

# Level 2 Diploma in Reception Services (8067-02)

Assessment pack



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January 2012  
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# 1 Assessor guidance

## Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

Full details and guidance on the internal and external quality assurance requirements and procedures, are provided in the *Centre Manual – Supporting Customer Excellence*, which can be found on the centre support pages of **www.cityandguilds.com**. This document also explains the tasks, activities and responsibilities of quality assurance staff.

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- handle and store securely the City & Guilds Assessment Materials in accordance with the following conditions
  - City & Guilds Assessment Material must be accessible to candidates only during formal assessment as governed by the assessment conditions specified for the qualification;
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  - City & Guilds Assessment Materials must be securely handled and under no circumstances shared with third party organisations or individuals
- seek permission from City & Guilds via their External Verifier if they want to convert City & Guilds Assessment Material for storage, retrieval and delivery in electronic form (ie using some form of e-assessment or e-learning system)
- provide access, on request, to City & Guilds to the system(s) on which the Assessment Materials appear.

## Assessments

This qualification is assessed in a number of ways to provide a clear indication of candidate knowledge and skills. The types of assessments used are

- externally set and marked multiple choice question papers
- individual practical tasks

The practical tasks are set by City & Guilds and are administered by the centre when the candidate is ready. They are then marked internally, using the information provided and the outcomes recorded on the documents provided by City & Guilds. Assessments are subject to internal and external verification.

Assessments can be completed in any order. Centres will be expected to organise the assessments in a logical order according to the requirements of the candidates and the course.

Tutors should teach to the full breadth of the units and not limit teaching to the assessment tasks. Candidates should only be assessed when it is evident they are ready to undertake the assessments. Candidates should be aware of what they are to be assessed on and what is required of them in order to achieve a pass.

### Externally set question papers

To achieve the qualification, candidates are required to be successful in the following examination:

- Reception Services Principles II

Please refer to the International Directory on the Walled Garden for dates and times of each examination. Test specifications for each examination can be found in Appendix 1.

### Practical tasks

These tasks will require candidates to demonstrate their practical skills. Most practical tasks will be assessed by observation of the candidate carrying out the tasks and/or an assessment of the final outcome/product. Checklists are provided which assessors should use to record candidate performance. Details of how to mark and grade each practical observation are contained within each assignment.

The practical tasks should be carried out in a realistic or actual working environment and under realistic time conditions. Candidates may familiarise themselves with the marking criteria prior to the assessment, but are **not** permitted to use any criteria/checklist to work from when completing the practical task.

Assessors/Tutors can combine one or more practical tasks, this is allowed where it is possible to demonstrate and assess more than one practical task at once.

### Introducing the tasks to candidates

The assessor should introduce each task, making sure that the candidates understand what is required of them.

### Opportunities to repeat tasks

It is essential that the tasks are not used for formative purposes and the candidates only attempt them when they are judged to be fully ready. It is at the centre's discretion whether to allow a

candidate to repeat a task, unless otherwise specified. A candidate should not be allowed to repeat until it is evident that they are ready to undertake the task.

### **Feedback**

A feedback form has been provided in the appendices. Although some feedback may be given verbally, this is often forgotten by the candidate after the assessment, and so, assessors should complete a feedback form for each candidate, showing the key information given to the candidate. This will also serve as an action plan for candidates who are unsuccessful in a task and need to do further work before taking the task again.

### **Health and safety / Codes of practice**

The importance of safe working practices, the demands of the Health and Safety at Work Legislation and the Codes of Practice associated with the industry **must** always be adhered to.

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow correct health and safety practices and procedures during practical assessment, the assessment **must be stopped** and the candidate advised of the reasons why. The candidate should be informed that they have not reached the standard of assessment required. At the discretion of the centre, candidates may retake the assessment at a later date when they are able to work safely. In any cases of doubt, guidance should be sought from the External Verifier.

### **Verification of assessments**

Centres must use the provided documentation, unless otherwise agreed, to ensure that External Verifiers can check that evidence for an assessment is complete and ensure that the assessment decision is fair and beyond dispute. Centres may devise additional documentation/forms to support those provided by City & Guilds.

If a candidate's work is selected for verification, samples of work must be made available to the appointed External Verifier who will ensure that

- the Quality Assurance Co-ordinator is undertaking his/her responsibilities
- the Quality Assurance Co-ordinator is given prompt, accurate and constructive feedback on centre operations
- a report is written on centre activities for City & Guilds.

### **Retention of evidence**

In order to fully support candidates, centres are required to retain candidates' evidence until the candidate has certificated and until any final external verification sampling has taken place. Candidate assessment **records** (see the centre manual for details) must be retained for **three years** after certification.

### **Entry for assessment and certification**

Entry for assessment and certification should be as specified in the Qualification handbook and the Walled Garden.

## **2 Assessments**



## Unit 204 Customer service in hospitality and catering

### Practical Task/Observation

Candidates are required to demonstrate customer service on **three** separate occasions when working on reception.

### Assessor Guidance

Candidates should be able to greet customers, identify and provide the appropriate service and deal with incidents as they occur, managing complaints in line with organisational procedures.

The **three** occasions can be in the same service or in different services.

Candidates must demonstrate that they have the skills and understanding to respond to incidents and manage complaints. If these occur naturally, they can be assessed as part of the tasks, if not they can be assessed by

- a role-play exercise
- or witness testimony, supported by questioning by the assessor.

Evidence should be retained to illustrate that candidates have met the criteria required (e.g. witness testimony from the assessor or a colleague, video, voice recorder).

# Unit 204 Customer service in hospitality and catering



## Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Name of event .....	Observation 1 .....	Observation 2 .....	Observation 3 .....	Role play activity/witness testimony (if required) .....
01. Greet customers promptly and politely				
02. Identify customer needs and provide the appropriate service				
03. Respond to customer incidents				
04. Manage customer complaints				
Assessor signature and date				
Learner signature and date				
Quality Assurance Coordinator signature and date (where applicable)				
External Verifier signature and date (where applicable)				

## Unit 204 Customer service in hospitality and catering

### Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

<b>Candidate name and task</b>			
01. Greet customers promptly and politely			
02. Identify customer needs and provide the appropriate service			
03. Respond to customer incidents			
04. Manage customer complaints			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

## **Unit 204 Customer service in hospitality and catering**

### **Marking guidance**

Before completion of the checklist, assessors should ensure that all of the following have been met.

#### **01 Greet customers promptly and politely**

Candidates should retain a professional image at all times (e.g. clean personal appearance, wearing correct uniform) and act professionally when dealing with both external and internal customers.

#### **02 Identify customer needs and provide the appropriate service**

Candidates should show initiative in the identification of customer needs, and match customer needs to the service provided.

#### **03 Respond to customer incidents/**

#### **04 Manage customer complaints**

The candidate should be aware of the centre's procedure for handling incidents and complaints, and should adhere to these when in assessment situations. Candidates should know how to manage complaints regarding taking ownership from junior colleagues, and pass ownership upwards when applicable.

## Unit 206 Book accommodation for guests

### Practical Task/Observation

Candidates are required to demonstrate booking accommodation for guests on **three** occasions:

- a) a straightforward enquiry and booking where requested accommodation is available
- b) an enquiry and booking where requested accommodation is not available, but an alternative can be found within the hotel
- c) an enquiry and booking where there are complex requirements

### Assessor Guidance

The activities for the task can be undertaken in a work-based environment or as a role based exercise. It is advisable if assessment occurs in the workplace, that a holistic approach is taken with a number of units to demonstrate to the candidate that this activity would not occur in isolation in a business environment. If work-based assessment is not possible, then assessors may create a role play activity in which the situations can be observed.

The complex requirements for task c need to be developed by the assessor, and could include for example a group booking requiring rooms together for a number of customers requiring wheelchair access.

This unit may be observed alongside other activities for other units within the qualification, for example during arrival and departure service (as per Unit 208) or during customer service (as per Unit 204).

# Unit 206 Book accommodation for guests



## Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Type of booking	Observation 1	Observation 2	Observation 3
01. Offer guests products and services	.....	.....	.....
02. Take bookings for accommodation			
03. Provide alternatives if booking requests are not available			
04. Answer queries from guests			
05. Record information onto the booking system			
Assessor signature and date			
Learner signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
External Verifier signature and date (where applicable)			

## Unit 206 Book accommodation for guests

### Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

<b>Candidate name and task</b>			
01. Offer guests products and services			
02. Take bookings for accommodation			
03. Provide alternatives if booking requests are not available			
04. Answer queries from guests			
05. Record information onto the booking system			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

## Unit 206 Book accommodation for guests

### Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

#### **01 Offer guests products and services/**

#### **02 Take bookings for accommodation/**

#### **03 Provide alternatives if booking requests are not available/**

#### **04 Answer queries from guests**

Candidates must be able to demonstrate that they have in-depth knowledge of the benefits and features associated with the products and services of the business (e.g. restaurant specials, promotions). The candidate should be observed demonstrating knowledge regarding products and services and should be able to respond to an array of complex enquiries from the guest in order to complete successful bookings. Candidates should know what alternatives are available if they are unable to complete the requested booking and should be able to extract sufficient information in order to complete the booking.

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

Candidates should ensure that information recorded onto the booking system is accurate and that the accuracy is confirmed with the guest.



## Unit 207

## Handling cash and guests accounts

### Practical Task/Observation

Candidates are required to demonstrate on **two** separate occasions handling cash relating to guest accounts.

### Assessor Guidance

The activities for the task can be undertaken in a work-based environment or as a role play exercise. It is advisable if assessment occurs in the workplace, that a holistic approach is taken with a number of units to demonstrate to the candidate that this activity would not occur in isolation in a business environment. If work-based assessment is not possible, then assessors may create a role play activity in which the situations can be observed.

For assessment criteria (05), if the centre does not produce statistics, then the centre will be required to provide the information from which the candidate can produce the statistics.

This unit may be observed alongside other activities for other units within the qualification, for example during arrival and departures service (as per Unit 208) or under promote services and products to guests (as per Unit 209).

# Unit 207 Handling cash and guests accounts



## Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Situation 1 .....	Situation 2 .....
01 Issue cash floats		
02 Handle cash transactions		
03 Control petty cash		
04 Open and close guest accounts		
05 Produce statistics		
Assessor signature and date		
Learner signature and date		
Quality Assurance Coordinator signature and date (where applicable)		
External Verifier signature and date (where applicable)		

## Unit 207 Handling cash and guests accounts

### Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

<b>Candidate name and task</b>			
01. Issue cash floats			
02. Handle cash transactions			
03. Control petty cash			
04. Open and close guest accounts			
05. Produce statistics			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

## **Unit 207    Handling cash and guests accounts**

### **Marking guidance**

Before completion of the checklist, assessors should ensure that all of the following have been met.

#### **01 Issue cash floats**

Candidates will be able to demonstrate that they can prepare a float that is of the correct amount and contains sufficient change for the task in hand. Candidates should issue the float, and ensure that a receipt for the float is received and that evidence of this is retained.

#### **02 Handle cash transactions**

Candidates should ensure that cash transactions are transacted accurately and that cash is stored securely. It should be ensured that receipts and payments tally with transactions.

#### **03 Control petty cash**

Candidates should be aware of and should demonstrate the secure control of a petty cash float by evidence of cash or receipts. Candidates should ensure that the process of replenishing is followed in accordance with centre procedure.

#### **04 Open and close guest accounts**

Candidates should know how to manage guests account, taking ownership, accepting payment and completing the transaction (e.g. variety of payment methods, receipts).

#### **05 Produce statistics**

Candidates should be able to understand why statistics can support sales opportunities, and should be able to produce simple statistics which may suggest how the centre can promote products and increase sales.

## Unit 208 Arrival and departure services

### Practical Task/Observation

Candidates are required to respond to **three** situations:

- a) one with arrivals
- b) one with departures
- c) one where an unexpected situation has occurred (e.g. an overbooking, early departure, late arrival).

### Assessor Guidance

Activities for the task can be undertaken in a work-based environment or a role based exercise. It is advisable if assessment occurs in the workplace, that a holistic approach is taken with a number of units to demonstrate to the candidate that this activity would not occur in isolation in a business environment. If work-based assessment is not possible, then assessors may create a role play activity in which the situations can be observed.

This unit may be observed alongside other activities for other units within the qualification

# Unit 208 Arrival and departure services



## Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Type of booking	Arrivals .....	Departures .....	Unexpected .....
01. Respond positively to arriving and departing guests			
02. Review daily arrivals and departures lists			
03. Allocate rooms to suit requirements			
04. Distribute arrivals and departures list to required departments			
05. Retrieve and confirm guest bookings prior to registration			
06. Register guests			
07. Record any additional charges against guests account			
08. Rectify account disputes			
09. Process settlement of guest accounts			
Assessor signature and date			
Learner signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
External Verifier signature and date (where applicable)			

## Unit 208 Arrival and departure services

### Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

<b>Candidate name and task</b>			
01. Respond positively to arriving and departing guests			
02. Review daily arrivals and departures lists			
03. Allocate rooms to suit requirements			
04. Distribute arrivals and departures list to required departments			
05. Retrieve and confirm guest bookings prior to registration			
06. Register guests			
07. Record any additional charges against guests account			
08. Rectify account disputes			
09. Process settlement of guest accounts			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Co-ordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

## Unit 208 Arrival and departure services

### Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

#### **01 Respond positively to arriving and departing guests**

Candidates should take account of appearance, first impression and the appropriate interaction with the guest. The greeting on arrival or departure should be relevant to the environment, ensuring that correct centre etiquette is followed. Candidates need to be able to demonstrate that they are able to deal with unexpected situations when they occur. This should be assessed through observation of the candidate by the assessor, and this can be supported by relevant documentation retained by the candidate.

#### **02 Review daily arrivals and departures lists/**

#### **04 Distribute arrivals and departures list to required departments**

Candidates should review the daily arrival and departures lists in order to demonstrate that they can identify special requests (e.g. flowers in room, early arrivals, cots). It is expected that the candidate should liaise with various departments to ensure that any special requests are fulfilled.

#### **03 Allocate rooms to suit requirements**

Candidates should be aware of the range of potential requirements (e.g. family room, disabled room) for guests when allocating rooms. The centre may also have specific criteria that the candidate should adhere to (e.g. over-bookings, guest preferences, room type).

#### **05 Retrieve and confirm guest bookings prior to registration/**

#### **06 Register guests**

Candidates should confirm all details of the booking with the guest prior to registration and carry out registration as per the centre's procedure (e.g. photocopy of passport, payment authorisation).

#### **07 Record any additional charges against guests account/**

#### **08 Rectify account disputes/**

#### **09 Process settlements of guest accounts**

Candidates should take responsibility for checking all additional charges incurred by the guest and reconciling any discrepancies prior to settlement of the account. Candidates should know how to manage guest accounts, taking ownership where applicable (e.g. minor discrepancies in the bill up to an agreed amount) and escalating upwards when necessary (e.g. when the amount requires authorisation).



## Unit 209 Promote products and services to guests

### Practical Task/Observation

Candidates are required to demonstrate promotion of products and services to guests on **three** occasions.

### Assessor Guidance

Activities for the task can be undertaken in a work-based environment or a role play exercise. It is advisable if assessment occurs in the workplace, that a holistic approach is taken with a number of units to demonstrate to the candidate that this activity would not occur in isolation in a business environment. If work-based assessment is not possible, then assessors may create a role play activity in which the situations can be observed.

This unit may be observed alongside other activities for other units within the qualification, for example during arrival and departure service (as per Unit 208) or during customer service (as per Unit 204).

# Unit 209 Promote products and services to guests



## Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Observation 1 .....	Observation 2 .....	Observation 3 .....
01 Demonstrate product knowledge when selling products and services			
02 Promote products and services			
03 Use sales techniques			
04 Establish a rapport with guests			
05 Complete any relevant paperwork to confirm sale			
Assessor signature and date			
Learner signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
External Verifier signature and date (where applicable)			

## Unit 209 Promote products and services to guests

### Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

<b>Candidate name and task</b>			
01 Demonstrate product knowledge when selling products and services			
02 Promote products and services			
03 Use sales techniques			
04 Establish a rapport with guests			
05 Complete any relevant paperwork to confirm sale			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

## **Unit 209 Promote products and services to guests**

### **Marking guidance**

Before completion of the checklist, assessors should ensure that all of the following have been met.

#### **01 Demonstrate product knowledge when selling products and services/**

#### **02 Promote products and services/**

#### **03 Use sales techniques**

Candidates must be able to demonstrate that they have in-depth knowledge of the benefits and features associated with the products and services of the business (e.g. restaurant specials, promotions). The candidate should be observed demonstrating a greater depth of knowledge regarding products and services when probed and should actively seek opportunities to promote these. The candidate should be able to aptly turn potential opportunities into successful sales.

#### **04 Establish a rapport with guests**

Candidates should recognise that establishing a professional rapport with guests is important to help promote sales opportunities. Candidates should seek to find a professional balance without becoming too over-familiar with the guest.

#### **05 Complete any relevant paperwork to confirm sale**

Candidates should be made aware that they may have to liaise with other departments to confirm sales, and that documentation may be either paper based or transacted electronically.

## Unit 210 Reception office skills

### Practical Task/Observation

Candidates are required to compile **three** types of documentation:

- a) a letter, memo or email
- b) an item of promotional material
- c) a guest account

### Assessor Guidance

Activities for the task can be undertaken in a work-based environment or as a written task. It is advisable if assessment occurs in the workplace, that a holistic approach is taken with a number of units to demonstrate to the candidate that this activity would not occur in isolation in a business environment. If work-based assessment is not possible, then assessors may set tasks where the candidate can be assessed based on written evidence.

This unit may be observed alongside other activities for other units within the qualification, for example during arrival and departure service (as per Unit 208) or when promoting products and services to guests (as per Unit 209).

# Unit 210 Reception office skills



## Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Type of documentation		
	Letter, memo, email	Promotional material	Guest account
Name of compiled document	.....	.....	.....
01 Produce different types of documents			
02 Produce documents professionally			
03 File documents according to organisational procedures			
04 Safeguard guest information			
05 Maintain reception office supplies			
Assessor signature and date			
Learner signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
External Verifier signature and date (where applicable)			

## Unit 210 Reception office skills

### Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

<b>Candidate name and task</b>			
01 Produce different types of documents			
02 Produce documents professionally			
03 File documents according to organisational procedures			
04 Safeguard guest information			
05 Maintain reception office supplies			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

## Unit 210 Reception office skills

### Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

#### **01 Produce different types of documents/**

#### **02 Produce documents professionally**

Candidates should produce documentation as per each task that is relevant to the situation and that is produced professionally (e.g. correct spellings, conventions, layout and content). The promotional material produced is expected to be produced with the intention of actual use, in the correct establishment style and therefore should be suitable for the intended audience

#### **03 File documents according to organisational procedure/**

#### **04 Maintain guests information**

Information must be stored appropriately (manually, electronically) in the appropriate secured location only accessible to those entitled to the information. The candidate should understand that the information collected may be used to help promote future sales.

#### **05 Maintain reception office supplies**

Candidates should ensure that reception office supplies are replenished and restocked as required by liaising with other departments or senior colleagues.



# Appendix 1                      Test specifications

## Reception Services Principles II

<b>Unit number</b>	<b>No. of questions</b>	<b>%</b>
202 Safety at work	10	20
204 Customer service in the hospitality and catering industry	5	10
206 Book accommodation for guests	7	14
207 Handling cash and guest accounts	6	12
208 Arrival and departure services	9	18
209 Promote products and services to guests	6	12
210 Reception office skills	7	14
	<b>50</b>	<b>100</b>

Candidate:

<b>Task &amp; date</b>	<b>Assessor comments/action plan</b> (The assessor should sign each feedback session)

**Candidate signature**

**Date**

\_\_\_\_\_  
Tutor/assessor signature

\_\_\_\_\_  
Date