensuring candidates become work ready not only for a specific role but for a career in the hospitality industry.</p> <p>Candidates will be required to display both practical skills and the associated knowledge in order to complete the assessments.</p>
What does the qualification cover?	<p>This qualification is aligned to the Global Hospitality Certification, the new global certification for the hospitality industry, developed in partnership with Worldchefs and employers around the world. This unique combination brings this new qualification in line with current industry practices.</p> <p>This qualification covers transferable as well as job role specific skills, set out by employers, offering a holistic approach to training learners to be work ready. Sustainability awareness is now a key part of the offer, addressing a critical challenge for the hospitality industry globally.</p> <p>As part of our innovative approach, digital badges are included as a key feature of the new qualifications. Learners who complete their qualifications will receive a digital badge in addition to their City &amp; Guilds certificate. They can share their digital badge online via social media showcasing their qualification achievement and the skills they can offer.</p> <p>By incorporating the latest industry trends and technology, the new global qualifications make City &amp; Guilds graduates ready for the world of work, wherever they are in the world, taking their first step towards a successful career in hospitality.</p>
What opportunities for progression are there?	<p>On completion of this qualification candidates may progress into the following City &amp; Guilds qualifications:</p> <ul style="list-style-type: none"><li>• City &amp; Guilds Level 3 Diploma in Culinary Arts and Supervision (8064-06)</li></ul> <p>Candidates following an employment route can progress through our Global Certification Offer to recognise their skills and experience as they progress in the industry.</p>

## 2 Structure

To achieve the Level 2 Diploma in Reception Services, learners must achieve all of the units listed in the table below.

8064-03 Diploma in Food and Beverage Service			
City & Guilds unit number	Unit title	GLH	TUT
201	Understand the hospitality industry	15	20
202	Understand business success	40	45
203	Provide guest service	25	30
204	Awareness of sustainability in the hospitality industry	15	25
205	Professional workplace standards	25	35
206	Understand own role in self development	10	15
228	Principles of reception services	30	40
229	Guest welcome	30	40
230	On stay guest service	35	50
231	Operating reception systems	35	50

### Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
8064-05 Level 2 Diploma in Reception Services	260	350

## 3 Centre requirements

### Approval

If your Centre is approved to offer the qualifications:

- 8067-01 Level 1 Certificate in Reception Services
- 8067-02 Level 2 Diploma in Reception Services
- 8067-03 Level 3 Advanced Diploma in Reception and Front Office Services

then you will be given automatic approval for the new **8064-05 Level 2 Diploma in Reception Services**.

To offer these qualifications, new centres will need to gain both centre and qualification approval. Please refer to the Centre Manual - Supporting Customer Excellence for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

This qualification **must** be delivered and assessed in the English language.

### Resource requirements

#### *Resources*

Centres wishing to deliver these qualifications must ensure that they have the staff and facilities to deliver the practical elements of the course. If there are no facilities within the centre to deliver the activities in a realistic working environment we recommend developing links with local industry to provide hands-on experience.

#### *Centre staffing*

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area[s] for which they are delivering training and have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

See also the Assessment section in this document for details from the assessment strategy on the role of supervisors and managers in the assessment process.

Centre staff may undertake more than one role, eg tutor and assessor or internal quality assurer, but cannot internally verify their own assessments.



## **Learner entry requirements**

City & Guilds does not set entry requirements for these qualifications. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

## **Age restrictions**

City & Guilds cannot accept any registrations for learners under 16 as these qualifications are not approved for learners under 16.

## 4 Delivering the qualification

### Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs
- support and guidance they may need when working towards their qualifications
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualification[s], their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

### Support materials

The following resources are available for these qualifications:

Description	How to access
SmartScreen	<a href="http://www.smartscreen.co.uk">www.smartscreen.co.uk</a>
Logbooks	<a href="http://www.smartscreen.co.uk">www.smartscreen.co.uk</a> and City & Guilds website
Assessment pack	City & Guilds website

## 5 Assessment

### Summary of assessment methods

#### Candidates must:

Learners must achieve the following assessments to gain this qualification: (228, 240, 250)

Assessment number	Assessment title	Type	Grading	Units covered
228	Principles of reception services	Evolve - on demand multiple choice test	PX	228
240	Hospitality principles - Theory test	Evolve - on demand multiple choice test	PX	201, 202, 203, 204
250	Reception Services – Practical and knowledge assessment	Practical and knowledge assessment	PX	205, 206, 229, 230, 231

The qualification is graded Pass / Fail only. In order to pass the qualification, candidates must pass all the assessments as detailed above.

### Assessment strategy

#### Test Specifications

The way the knowledge is covered by each test is laid out in the table(s) below.

A bilingual dictionary will be allowed for international candidates during the online assessments.

228 Principles of reception services		
<b>Duration: 45 minutes</b>		
Outcome number	Marks	%
1. Understand the role and responsibilities in reception services	4	13%
2. Understand office skills used in reception	7	23%
3. Understand reception systems and processes	11	37%
4. Understand guest accounts and reception payments	5	17%
5. Understand how reception service impacts on guest experience	3	10%
<b>Total</b>	<b>30</b>	<b>100%</b>

## 240 Hospitality principles - Theory test

**Duration: 60 minutes**

Unit number	Marks	%	
201 Understand the hospitality industry	5	13%	
202 Understand business success	16	40%	
203 Provide guest service	12	30%	
204 Awareness of sustainability in the hospitality industry	7	18%	
	<b>Total</b>	<b>40</b>	<b>100%</b>

### ***Practical and knowledge assessments***

Learners are required to successfully complete practical and knowledge assignments to be assessed in centre. The Assessment Pack which includes specific guidance, information and instructions can be located at [www.cityandguilds.com](http://www.cityandguilds.com).

### ***Recognition of prior learning (RPL)***

Recognition of prior learning means using a person's previous experience, or qualifications which have already been achieved, to contribute to a new qualification.

Unless specifically stated, any previous experience or qualification gained may reduce the amount of learning hours required. However, all the assessments **must** be completed successfully in order to achieve this qualification.

Learners that wish to complete other qualifications within the 8064 suite at the same level will not need to re-take the assessments that they have already achieved that are common across multiple qualifications.

For example, learners that complete *8064-05 Level 2 Diploma in Reception Services* and wish to also complete *8064-04 Level 2 Diploma in Housekeeping Services* do not need to repeat the assessments that the two qualifications share.

## 6 Units

### Structure of the units

These units each have the following:

- City & Guilds reference number
- Title
- Learning outcomes, which are comprised of a number of assessment criteria

Centres must deliver the full breadth of the range. Specialist equipment or commodities may not be available to all centres, so centres should ensure that their delivery covers their use. This may be covered by a practical demonstration (e.g. video). For the practical assessments for this qualification, centres should ensure that there are sufficient resources to complete the task but are not required to use all the equipment or commodities in the range.

## Unit 201

## Understand the hospitality industry

### Unit aim:

Hospitality is one of the fastest growing global industries that can provide rewarding jobs and career opportunities locally, nationally and internationally. Knowledge of the types of diverse range of jobs available and the types of organisations to work for can allow learners to achieve their career goals.

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.

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### Learning outcome

The learner will:

1. Know the structure of the hospitality industry

### Assessment criteria

The learner can:

- 1.1 Describe **types of hospitality establishment**

#### Types of hospitality establishment

- Restaurants
- Hotels / resorts
- Pubs and bars
- Contract catering
- Event catering
- Cafes and coffee shops

- 1.2 Describe the **types of business operations** that are typically found in the hospitality industry

#### Types of business operation

- Multinational/global
- Sole traders
- Independent
- Franchises

- Partnerships
- Groups
- Brands
- Local/independent
- Regional
- National
- Global

### 1.3 Identify **services** provided at different **types of hospitality establishments**

#### **Services**

- Food and beverage services
- Bar services
- Accommodation/guest services
- Reception service
- Business services
- Concierge/Portering
- Leisure Facilities
- Event management
- Entertainment
- Gambling
- Butlering

### 1.4 Describe how **departments** contribute to the effective running of a hospitality establishment

#### **Departments**

- Kitchen
- Food and Beverage
- Reception
- Housekeeping
- Maintenance
- Back office (HR, accounts, bookings, management)

### Learning outcome

The learner will:

#### 2. Know job roles in hospitality

### Assessment criteria

The learner can:

#### 2.1 Identify responsibilities of different **job roles in the kitchen**

##### **Job roles in the kitchen**

- 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 Identify responsibilities of different **job roles in food and beverage service**

### **Job roles in food and beverage service**

- Restaurant Manager
- Mître D'hotel
- Sommelier
- Waiter/Waitress
- Bar Manager/Supervisor
- Bar Staff/Mixologist
- Events Manager
- Conference and Banqueting Manager
- Barista

## 2.3 Identify responsibilities of different **job roles in front of house service**

### **Job roles in front of house service**

- Front Office Manager
- Concierge
- Porter
- Receptionist
- Host

## 2.4 Identify responsibilities of different **job roles in housekeeping**

### **Job roles in housekeeping**

- Executive Housekeeper
- Floor Housekeeper
- Room Attendant
- Public Areas Cleaner
- Laundry attendant
- Maintenance

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## Learning outcome

The learner will:

3. Understand career opportunities in hospitality

## Assessment criteria

The learner can:

3.1 Explain how **skills** are transferable across different job roles

### **Skills**

- Communication



- Guest Services
- Planning
- Time keeping
- Attitude
- Appearance
- Respecting diversity
- Reliability
- Honesty
- Resilience

### 3.2 Describe **working patterns** in hospitality

#### **Working patterns**

- Full time
- Part time
- Shift work
- Split shifts
- Rotational
- Seasonal

### 3.3 Explain **progression routes** for team member roles

#### **Progression routes**

- Vertical/Horizontal
- Trainee
- Apprentice/Graduate
- Team member
- Supervisor
- Front line manager
- Department Manager
- Senior Manager

### Unit aim:

There are many ways that business measures success; whether based on profit made, guest satisfaction, motivated workforce or a combination of these. However, it is measured, it is the people that work for the business that are critical to success. It is important for those working in hospitality to understand what the business is aiming to achieve, and how they can contribute to achieving it.

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.

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### Learning outcome

The learner will:

1. Know how legislation and regulations affects hospitality businesses

### Assessment criteria

The learner can:

- 1.1 Describe the purpose of key **legislation and regulation** within the hospitality sector

#### Regulation

- Company law
- Environmental Health and food safety
- Employment law
- Equality law
- Licensing
- Data protection

- 1.2 Describe the **importance** of compliance with legislation and regulations within the hospitality industry

## Importance

- Good governance
- Keeping guests and staff safe
- Protecting reputation
- Secure record keeping
- Honouring employment agreements and regulations
- Protection of staff and management rights
- Clear assignment of responsibilities

1.3 Identify **outcomes of compliance and non-compliance** with regulation to a hospitality business

### Outcomes

#### Compliance

- Legal compliance
- Safer environment
- Better guest experience
- Fair and equal opportunities for both guests and staff
- Increased reputation
- Best practice

#### Non-compliance

- Health and Safety issues
- Guest complaints
- Employee disputes
- Legal action
- Fines
- Loss of reputation
- Risk of closure

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## Learning outcome

The learner will:

2. Know health and safety requirements of hospitality organisations

## Assessment criteria

The learner can:

2.1 Describe principles of **legal responsibilities** for employers and employees with regard to health and safety guidance

### 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

#### 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 PPE's in the correct way instructed

## 2.2 Identify **common causes** of accidents in the workplace

### **Common causes**

- Occupational / Workplace
- Environmental
- Human

## 2.3 Identify ways to **minimise the risks of accidents** in the workplace

### **Minimise the risks of accidents**

#### 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 Identify the potential **consequences** of not applying good health and safety practices

### **Consequence**

- Accidents
- Illnesses
- Stress
- Death
- Damaged reputation
- Increased sick leave and staff turnover
- Prosecution
- Compensation claims
- Legal costs

## 2.5 Identify **risks to guest health and safety** within the hospitality industry

### **Risks to guest health and safety**

- Security risks
- Unattended luggage
- Self-harm

## 2.6 Outline the procedure to be followed when a **major incident** is reported

### **Major incident**

- Accident/incident resulting in serious injury or even death
- Fire
- Explosion
- Suspected threat of terrorism Incident

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## Learning outcome

The learner will:

3. Understand the importance of profitability to Hospitality businesses

## Assessment criteria

The learner can:

3.1 Identify **factors** that affect profitability

### Factors

- Increasing revenue return
- Knowing break-even point
- Increasing operational efficiency and performance
- Reducing costs

3.2 Explain ways of **increasing revenue**

### Increasing revenue

- 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 Describe **ways** to increase operational efficiency and performance

### Ways

- 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 Identify the main **costs** associated with a hospitality business

### Costs

#### Fixed costs

- Staff or labour costs
- Rent
- Equipment costs

#### Variable costs

- Food and beverage stock costs
- Utilities including electricity, gas, water, waste management

- Maintenance costs
- Sundries

### 3.5 Identify ways to **reduce costs** in a hospitality business

#### **Reduce costs**

- 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 Outline ways of **monitoring** business financial performance

#### **Monitoring**

- Financial analysis
- Guest satisfaction rating
- Departmental performance analysis
- Performance reviews

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### Learning outcome

The learner will:

#### 4. Know the contribution that people make to a business

### Assessment criteria

The learner can:

#### 4.1 Identify how **people skills** contribute to business success

##### **People skills**

- Effective communicator
- Professional work practice and attitude
- Team player
- Guest focused

#### 4.2 Outline the **importance of product knowledge** to successfully contribute to a business

##### **Importance of product knowledge**

- 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 Describe the **content** of an induction process

##### **Content**

- 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 Describe the **characteristics** of an effective team

**Characteristics**

- 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 Explain how the key **principles** of good teamwork contribute to effective team operations

**Principles**

- Defined goals and objectives
- Clear roles
- Honest communication
- Accountability
- Building on strengths
- Review and feedback
- Celebrating success

4.6 Describe how the interactions between departments contribute to business success

**Learning outcome**

The learner will:

5. Know how technology contributes to business success

**Assessment criteria**

The learner can:

5.1 Outline the **technologies** used in the hospitality industry

**Technologies**

- 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 Describe how technologies can be used to contribute to business success

5.3 Describe the **responsibilities** a hospitality business has to manage digital information

**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 Identify the **consequences** of inappropriate use of digital communication technology

**Consequences**

- 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 guidance**

AC 2.2 **Common causes** of accidents in the workplace

- **Occupational** (chemicals and harmful substances), equipment, working methods such as lifting, carrying and handling
- **Environmental** (lighting and ventilation, temperature, flooring (eg type, wet, damaged))
- **Human** (carelessness, inexperience, lack of training, lack of attention) Keeping the body clean



### Unit aim:

Guests of the hospitality industry are increasingly looking for high levels of service. Whether in a fast food take away, a 5\* hotel or a hostel they expect the staff they meet to ensure their experience is positive. In such a competitive industry, businesses need to find ways in which they stand out from their competitors. If their staff do not know what makes positive guest service, they are unlikely to meet the needs of their guests.

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.

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### Learning outcome

The learner will:

1. Know how effective communication is used to benefit a hospitality establishment

### Assessment criteria

The learner can:

- 1.1 Describe **methods** of communication when dealing with guests

#### Methods

- Face to face
- In writing
- Over the telephone
- Non-verbal
- In emails

- 1.2 Describe the **principles** of effective communication

#### Principles

- Effective listening

- Tone of voice
- Clarity of message
- Accuracy of message
- Understanding of needs
- Language used
- Cultural expectations

1.3 Describe the **benefits** of effective communication

**Benefits**

- Better understanding
- Increased sales / happy guests
- Fewer complaints
- Numbers of compliments
- Repeat business/brand loyalty
- Reduced staff turnover
- Job satisfaction and staff motivation

1.4 Identify the **barriers** to effective communication

**Barriers**

- Language
- Use of jargon
- Perception or viewpoints
- Expectations
- Assumptions
- Prejudices
- Cultural differences

1.5 Describe how to overcome barriers to effective communication

**Learning outcome**

The learner will:

2. Know the effect of guest service on hospitality establishments

**Assessment criteria**

The learner can:

2.1 Identify different **types of guests** in the hospitality industry

**Types of guests**

**Internal**

- Team members and staff
- Managers
- Supervisors

**External**

- Existing guests
- New guests
- Potential guests

- Delivery personnel

2.2 Describe the **principles** of guest service

**Principles**

- Welcoming, friendly, and courteous
- Knowledgeable
- Efficient
- Well timed
- Flexible attitude
- Consistent
- Effective communication
- Building of trust and confidence
- Exceeding expectations

2.3 Describe **factors** that affect good guest service

**Factors**

- Price point
- Value for money
- Reputation
- Brand
- Past experiences
- Recommendations
- Media influences
- Cultural influences
- Faith-based influences

2.4 Describe the effect of good guest service on **stakeholders**

**Stakeholders**

- The employee
- The business
- The guest

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**Learning outcome**

The learner will:

3. Understand how guest issues are resolved by hospitality establishments

**Assessment criteria**

The learner can:

3.1 Identify **guest expectations**

**Guest expectations**

- Level of service
- Value for money
- Product quality
- Presentation
- Hygiene

- Health and safety
- Luxury factor

3.2 Describe types of **guest issues** that can occur in hospitality establishments

**Guest issues**

- Difficult guests
- Intoxicated guests
- Medical incidents
- Special requirements
- Communication difficulties
- Guest requests
- Dissatisfaction with service
- Dissatisfaction with products

3.3 Explain the benefits to **stakeholders** of dealing with guest issues effectively

**Stakeholders**

- The employee
- The business
- The guest

3.4 Describe the **methods** for gathering guest satisfaction

**Methods**

- 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 Explain how **guest issues** are dealt with in hospitality establishments

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**Unit guidance**

AC1.1 Non-verbal (body language, personal presentation)

AC1.4 **Overcoming barriers** to communication requires using positive interpersonal skills including

- 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

AC2.1 **Types of guests**, differentiating between guests and customers is essential for good hospitality service as it acknowledges the guest as the paying customer within the hospitality industry. Focusing on good guest service practice provides for a positive outcome internally and externally.

AC3.1 In guest service a need is often described as something that solves a real or imagined problem, however guests have inherent needs that form part of their expectations such as safety and security, confidentiality and specific needs for example assistance for parents or those with disabilities.

## Unit 204

# Awareness of sustainability in the hospitality industry

### Unit aim:

The hospitality business has the potential to have a major negative impact on the environment whether through the use of plastics in takeaway food and drink, the use of electrical and other carbon based energy systems, the drain on potentially scarce water resources to launder bedding and tableware or the carbon footprint associated with transporting food across the globe. There is increased focus on sustainability by the public and increasing expectations that businesses start to reduce that negative impact together with looking at how sustainable practices can be incorporated to enable them to operate more efficiently and cost effectively.

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.

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### Learning outcome

The learner will:

1. Know the principles of sustainability in the hospitality industry

### Assessment criteria

The learner can:

- 1.1 Define the term sustainability in the hospitality industry

- 1.2 State **types** of sustainable practices used in the hospitality industry

#### Types

- Waste reduction
- Waste re-use / recycle
- Energy usage best practices
- Water reduction
- Food commodities sourcing

- Environmentally friendly activities/operations

1.3 Define the term carbon footprint

1.4 Describe how carbon footprint be reduced

1.5 Describe the **advantages** of a hospitality business adopting sustainable practices

**Advantages**

- Positive
- Reputation
- Financial
- Staff morale
- Recognition
- Environmental

1.6 Describe the **limitations** of a hospitality business adopting sustainable practices

**Limitations**

- Knowledge
- Financial investment
- Staff training
- Guest expectations

---

**Learning outcome**

The learner will:

2. Know how to implement sustainable practices in the hospitality industry

**Assessment criteria**

The learner can:

2.1 Describe how **different types of materials** can be recycled

**Different types of materials**

- Paper
- Metals
- Glass
- Food
- Liquid
- Hazardous
- Non-recyclable

2.2 Describe the **activities** which can be implemented to reduce waste

**Activities**

- Stock rotation
- Menu planning
- Re-use system

- Reduction in disposable items
- Separating waste streams
- Energy monitoring and management
- Reviewing of processes
- Smart procurement
- Returnable packaging

2.3 Describe **methods** that hospitality businesses can use to promote sustainable practices

**Methods**

- Training
- Toolbox talks
- Promotion activities – Poster
- People champions
- Objective setting
- Target setting

2.4 Describe how **different approaches** to sustainability can be applied in the hospitality industry

**Different approaches**

- At company level
- Locally
- National
- Global
- Code of practice
- Legislation
- Regulations



### Unit aim:

The main purpose of professional workplace standards is to direct staff to provide safe and competent services to guests and colleagues. They reflect an expected level of performance by all staff whatever their role, level, or activity. Where hospitality employees are able to meet the high professional standards required of the industry, they may benefit financially and professionally as they are more likely to be recognised for development opportunities.

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.

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### Learning outcome

The learner will:

1. Be able to apply professional standards in hospitality roles

### Assessment criteria

The learner can:

#### 1.1 Maintain a **professional personal appearance**

##### **Professional personal appearance**

- Apply personal hygiene standards
- Appearance
- Behaviour

#### 1.2 Demonstrate a **professional approach**

##### **Professional approach**

- Polite
- Punctual
- Helpful
- Professional attitude
- Guest etiquette

#### 1.3 Demonstrate **time management skills**

## **Time management**

- Plan and prepare for work shift
- Attend on time
- Return from breaks on time
- Work at a reasonable pace

### 1.4 Demonstrate **organisational skills**

#### **Organisational skills**

- 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
- 

## **Learning outcome**

The learner will:

2. Be able to work as part of a team

## **Assessment criteria**

The learner can:

### 2.1 Demonstrate a **collaborative approach**

#### **Collaborative approach**

- With team members
- With other departments

### 2.2 Apply **good practice** in dealing with colleagues

#### **Good practice**

- 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 Take **responsibility** within their own role

#### **Responsibility**

- 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 Provide **constructive support** to colleagues

#### **Constructive support**

- 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 Provide constructive feedback to colleagues

2.6 Use **communication devices** to undertake their role

**Communication devices**

- 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 Work effectively **with others to achieve targets**

**Working with others to achieve targets**

- Complete tasks to meet deadlines
- Co-operation
- Communication
- Observing
- Anticipating needs of guests and colleagues

2.8 **Respond to feedback** from **others** to improve service standards

**Respond to feedback**

- Appropriately respond to feedback
- Evaluate feedback
- Implement changes following feedback

**Others**

- Team members
- Supervisors
- Management
- Guests

---

**Unit guidance**

**AC 1.1 Professional presentation**

- Appearance - dressing appropriately to the job role, personal grooming
- Behaviour - conduct, attitude, initiative, standards, punctuality, dependability, skills

AC1.2 **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

AC 1.3 **Organisational Skills** - communication, time management, planning and preparation, checklists

AC 2.3 **Guest issues or dissatisfaction** - identify signs of guest dissatisfaction, prompting, uneaten food, body language, verbal complaint, guest comment cards, social media platforms

**Colleagues** (body language, silence, conflict)

**AC 2.4 Digital communication**

- Use email as a communication tool with guests or colleagues

**Electronic devices**

- Electronic point of sales (EPOS)

- Room booking systems
- Restaurant booking systems
- Stock ordering systems
- Credit card machines
- Cold chain monitoring systems

### Unit aim:

There are times when opportunities to develop a career in hospitality just happen; but most career advancement comes because an individual has the skills and knowledge needed for the new role. An individual is able to identify the skills and knowledge they need to achieve their career goals and plan how to achieve them. They can show what professional development they have undertaken and how it has been effective.

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.

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### Learning outcome

The learner will:

1. Know how to develop own professional skills and knowledge

### Assessment criteria

The learner can:

- 1.1 Describe own **professional strengths**

#### Professional strengths

- Knowledge
- Skills
- Behaviours
- Qualities

- 1.2 Describe areas for professional development

- 1.3 State **sources** of information on development opportunities

#### Sources

- Colleagues
- Line managers
- Newspapers

- Careers advisors/careers services
- Job centres
- Internet
- Hospitality journals
- Colleges
- Professional organisations
- Trade exhibitions

1.4 Outline **methods** available to develop own professional skills and knowledge

**Methods**

- 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 Describe **methods** of reviewing personal knowledge and skills development plan

**Methods**

- Appraisals
- 1-2-1 meeting
- Performance reviews
- Feedback
  - Guests
  - Peers
  - Line managers
- Witness testimony

**Learning outcome**

The learner will:

2. Be able to review professional knowledge and skills development

**Assessment criteria**

The learner can:

2.1 Describe how own development contributes to improved practice

2.2 Identify areas for own development

2.3 **Confirm** development of skills and knowledge

**Confirm**

- Through self assessment
- From others (peers, line managers, guests)

#### 2.4 Review personal development plan

### Unit aim:

The front office is the heart of a hotel offering an array of guest focused services including reception, bookings and concierge to name a few. It is the first and last area guests see and interact with. How well the front office operates can create repeat business or drive guests away.

A hotel's standard front office operating procedures will address everything from the appearance of employee uniforms, product and service advice to making guest bookings at local venues. These systems, processes and procedures are crucial to a hotel's continued financial viability.

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

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### Learning outcome

The learner will:

1. Understand the role and responsibilities in reception services

### Assessment criteria

The learner can:

- 1.1 Identify different **types of services** offered within reception services

#### Types of services

- 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 Explain the **role** of a reception team member

#### Role



- 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 Outline the **responsibilities** of the reception services

#### **Responsibilities**

- Communicate with other departments
- First point of contact/ Brand ambassador
- Communicate with guests
- Bookings
- Provide checking in/checking out services
- Provide on stay service
- Provide accurate information
- Receiving payments
- Promote products and services
- Maintain confidentiality for guests
- Maintain guest confidence and security

1.4 State the **departments** that may be informed of guest arrival or departures

#### **Departments**

- Housekeeping
- Concierge
- Food and beverage
- Leisure

### **Learning outcome**

The learner will:

2. Understand office skills used in reception

### **Assessment criteria**

The learner can:

2.1 Describe **types of documents** produced in the reception office

#### **Types of documents**

- Letters
- Emails
- Fax

- Memos
- Promotional materials
- Internal communications
- Guest accounts

2.2 Describe the importance of producing documents **professionally**

**Professionally**

- Presentation
- Accurate (dates, address and names, prices, quantities, reference numbers, spelling, grammar)
- House-style
- Branded stationery
- Within agreed timescales

2.3 Describe **methods** of filing documents

**Methods**

- Manual
- Electronic

2.4 Describe the **importance** of data protection

**Importance**

- To comply with legislation
- To avoid theft
- To safeguard business and guest information

2.5 Describe **how to safeguard** guest information

**How to safeguard**

- Restrict access to information, systems for filing and archiving
- Professional discretion
- Maintain confidentiality

2.6 State office **supplies** and **equipment** used in the reception area

**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 State safe **working practices** in the reception office

**Work practices**

- Identify and report potential hazards
- Start and shutdown IT system safely
- Report faulty equipment
- Security and fire awareness

---

## Learning outcome

The learner will:

3. Understand reception systems and processes

## Assessment criteria

The learner can:

3.1 Explain **how** standardised operating procedures contribute to the guest experience

### How

- Ensures guests are treated equally
- Ensures efficiency for guest interactions
- Ensures a quality service for the guest

3.2 Identify essential **information** used to ensure planning for the day to day business in reception area

### Information

- 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 Describe **statistics** used in reception

### Statistics

- Occupancy
- Average spend per guest
- Average spend per room
- Departmental revenue
- RevPAR or Room Yield reports

3.4 Describe the different ways a guest can make a **booking**

### Booking

- Online booking system
- By an app
- Third party agent
- By phone
- By email
- In person

3.5 Outline the **information** required when taking and confirming a booking

### Information

- 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 Explain the **importance** of recording accurate information

**Importance**

- Help provide positive guest service
- Efficient service
- Assist with payments
- Avoid mistakes
- Avoid guest complaints

3.7 State the **registration information** required for checking in a guest

**Registration information**

- 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

3.8 Explain the **purpose** of backing up information regularly

**Purpose**

- Avoid losing information
- Avoid duplication of work
- Avoid delays

3.9 Describe types of **technology** used to support reception service

**Technology**

- 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

3.10 Explain how technology can benefit **reception service**

**Reception service**

- Reduces check in and check out time
- Provide 24-hour check in and check out

- Accurate information
- Improved communication
- Improved guest experience

3.11 Describe **procedures** for handling early arrivals and late departures

**Procedures**

- Room availability
- Additional charges when appropriate
- Additional meal arrangement
- Luggage storage
- Bathroom facilities

3.12 Identify **services** that will improve guest experience during the check in procedure

**Services**

- 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 Describe **methods of promoting** products and services

**Methods of promoting**

- Merchandise display
- Brochures
- Posters
- Lift displays
- Audio visuals
- Dedicated sales staff
- Concession area

**Learning outcome**

The learner will:

4. Understand guest accounts and reception payments

**Assessment criteria**

The learner can:

4.1 Describe different **tariffs**

**Tariffs**

- Room only
- Bed and breakfast

- Half board
- Full board
- All inclusive
- Group rate
- Conference/event
- Day rates
- Special packages

4.2 Describe the **procedure for opening** guest accounts

**Procedure for opening**

- 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 Describe the **procedure for closing** guest accounts

**Procedure for closing**

- 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 Explain **why** guest accounts must be regularly updated

**Why**

- To ensure all charges are allocated
- To avoid under-payment

4.5 Identify **methods** for transferring charges from internal departments

**Methods**

- Manually
- Through electronic point of sale (EPOS) system

4.6 Describe **additional charges** to guest accounts

**Additional charges**

- 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 Describe how to **prepare cash floats**

##### **Prepare cash floats**

- Forecast cash flow according to volume and type of business
- Ensure adequate change
- Handover takeover

#### 4.8 Identify **methods** for keeping cash secure in the front office

##### **Methods**

- Limit access
- Regular checks
- Transit to be varied at irregular times/may be collected/ accompanied

#### 4.9 Describe different **methods of payment**

##### **Methods of payment**

- Cash
- Credit and debit cards
- Account
- Foreign exchange
- Vouchers
- Ledger transfers
- Traveller cheques
- Pre-paid deposits
- Phone apps
- Refunds and credits

---

### Learning outcome

The learner will:

5. Understand how reception service impacts on guest experience

### Assessment criteria

The learner can:

5.1 Describe how reception service **improves** the guest experience

##### **Improves**

- Guest feels welcome
- Guest feels prioritised
- Contributes to guest satisfaction
- Guest receives efficient service
- Knowledge of internal and external services

5.2 Describe **methods** of guest feedback

##### **Methods**

- Guest questionnaires
- Oral feedback

- Letters
- Emails
- Telephone calls
- Comments on websites
- Social media

5.3 Explain the **importance of dealing with complaints** professionally

**Importance of dealing with complaints**

- Maintain reputation
- Retain guest loyalty
- Contributes to guest satisfaction

5.4 Explain the **importance of following procedures** when handling complaints

**Importance of following procedures**

- Provides a structured approach
- Helps retain the guest
- Helps prevent complaint escalating

5.5 Explain **considerations** when dealing with complaints

**Considerations**

- Time
- Money
- Balancing the needs of the guest
- Balancing the expectations of the business
- Unavailability of products or services
- Level of responsibility



**Unit aim:**

The reception desk experience can make or break a guest's hotel stay. When the process is done well, the guest expectation is met, either from a fantastic interaction with a friendly receptionist offering local knowledge and advice or a quick and easy transaction that gets them up to their rooms to relax as quickly as possible. Delivering this guest experience relies on organisation and good preparation.

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.

---

### Learning outcome

The learner will:

1. Prepare the reception area ready to welcome guests

### Assessment criteria

The learner can:

- 1.1 Review system **reports** in preparation for the daily business requirements

#### Reports

- 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 Use **standardised operating procedures** to prepare for reception service

#### Standardised operating procedures

- Opening/ closing
- Registration

- Guest check in/ check out
- Allocating rooms
- Group check in
- Control of guest keys / keycards

### 1.3 Prepare for daily **business operations**

#### **Business operations**

- Conferences
- VIPs
- Groups
- Special requests

### 1.4 Check reception **technology** is ready for guest service

#### **Technology**

- Computers
- Printers
- Photocopiers
- Communication devices
- Keycard system
- Electronic signage
- Print systems back up in case of system failure

### 1.5 **Organise** the reception desk ready for guest service

#### **Organise**

- Tidy
- Stationery
- Tariff information
- Cash float
- Brochures

### 1.6 Review available promotions

### 1.7 Ensure public **information** is up to date and accurate

#### **Public information**

- Bus schedules
- Taxi information
- Restaurant recommendations
- Medical facilities
- Retail facilities
- Historical locations
- Local attractions
- Places of interest

---

### Learning outcome

The learner will:

### 2. Maximise sales opportunities through guest service

## Assessment criteria

The learner can:

### 2.1 Respond positively when providing guest service

#### Respond positively

- Professional attitude
- Polite
- Respectful
- Proactive
- Guest-focused

### 2.2 Promote **in-house service** opportunities to maximise sales

#### In-house service

- Upgrading room tariffs
  - Adding meals
  - Car parking
  - Health and wellbeing services, if applicable
  - Early bird offers
  - Other services
- 

## Learning outcome

The learner will:

### 3.1 Provide a guest booking service

## Assessment criteria

The learner can:

### 3.1 Inform guests of internal **products and services**

#### Products and services

- Hotel rooms
- Tariff types
- Loyalty rewards
- Wi-Fi
- Spa
- Leisure facilities
- Conferences
- Functions
- Restaurants
- Special requests

### 3.2 Take bookings for accommodation

### 3.3 Provide **alternatives** if booking requests are not available

#### Alternatives

- Different dates
- Room facilities

- Prices
- Package deals
- Product features

#### 3.4 Answer queries from **guests**

##### **Guests**

- New
- Existing
- Potential
- Local
- International
- Business leisure
- Those with disabilities
- Individuals
- Families
- Groups

#### 3.5 Record information onto the booking system

#### 3.6 Support **guest service** by liaising with other departments

##### **Guest service**

- 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 guidance

#### **3.2** Take bookings for accommodation

Familiarisation with procedure and process of taking a booking and securely documenting / maintaining accurate guest information.

This could include taking a deposit or full payment.

#### **3.5** Record information onto the booking system

Full familiarisation with procedure and process of recording the information on a booking system, accurate data input.

**Unit aim:**

The hotel reception is responsible for providing efficient and exceptional service to a wide variety of individuals on a daily basis including guests, potential guests and team members.

It is essential to create that amazing guest experience which leave the guest and potential guests feeling assured, settled in and enthusiastic about the hotel. These experiences can be delivered through a variety of activities, including welcoming the guests, extending recognition to loyal guests, providing an accurate and efficient check in/check out process, promoting the hotel offer, assisting guests during their stay with questions or concerns all contributing to a happy guest experience.

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.

---

### Learning outcome

The learner will:

1. Provide guest welcome and service

### Assessment criteria

The learner can:

- 1.1 Greet **guests** promptly and politely

#### **Guests**

- Internal guest
- External guest
- New guests
- Existing guests
- Potential guests

- 1.2 Identify **guest needs** and provide the appropriate service

#### **Guest needs**

- Check in
- Check out
- Information
- Assistance
- Value for money
- Special requirements
- Dietary requirements

### 1.3 Respond to guest **incidents**

#### **Incidents**

- Difficult guests
- Intoxicated guests
- Communication difficulties (language barriers)
- Service issues

### 1.4 Manage guest **complaints**

#### **Complaints**

Service:

- Slow
- Inadequate
- Rushed
- Rude staff

Products:

- Prices
- Goods not meeting expectations

---

### Learning outcome

The learner will:

2. Be able to provide guest arrival and departure service

### Assessment criteria

The learner can:

- 2.1 Review daily arrivals and departures lists
- 2.2 Respond positively to arriving and departing guests

### 2.3 Allocate rooms to suit **requirements**

#### **Requirements**

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 Distribute arrivals and departures list information to other **departments** as required

#### **Departments**

- Housekeeping

- Concierge
- Food and beverage
- Leisure facilities

2.5 Retrieve and confirm guest bookings prior to registration

2.6 Register guests

2.7 Record any **additional charges** against guests account

**Additional charges**

- 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 Rectify account and payment **problems**

**Problems**

- Overcharges
- Undercharges
- Payment declined / insufficient funds

2.9 Process settlement of guest accounts

---

**Learning outcome**

The learner will:

3. Sell products and services to maximise sales

**Assessment criteria**

The learner can:

3.1 Demonstrate product knowledge when selling **products and services**

**Products and services**

- Internal and external offers

3.2 Use **sales techniques**

**Sales techniques**

- Opening
- Developing
- Closing
- Upselling

3.3 Establish a positive rapport with guests

3.4 Complete any relevant paperwork to confirm sale



### Unit aim:

The reception area is the heart of a hotel. It's the first and last areas guests see and interact with, whether it is face to face or through technological advances designed to improve the guest experience, how well the reception operates can create repeat business or drive guests away.

Operating procedures and systems support the reception staff skills addressing everything from office skills, filling information logically, issuing and handling cash payments to safeguarding information. These procedures are crucial to a hotel's continued financial viability and guest confidence.

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.

---

### Learning outcome

The learner will:

1. Be able to perform reception office skills

### Assessment criteria

The learner can:

#### 1.1 Produce different **types of documents**

##### **Types of documents**

- Letters
- Emails
- Memos
- Promotional materials
- Internal communications
- Guest accounts

#### 1.2 Produce documents to a **professional standard**

##### **Professional standard**

- Following style guide
- Letterhead paper
- Spell check

#### 1.3 **File** documents according to organisational procedures

##### **File**

- Manually
- Electronically

1.4 **Safeguard** guest information

**Safeguard**

- Data protection legislation

1.5 Maintain reception office supplies

---

**Learning outcome**

The learner will:

2. Be able to handle cash and guest accounts

**Assessment criteria**

The learner can:

2.1 Issue **cash floats**

**Cash floats**

- Ensure adequate change
- Count out to recipient
- Obtain signature prior to issue

2.2 Handle cash transactions

2.3 Control petty cash

2.4 Open and close guest accounts

2.5 Produce statistical reports

## Appendix 1

## Mapping of 8064 IVQ to 8067 IVQ

The following table shows how the content unit of the new 8064-05 Level 2 Diploma in Reception Services maps against the content of units in 8067-02 Level 2 Diploma in Reception Services.

Note that previous experience or qualification gained may reduce the amount of learning hours required. However, all the assessments **must** be completed successfully in order to achieve this qualification.

Unit no	Unit name	Mapping information
201	Understand the hospitality industry	201 Introduction to the hospitality and catering industry - LO1
202	Understand business success	202 Safety at work 219 Catering operations, costs and menu planning LO3 201 Introduction to the hospitality and catering industry-LO2 <i>8065-202 is Health &amp; Safety only. 8064 unit includes other legislation, costs, technology</i>
203	Provide guest service	204 Customer service in hospitality and catering industry - LO1 103 Customer service in hospitality and catering industry - LO1 <i>8064-203 is only theory - LO1 practical covered in 222</i>
204	Awareness of sustainability in the hospitality industry	<i>New content</i>
205	Professional workplace standards	201 Introduction to the hospitality and catering industry - LO1, LO2
206	Understand own role in self development	<i>New content</i>
228	Principles of reception services	204 Customer service in hospitality and catering industry 206 Book accommodation for guests 207 Handling cash and guest accounts 208 Arrival and departure services 209 Promote products and services to guests 210 Reception office skills
229	Guest welcome	206 Book accommodation for guests 204 Customer service in hospitality and catering industry <i>Updated content - contains all theory for reception</i>

Unit no	Unit name	Mapping information
230	On stay guest service	207 Book accommodation for guests 204 Customer service in hospitality and catering industry 208 Arrival and departure services 209 Promote products and services to guests  <i>Updated content, includes technology and more emphasis on preparation for guests</i>
231	Operating reception systems	208 Book accommodation for guests 204 Customer service in hospitality and catering industry 210 Reception office skills 207 Handling cash and guest accounts  <i>Updated content</i>

## 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 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.

## Appendix 3

## Useful contacts

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**UK learners**

General qualification information

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**E: [learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)**

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**International learners**

General qualification information

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**E: [intcg@cityandguilds.com](mailto:intcg@cityandguilds.com)**

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**Centres**

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

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**E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)**

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**Single subject qualifications**

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

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**E: [singlesubjects@cityandguilds.com](mailto:singlesubjects@cityandguilds.com)**

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**International awards**

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

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**E: [intops@cityandguilds.com](mailto:intops@cityandguilds.com)**

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**Walled Garden**

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

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**E: [walledgarden@cityandguilds.com](mailto:walledgarden@cityandguilds.com)**

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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.

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