

**National Competency Standard for FRONT OFFICE**  
**Qualification Code: TOU04S07V1**

*[Endorsed by the MALDIVES ACCREDITATION BOARD (MAB)]*

## PREFACE

<b>Technical Panel members</b>		
<b>Name</b>	<b>Designation</b>	<b>Company</b>
<b>Developer</b>		
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TVET	-	MHEESS
<b>Employment Sector Councils</b>		
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<b>National Competency Standard has been endorsed by</b>		
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Date of Endorsement	Date of revision	

## KEY FOR CODING

### Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector ( <b>CON</b> ) Fisheries and Agriculture Sector ( <b>FNA</b> ) Transport sector ( <b>TRN</b> ) Tourism Sector ( <b>TOU</b> ) Social Sector ( <b>SOC</b> ) Foundation ( <b>FOU</b> )
Competency Standard	<b>S</b>
Occupation with in a industry Sector	<b>Two digits 01-99</b>
Unit	<b>U</b>
Common Competency	<b>1</b>
Core Competency	<b>2</b>
Optional/ Elective Competency	<b>3</b>
Assessment Resources Materials	<b>A</b>
Learning Resources Materials	<b>L</b>
Curricula	<b>C</b>
Qualification	<b>Q1, Q2 etc</b>
MNQF level of Qualification	<b>L1, L2 etc</b>
Version Number	<b>V1, V2 etc</b>
Year of endorsement of standard, qualification	<b>By two digits Example- 07</b>

<b>1. Endorsement Application for Qualification 01</b>		
<b>2. NATIONAL CERTIFICATE I, II &amp; III IN FRONT OFFICE</b>		
<b>2. Qualification code:</b> TOU04SQ1L207	<b>Total Number of Credits : 87</b>	
<b>3. Purpose of the qualification</b>		
The holders of this qualification are expected to work as Receptionist mainly in a resort and will be working under the supervision of a Front Office Supervisor		
<b>4. Regulations for the qualification</b>	National Certificate I in Front Office will be awarded to those who are competent in units 1 to 09. Unit 10 to 19 for Certificate II, and Unit 20 to 23 for certificate III	
<b>5. Schedule of Units</b>		
Unit Title	Unit Title	Code
1.	Develop and update tourism industry knowledge	TOU02S1U01V2
2.	Observe personal and work place hygiene practices	TOU02S1U02V2
3.	Practice health, safety and security Practices	TOU02S1U03V2
4.	Provide effective customer care	TOU02S1U04V2
5.	Practice effective workplace communication	TOU02S1U05V2
6.	Demonstrate understanding of Front Office System and Functions	TOU02S1U06V2
7.	Prepare for work	TOU02S1U07V2
8.	Handle Hotel Telephone	TOU02S1U08V2
9.	Handle Mail, Messages and Faxes	TOU02S1U09V2
10.	Hotel Markets and profiles	TOU02S2U10V2
11.	Welcome Guest	TOU02S2U11V2
12.	Control Room Keys	TOU02S2U12V2
13.	Check out guests	TOU02S2U13V2
14.	Handle Guest Luggage	TOU02S2U14V2
15.	Handle Hotel Voucher	TOU02S2U15V2
16.	Handle Guest Enquiries	TOU02S2U16V2
17.	Handle guest valuables	TOU02S2U17V2
18.	Handover at End of the shift	TOU02S2U18V2
19.	Seeing Guest Off	TOU02S2U19V2
20.	Handle complaints	TOU02S3U20V2
21.	Demonstrate sales techniques and product knowledge	TOU02S3U21V2
22.	Receive and Process Reservations	TOU02S3U22V2
23.	Pre-arrangements of Events & Excursions	TOU02S3U23V2
<b>6. Accreditation requirements</b>	The training provider should have a Front Desk area or similar training facility to provide the trainees the hands-on experience related to this qualification	
<b>7. Recommended sequencing of units</b>		

## UNITS DETAILS

Unit Title	Unit Title	Code	Type	Level	No of credits
1	Develop and update tourism industry knowledge	TOU02S1U01V2	Common	01	03
2	Observe personal and work place hygiene practices	TOU02S1U02V2	Common	01	03
3	Practice health, safety and security Practices	TOU02S1U03V2	Common	01	03
4	Provide effective customer care	TOU02S1U04V2	Common	01	03
5	Practice effective workplace communication	TOU02S1U05V2	Common	01	03
6	Demonstrate understanding of Front Office System and Functions	TOU02S1U06V2	Core	01	03
7	Prepare for work	TOU02S1U07V2	Core	01	03
8	Handle Hotel Telephone	TOU02S1U08V2	Core	01	03
9	Handle Mail, Messages and Faxes	TOU02S1U09V2	Core	01	03
10	Hotel Markets and profiles	TOU02S2U10V2	Core	02	04
11	Welcome Guest	TOU02S2U11V2	Core	02	04
12	Control Room Keys	TOU02S2U12V2	Core	02	04
13	Check out guests	TOU02S2U13V2	Core	02	04
14	Handle Guest Luggage	TOU02S2U14V2	Core	02	04
15	Handle Hotel Voucher	TOU02S2U15V2	Core	02	04
16	Handle Guest Enquiries	TOU02S2U16V2	Core	02	04
17	Handle guest valuables	TOU02S2U17V2	Core	02	04
18	Handover at End of the shift	TOU02S2U18V2	Core	02	04
19	Seeing Guest Off	TOU02S2U19V2	Core	02	04
20	Handle complaints	TOU02S3U20V2	Core	03	05
21	Demonstrate sales techniques and product knowledge	TOU02S3U21V2	Core	03	05
22	Receive and Process Reservations	TOU02S3U22V2	Core	03	05
23	Pre-arrangements of Events & Excursions	TOU02S3U23V2	Core	03	05

### Packaging of National Qualifications:

**National Certificate I** in Front Office will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9

**National Certificate II** in Front Office will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19

**National Certificate III** in Front Office will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20+21+22+23

Qualification Code: TOU04SQ1L207

**Competency Standard for**  
**PFRONT OFFICE**

Unit No	Unit Title
1.	Develop and update tourism industry knowledge
2.	Observe personal and work place hygiene practices
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22.	Receive and Process Reservations
23.	Pre-arrangements of Events & Excursions

### **Description of a RECEPTIONIST**

Receptionist in the Maldivian context is a service provider in the field of hospitality industry. The Receptionist is expected to work under the supervision of a Front Office Supervisor or any other professional person in the hospitality industry who could provide guidance and supervision. The Receptionist shall provide customer oriented service to all the levels of the hospitality industry.

### **Competency Standard Development Process**

The competencies were determined based on the analysis of the tasks expected to perform by the Receptionist. The task analysis was based on the existing documents prepared among the experts in the industry and on the advice of the experts in the field of Receptionist training in Maldives. Competency standards used for similar type of training in other countries were also examined

<b>UNIT TITLE</b>	<b>Develop tourism industry knowledge</b>				
<b>DESCRIPTOR</b>	This unit covers the essential knowledge and attitudes required for employment. It deals with necessary knowledge about the employment sector and the industry. It also covers the basic aspects of employment that all employees should understand.				
<b>CODE</b>	TOU02S1U01V2	<b>LEVEL</b>	Common	<b>CREDIT</b>	2

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Update industry knowledge	1.1. Tourism industry defined and described, as it applies in international and local contexts. 1.2. Industries that make up the tourism sector understood. 1.3. Negative and positive aspects of tourism understood. 1.4. Tourism contribution to the national economy understood.
2. Develop property knowledge	2.1 Working department and unit within the organization understood. 2.2 Lines of communication with superiors and colleagues explained. 2.3 Other units within the property that staff has to interact and explained.
3. Describe conditions of employment	3.1 Rights and obligation of employer and employee understood. 3.2 Rules and regulations to living and working in hospitality properties followed. 3.3 Workplace procedures relating to forms and applications for services understood and followed. 3.4 Lines of communication with superiors and colleagues explained.

## Range Statement

Tourism industry knowledge may be taken from leading industry textbooks.

Conditions of employment must be incorporated into the employment contract. Any additional rules and regulations that the employee should conform to must be disclosed



in writing, such as in an employee handbook or other document that must be given to the employee upon signing of the contract.

**Tools, equipment and materials required may include:**

Nil

**ASSESSMENT GUIDE**

**Form of assessment**

Oral assessment to determine trainee’s understanding of the subject.

**Assessment context**

Assessment may be done in a classroom or interview scenario.

**Critical aspects**

- Assessment of parts of this unit may be conducted at a later stage in the assessment process.

**Assessment conditions**

- Theoretical assessment of this unit must be carried out in an examination room where proper examination rules are followed.
- Assessment of neat work practices must be constantly evaluated.

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• Knowledge of English Language</li></ul>	<ul style="list-style-type: none"><li>• Communication skills</li><li>• Interpersonal skills</li></ul>

<b>UNIT TITLE</b>	<b>Observe personal and workplace hygiene practices</b>				
<b>DESCRIPTOR</b>	<p>This unit covers the knowledge, skills and attitudes required to observe workplace hygiene procedures and maintaining of personal presentation and grooming standard.</p> <p>This unit deals with necessary skills and knowledge required for maintaining the hygiene of workers and the hygienic practices that should be applied while on the job.</p>				
<b>CODE</b>	TOU02S1U02V2	<b>LEVEL</b>	Common	<b>CREDIT</b>	3

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Observe grooming, hygiene and personal presentation standards	<p>1.1. Grooming, hygiene and personal presentation practices maintained at high standards in line with industry norms and enterprise procedures</p> <p>1.2. Adequate level of personal cleanliness observed throughout the work</p> <p>1.3. Effects of poor personal hygiene understood and avoided in all practices</p>
2. Follow hygiene procedures	<p>2.1 Workplace hygiene procedures followed in line with enterprise procedures and legal requirements</p> <p>2.2 Eating, drinking, smoking, spitting, scratching or other such practices avoid while on the job</p> <p>2.3 Hygiene standards of workplace maintained in line with enterprise procedures</p>
3. Identify and avoid hygiene risks	<p>3.1 Hygiene risks understood and avoided in line with general standards and guidelines</p> <p>3.2 Legislations on hygiene understood and properly followed</p>

## Range Statement

Procedures included

- Grooming and personal presentation
- Personal hygiene

**Tools, equipment and materials required may include:**

Nil

**ASSESSMENT GUIDE**

**Form of assessment**

- Assessment for the unit needs to be holistic and observed during assessment of other units of competency which forms the qualification.
- Any written or oral examinations may include questions related to hygiene, illness and personal grooming standard.

**Assessment context**

Assessment may be done in workplace or a simulated work environment.

**Critical aspects**

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- Maintaining adequate level of all aspects of personal hygiene and cleanliness
- Following cleaning procedures for effective cleaning of work areas
- Immediately reporting any symptoms of illness
- Undertaking routine medical checkups
- This unit may be assessed in conjunction with all and units which form part of the normal job role

**Assessment conditions**

- Theoretical assessment of this unit must be carried out in an examination room where proper examination rules are followed.
- Assessment of hygienic work practices must be constantly evaluated.

## UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none"><li>• Working knowledge of English language</li><li>• Knowledge of national hygiene regulation regarding personal grooming standard and presentation</li><li>• General knowledge of common terminologies used in hygiene including personal hygiene</li><li>• Knowledge on general symptoms of different types of diseases</li><li>• Detailed knowledge and importance of illness and injury reporting procedures</li></ul>	<ul style="list-style-type: none"><li>• Interpersonal skills</li><li>• Ability to follow procedures and instructions</li><li>• Competent to work according to relevant hygiene regulations and procedures</li><li>• Competent to work to meet requirements for personnel hygiene and hygienic practices</li><li>• Communication skills</li><li>• Interpersonal skills</li></ul>

<b>UNIT TITLE</b>	<b>Follow health, safety and security procedures</b>				
<b>DESCRIPTOR</b>	This unit describes the importance of health and safety in the working environment. It identifies the key safety hazards within the work area and recognizes the correct manner in which to safely carry out the tasks of the job, for the benefit of the trainee, colleagues and customers.				
<b>CODE</b>	TOU02S1U03V2	<b>Level</b>	Common	<b>Credit</b>	3

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Follow workplace health, safety and security procedures	1.1. Health, safety and security procedures followed in line with operational policies and procedures and laws and regulations 1.2. Illnesses reported through proper channels of communication, using relevant forms and formats, in line with enterprise procedures 1.3. Safety and security breaches reported through proper channels of communication, in line with enterprise procedures
2. Deal with emergency situations	2.1 Emergency situations recognized and appropriate procedures followed in line with enterprise procedures 2.2 Assistance sought and cooperation given in emergency situations in line with enterprise procedures 2.3 Emergency incidences reported in line with enterprise procedures
3. Identify and prevent hygiene risks	3.1 Hygiene risks identified, prevented and avoided in line with enterprise procedures 3.2 Hygiene risks reported to appropriate persons and corrective action taken in line with enterprise procedures
4. Clean the work area	4.1 Cleaning tasks accomplished to enterprise standards 4.2 Proper method for cleaning selected and employed for appropriate task
5. Secure work premises	5.1 Work premises closed and locked at the end of work, in line with enterprise procedures

6. Follow first aid procedures	5.2 Emergency and first aid procedures understood and followed.
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## Range Statement

Procedures included:

- Guidelines for safe handling of heavy objects
- Emergency procedures
- Fire safety procedures
- Security and safety guidelines
- Waste handling procedures
- Cleaning chemicals handling guidelines
- Accident and incidence reporting procedures
- Basic first aid procedures

**Tools, equipment and materials required may include:**

- Relevant procedure manuals

## ASSESSMENT GUIDE

### Forms of assessment

Assessment for the unit needs to be holistic and must be observed through real or simulated workplace activities.

### Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of safe working practices.

### Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- Communicating effectively with others involved in or affected by the work.
- Identifying and assessing hazardous situations and rectifying, or reporting to the relevant persons.
- Safely handling and storage of dangerous and/or hazardous goods and substances.

- Applying safe manual handling practices.
- Safely and effectively operating equipment and utilising materials over the full range of functions and processes for work undertaken on worksite.
- This unit may be assessed in conjunction with all and units which form part of the normal job role.

### **Assessment conditions**

Assessment must reflect and events processes that occur over a period of time

- Theoretical assessment of this unit must be carried out in an examination room where proper examination rules are followed.
- Assessment of hygienic work practices must be constantly evaluated.

### **Resources required for assessment**

The following should be made available:

- A workplace or simulated workplace
- Situations requiring safe working practices
- Instructions on safe working practice
- Hazardous chemicals and/or dangerous goods information
- Common food services equipment with their usage guideline

### **UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• General knowledge on safe practices</li><li>• Communication procedures</li><li>• Relevant workplace procedures and guidelines</li></ul>	<ul style="list-style-type: none"><li>• Undertake safe manual handling jobs</li><li>• Competent to follow safety regulations</li><li>• Competent to work safely with workplace equipments, materials and colleagues</li></ul>

<b>UNIT TITLE</b>	<b>Provide effective customer care</b>				
<b>DESCRIPTOR</b>	This unit addresses the importance of caring for customers in the hospitality industry. It shows how customer care relates to quality service and the best methods of anticipating and meeting customer's need.				
<b>CODE</b>	TOU02S1U04V2	<b>Level</b>	Common	<b>Credit</b>	4

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Greet customers and colleagues	1.1. Customers and colleagues greeted according to standard procedures and social norms 1.2. Sensitivity to cultural and social differences demonstrated
2. Identify and attend to customer needs	2.1 Appropriate interpersonal skills are used to ensure that customer needs are accurately identified 2.2 Customer needs are assessed for urgency so that priority for service delivery can be identified 2.3 Personal limitation in addressing customer needs is identified and where appropriate, assistance is sought from supervisor 2.4 Customers informed correctly 2.5 Personal limitation identified and assistance from proper sources sought when required
3. Deliver service to customers	3.1 Customer needs are promptly attended to in line with organizational procedure 3.2 Appropriate rapport is maintained with customer to enable high quality service delivery 3.3 Opportunity to enhance the quality of service and products are taken wherever possible
4. Handle inquiries	4.1 Customer queries handled promptly and properly 4.2 Personal limitations identified and assistance from proper sources sought when required



5. Handle complaints	5.1 Responsibility for handling complaints taken within limit of responsibility 5.2 Personal limitations identified and assistance from proper sources sought when required 5.3 Operational procedures to handling irate or difficult customers followed correctly 5.4 Details of complaints and comments from customers properly recorded
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### Range Statement

Procedures included:

- Greeting procedure
- Complaint and comment handling procedure
- Incidence reporting procedures
- General knowledge of property
- Standard operating procedures for service deliveries
- Non-verbal and verbal communication
- Dress and accessories
- Gestures and mannerisms
- Voice tonality and volume
- Culturally specific communication customs and practices
- Cultural and social differences

Includes but are not limited to:

- Modes of greeting, fare welling and conversation
- Body language/ use of body gestures
- Formality of language

Interpersonal skills:

- Interactive communication
- Good working attitude
- Sincerity
- Pleasant disposition
- Effective communication skills
- Customer needs

Customer with limitation may include:

- Those with a disability
- Those with special cultural or language needs
- Unaccompanied children
- Parents with young children
- Pregnant women
- Single women

**Tools, equipment and materials required may include:**

- Relevant procedure manuals
- Availability of telephone, fax machine, internet, etc.
- Availability of data on projects and services; tariff and rates, promotional activities in place etc.

## ASSESSMENT GUIDE

### Form of assessment

Assessment for the unit needs to be holistic and must include real or simulated workplace activities.

### Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of practices.

### Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations. This unit may be assessed in conjunction with all units which form part of the normal job role.

- Assessment requires evidence that the candidate:
  - Complied with industry practices and procedures
  - Used interactive communication with others
  - Complied with occupational, health and safety practices
  - Promoted public relation among others
  - Complied with service manual standards
  - Demonstrated familiarity with company facilities, products and services
  - Applied company rules and standards
  - Applied telephone ethics
  - Applied correct procedure in using telephone, fax machine, internet
  - Handled customer complaints
  - Depict effective communication skills

### Assessment conditions

Assessment must reflect both events and processes over a period of time.

## UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"><li>• Knowledge of the property and its services.</li></ul>	<ul style="list-style-type: none"><li>• Inter personal skills</li><li>• Communication skills</li><li>• Telephone handling skills</li></ul>

<b>UNIT TITLE</b>	<b>Practice effective workplace communication</b>				
<b>DESCRIPTOR</b>	This unit addresses the need for effective communication in the hospitality industry. It describes the ethics of communication and shows the importance of selecting the best method of communication during various situations. It also identifies the barriers to communication and explains how to overcome them. The unit also describes how to use the telephone; the procedures for answering, transferring and holding calls, making outgoing calls and taking messages. In addition it also highlights the need for cleaning telephone equipment.				
<b>CODE</b>	TOU02S1U05V2	<b>Level</b>	Common	<b>Credit</b>	4

<b>ELEMENTS OF COMPETENCIES</b>	<b>OF</b>	<b>PERFORMANCE CRITERIA</b>
1. Communicate with customers and colleagues		1.1. Proper channels and methods of communication used 1.2. Workplace interactions with customers and colleagues appropriately made 1.3. Appropriate non-verbal communication used 1.4. Appropriate lines of communication followed
2. Participate in workplace meetings and discussions		2.1 Meetings and discussions attended on time 2.2 Procedures to expressing opinions and following instructions clearly followed 2.3 Questions asked and responded to effectively 2.4 Meeting and discussion outcomes interpreted and implemented correctly
3. Handle relevant work related documentation		3.1 Conditions of employment understood correctly 3.2 Relevant information accessed from appropriate sources 3.3 Relevant data on workplace forms and other documents filled correctly 3.4 Instructions and guidelines understood and

	followed properly 3.5 Reporting requirements completed properly
4. Handle telephone	4.1 Procedures for taking messages and making outgoing calls followed correctly 4.2 Incoming calls answered correctly 4.3 Calls put on hold and transferred properly 4.4 Outgoing calls made efficiently 4.5 Communication in both English and Dhivehi demonstrated correctly

### Range Statement

Procedures included:

- Organizational hierarchy and reporting order
- Communications procedures
- Telephone handling procedures

Aspects evaluated:

- Non-verbal communication
- Interpersonal skills
- General attitude to customers, colleagues and work
- Conformity to policies and procedures

### Tools, equipment and material used in this unit may include

- Telephone
- Note pads
- Pens
- Forms and formats related to inter-personal communication

## ASSESSMENT GUIDE

### Forms of assessment

Assessment for the unit needs to be continuous and holistic and must include real or simulated workplace activities.

### **Assessment context**

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of opportunities for communication.

### **Critical aspects (for assessment)**

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of communicating effectively with others involved in or affected by the work. This unit may be assessed in conjunction with all and units which form part of the normal job role.

### **Assessment conditions**

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

## **UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• General knowledge of English and Divehi grammar</li><li>• General knowledge of common telephone equipment</li><li>• General knowledge on effective communication</li><li>• Kitchen terminology and jargon</li></ul>	<ul style="list-style-type: none"><li>• Undertake effective customer relation communications</li><li>• Competent in communicating basic with customers</li><li>• Fluency in English and Dhivehi language usage</li></ul>

UNIT TITLE	<b>Demonstrate understanding of Front Office Systems and functions</b>				
DESCRIPTOR	This unit describes the standard Front Office Systems used by a small or medium size hotel.				
CODE	TOU02S1U06V2	Level	1	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Perform basic front office tasks	1.1 Organization chart explained 2.1 Framework of Front Office system explained
2. Handle Reservations	2.1 Front Office work sites explained <ul style="list-style-type: none"> <li>• Reservations Office</li> <li>• Hotel diary</li> <li>• Advance reservations chart</li> <li>• The chart work</li> <li>• Density Chart</li> <li>• Reception Office</li> <li>• Registration</li> <li>• Room Board</li> <li>• Arrival &amp; departure list</li> </ul>
3. Work with Electronic PMS	3.1 General function of Front Office computer system explained. 3.2 Front Office related tasks on PMS identified 3.3 PMS Guest information generated for arrival/departure and guest in-house 3.4 Needed information and data for PMS entered without error

### RANGE STATEMENT

Framework of processing the task related to

- Reservations
- Room Assignment
- Guest Check in and registration
- Guest accounting
- Credit verification
- Guest check outs and verification of accounts
- Maintain records
- Prepare reports and statistics
- Maintaining control procedure

Front Office system covers computer systems that include personal computers, printers, scanners, keyboard and mouse, and storage media such as pen drives and other forms of storage. Software used must include PMS system but not limited to word processing, spreadsheets, database and billing software packages and Internet browsing software.

***Tools, equipment and materials required may include:***

- Storage devices
- Different software and hardware (Eg: Opera)
- Personal computers system
- Laptop computers
- Printers
- Scanners,
- Keyboard
- Mouse,
- Compressed storage devices

**ASSESSMENT GUIDE**

***Forms of assessment***

The assessor may select two of the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

***Assessment context***

Assessment may be conducted out of the workplace preferably in a simulated classroom

***Critical aspects (for assessment)***

Assessment must show that the candidate:

- Selected and used hardware components correctly and according to the task requirement
- Identified and explain the functions of both hardware and software used, their general features and capabilities



- Produced accurate and complete data in accordance with the requirements
- Used appropriate devices and procedures to transfer files/data accurately

**Assessment conditions**

Assessment may be conducted out of the work environment and may include assignments and projects.

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• Office ergonomics of keyboard and computer use</li><li>• Main functions of computers and basic features of Hotel Operating Systems</li><li>• Main parts of a computer</li><li>• Storage devices and basic categories of memory</li><li>• Relevant software</li><li>• General security and computer Viruses</li></ul>	<ul style="list-style-type: none"><li>• Reading skills required to interpret work instruction</li><li>• Communication skills</li><li>• Keyboard skills</li></ul>

UNIT TITLE	<b>Preparing for work</b>				
DESCRIPTOR	After completing this unit the participants should be able to Identify items needed for reception duty Organize reception desk and work environment Explain the importance of being presentable and start the duty as per the standard procedures.				
CODE	TOU02S1U07V2	Level	1	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Follow Check list for opening duty task	1.1 Various items, equipment and supplies used by receptionist identified <ul style="list-style-type: none"> <li>• Equipment described</li> <li>• Guest Stationery explained</li> <li>• Essential information included</li> <li>• Reception counter &amp; back office function described</li> </ul>
2. Prepare for guest arrival	2.1 Reception area prepared for service 2.2 Equipment checked prior to use 2.3 Arrival list details checked and reviewed prior to guests arrival 2.4 Documents and forms prepared 2.5 Rooms allocated as per reservation detail 2.6 Procedure for last minute arrivals and reservations followed 2.7 Arrival list compiled and distributed to relevant personnel/ departments 2.8 Guest requests informed to colleagues and other departments on time
3. Maintain equipment & Suppliers	3.1 Reception desk & surrounding work area organized as per the standards of the establishments 3.2 Duty started as per the SOP of the establishment

### **Range Statement**

Preparation may include:

- Personnel preparation for duty
- Pre-planning of guest information and stationeries
- Lobby environment
- Essential information
- Reception area and the counter

Arrival list details may include but are not limited to

- Name/company
- Contact details
- Arrival and departure times
- Length of stay
- Type of accommodation required/bed configuration
- Payment details
- Special requests
- Rates/discounts

### ***Tools, equipment and material used may include***

- Different forms
- Registration cards
- Keys / key cards
- Pens
- Luggage tags
- Welcome drinks
- Face towels
- Computer system
- Telephone
- Fax machines
- Arrivals

## **ASSESSMENT GUIDE**

Form of assessment

Competency may be assessed through:

- Choose a reception area and write a checklist of the task the reception staff has to perform. Categorize the tasks according to how often each one has to be done, for instance
  - As required/ after completing an operation or task
  - Daily/ weekly/periodically, every six month
- Case studies to complete arrival or departure processes and documentation for different customer scenarios.
- Review of front office records, reports and computer data completed by the candidate.

### **Assessment context**

Assessment may be done in the workplace or simulated workplace setting

### **Critical aspects**

Assessment requires evidence that the candidates:

- Demonstrated skills in
  - Processing arrivals for different types of guests within enterprise acceptable time frames
  - To check arrival details, allocate rooms and inform concerned departments on special arrangements in accordance with established standards
  - Within an environment that includes industry-current front office equipment and technology in accordance with enterprise requirements
  - Interpersonal communication with others in accordance with established standards
  - to complete guest registration, and complete documentation accurately in accordance with established standards

### Assessment Conditions

Assessments will take place under the direct supervision of assessors. Trainees will be permitted adequate time and they will be provided required materials and privacy.

### UNDERPINNING KNOWLEDGE AND SKILLS

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• General knowledge of personnel hygiene procedures</li><li>• General knowledge of handling new arrivals</li><li>• General knowledge of handling unexpected arrivals</li><li>• General computer knowledge</li><li>• General knowledge of handling guest files and documents</li></ul>	<ul style="list-style-type: none"><li>• Skills of written and oral communication</li><li>• Computer skills</li><li>• Interpersonal skill</li><li>• Record keeping skill</li><li>• Skills in processing items and equipment's needed for different types of tasks of Front Office</li></ul>

UNIT TITLE	<b>Hotel Telephone System</b>				
DESCRIPTOR	This unit covers general cleaning of telephone, use of telephone directories, answering, holding, message taking and transferring telephone calls.				
CODE	TOU02S1U08V2	Level	1	Credit	

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Handle incoming calls	1.1 Telephone system cleaned and maintained 1.2 Telephone systems described <ul style="list-style-type: none"> <li>○ Key and lamp system</li> <li>○ Private Exchange system</li> </ul>
2. Make outgoing calls	2.1 Telephone directories used 2.2 Phonetic Alphabet used

**RANGE STATEMENT**

***Procedures included:***

- Clean and maintain telephone equipment
- Use Telephone directories
- Hold Calls and take messages
- Answer, make and transfer calls

***Aspects evaluated:***

- Verbal and Non-verbal communication
- Interpersonal skills
- General attitude to customers, colleagues and work
- Conformity to policies and procedures

**Tools, equipment and material used in this unit may include**

- Telephone
- Note pads
- Pens
- Forms and formats related to inter-personal communication

**ASSESSMENT GUIDE**

***Forms of assessment***

Assessment for the unit needs to be continuous and holistic and must include real or simulated workplace activities

***Assessment context***

Assessment of this unit must be completed on the job or in a simulated work environment, which reflects a range of opportunities for communication.

***Critical aspects (for assessment)***

It is essential that competency is fully observed and there is ability to transfer competency to changing circumstances and to respond to unusual situations in the critical aspects of communicating effectively with others involved in or affected by the work.

***Assessment conditions***

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• General knowledge of English and Divehi grammar</li><li>• General knowledge of common telephone equipment</li><li>• General knowledge on effective communication</li></ul>	<ul style="list-style-type: none"><li>• Undertake effective customer relation communications</li><li>• Competent in communicating basic with customers</li><li>• Fluency in English and Dhivehi language usage</li></ul>

UNIT TITLE	<b>Handle Mail, Messages &amp; Faxes</b>				
DESCRIPTOR	This unit covers procedure for handing incoming/outgoing mails, record and processing of guest messages and charging for related services.				
CODE	TOU02S1U09V2	Level	1	Credit	3

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Handle incoming messages and mail	1.1 Types of mail & messages explained <ul style="list-style-type: none"> <li>○ Incoming mail</li> <li>○ Outgoing mail</li> <li>○ Messages</li> </ul> 1.2 Incoming & outgoing mail categorized 1.3 Incoming & outgoing mail distribution explained
2. Handle outgoing mails	2.1 Guest messages handling process described <ul style="list-style-type: none"> <li>○ Mail for in-house guest</li> <li>○ Mail for departure guest</li> <li>○ Mail for Future guest</li> <li>○ Mail for no record found</li> </ul>
3. Handle Fax Machine	3.1 Fax sent to a local and international number 3.2 Fax journal generated 3.3 Fax delivery confirmation identified & explained

**RANGE STATEMENT**

Types of mail and messages

- Incoming mails
- Outgoing mails
- Messages

Procedure for handling mail and messages

Dealing with guest mails

- Mail for in-house guest
- Mail for departure gust
- Mail for future guest
- Mail for which no record of a guest found

Special deliveries

Sales of sundry items



**Tools, equipment and material used in this unit may include**

- Note pads
- Pens
- Forms and bill books

**ASSESSMENT GUIDE**

***Forms of assessment***

Assessment for the unit could be class room or simulated workplace activities

***Assessment context***

Assessment of this unit must be completed on the job or in a simulated work environment, which reflects a range of opportunities for communication.

**Critical aspects (for assessment)**

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of handling incoming and outgoing mails. It is important to ask questions of identifying “what goes where and who gets what?”

**Assessment conditions**

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• General knowledge of oral communication</li><li>• General knowledge of hotel safety procedures</li><li>• Handle sales of sundry items</li><li>• Procedure followed on recording and processing the guest messages.</li></ul>	<ul style="list-style-type: none"><li>• Undertake effective customer relation communications</li><li>• Competent in communicating basic with customers</li><li>• Fluency in English and Dhivehi language usage</li></ul>

UNIT TITLE	<b>Hotel markets and customer profile</b>				
DESCRIPTOR	This unit explains the use of customer profile and identifies the ideal customers for the hotel.				
CODE	TOU02S2U10V2	Level	2	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Market segments	1.1 Unique selling points of the establishment explained 1.2 Customer sectors identified 1.3 Establishment's target market explained. 1.4 Customer's market criteria categorized. 1.5
2 Create Customer profile	2.1 Customer profile information identified. 2.2 Customers demography explained 2.3 Customer preferences identified

### **RANGE STATEMENT**

Hotel may attract many different types of markets, such as business, holiday, pleasure, family. Knowing different types of customers will enable to provide more personalized services appropriate to particular needs.

- Identify guest of different markets
- Market segmentation criteria
- What do guest needs
- Customer Profile information
- Maintain guest history
- Provide courteous service

### **ASSESSMENT GUIDE**

#### ***Forms of assessment***

Assessment for the unit could be class room or simulated workplace activities

**Assessment context**

Assessment of this unit must be completed on the job or in a simulated work environment, which reflects a range of opportunities for understating hotels markets and types of customer that the establishment is catering for.

**Critical aspects (for assessment)**

It is essential that competence is fully observed and there is ability to identify the range of services and packages that can be offered to meet the needs of the customers.

**Assessment conditions**

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

**Tools, equipment and material used in this unit may include**

- Telephone
- Note pads
- Pens
- Computer

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• General knowledge of Oral communication</li><li>• Identify the target markets of the hotel</li><li>• Understand Customer profile information</li><li>• Procedure followed on providing courteous service</li></ul>	<ul style="list-style-type: none"><li>• Undertake effective customer relation communications</li><li>• Competent in communicating basic with customers</li><li>• Provide service which are prompt, efficient, friendly and courteous.</li></ul>

UNIT TITLE	<b>Welcome guest</b>				
DESCRIPTOR	This unit covers the steps of creating a good first impression and the basics of receiving and welcoming guest to hotel.				
CODE	TOU02S2U11V2	Level	2	Credit	

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Create First Impression	1.1 Main points of creating a good first impression explained. <ul style="list-style-type: none"> <li>○ Welcoming phrases</li> <li>○ Politeness &amp; etiquette</li> <li>○ Cultural considerations</li> </ul>
2. Prepare for guest arrival	2.1 Check in process and activities demonstrated <ul style="list-style-type: none"> <li>○ Receiving and registration</li> <li>○ Allocating room</li> <li>○ Secure advance payment</li> <li>○ Provide information</li> <li>○ Complete check-in</li> <li>○ Open guest bill</li> </ul>
3. Follow Check-in Procedure	3.1 Guest received as per the procedure of the establishment 3.2 Meet and greeted as per stranded of the establishment
4. Hotel Credit Policy	4.1 Method of payment explained 4.2 Payment preference confirmed 4.3 Credit arrangement described 4.4 Advance payment collected

#### RANGE STATEMENT

A prospective customer can be won or lost by their first impression of how you treat. There is only one chance to create a good first impression, so its is vital that you create a good one

- Tips for making a positive first impression
- Create a warm welcome

- Welcome phrases
- Politeness and etiquette
  - Good manners
  - Pleasantness
- Cultural considerations
- Welcoming VIPS and CIPs

## ASSESSMENT GUIDE

### ***Forms of assessment***

Assessment for the unit could be class room or simulated workplace activities

### ***Assessment context***

Assessment of this unit must be completed on the job or in a simulated work environment, which reflects on creating a good first and last impression of the hotel (establishment)

**Critical aspects (for assessment)**

It is essential that competence is fully observed and there is ability to win or lose a customer due to the way we approach to customer on the initial contact.

**Assessment conditions**

It is preferable that assessment reflects a process rather than an event and implement basic procedures for receiving and welcoming guest to the hotel

**Tools, equipment and material used in this unit may include**

- Non

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• General knowledge of Oral communication</li><li>• Identify the target markets of the hotel</li><li>• Understand Customer profile information</li><li>• Procedure followed on providing courteous service</li></ul>	<ul style="list-style-type: none"><li>• Undertake personnel presentation</li><li>• Promote “can do” attitude towards helping customers</li><li>• Adopt techniques which makes favorable fist impressions of the hotel.</li></ul>

UNIT TITLE	<b>Control room key</b>				
DESCRIPTOR	This unit describes procedure for controlling room key, explain the function of master key and understand the security of handling room keys				
CODE	TOU02S2U12V2	Level	2	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Hotel key system	1.1 Hotel key system explained <ul style="list-style-type: none"> <li>○ Manual key</li> <li>○ Electronic keys</li> </ul>
2 Issuing room key	2.1 Key issuing policy explained <ul style="list-style-type: none"> <li>○ Issue key for individual</li> <li>○ Issue key for groups</li> </ul>
3 Key Control	3.1 Hotel Safety measures explained 3.2 Key issuing procedure demonstrated 3.3 Key encoded as per hotel procedures. 3.4 Key collected from departing guest 3.5 Suspicious guest movements explained 3.6 Hotel safety threats identified

### RANGE STATEMENT

Regardless of who carries out the hotel key system, there is a need to implement some control system to ensure keys are issued to authorized persons only.

- Hotel key systems
  - Manual keys
  - Electronic keys or key cards
- Issuing Room keys
  - To groups
  - To individual guest
- Hotel policy on controlling room keys

### ASSESSMENT GUIDE

#### **Forms of assessment**

Assessment for the unit could be class room or simulated workplace activities



**Assessment context**

Assessment of this unit must be completed on the job or in a simulated work environment, which describes on the procedure for issuing and controlling guest room keys. Explain the function and use of hotel Master key.

**Critical aspects (for assessment)**

It is essential that competence is fully observed and there is ability to understand that good security starts from Front Desk or Reception.

**Assessment conditions**

It is preferable that assessment reflects the events on importance of security procedures in handling room keys.

**Tools, equipment and material used in this unit may include**

- Room Key or key cards
- Mater key
- Key encored Machine

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• Know the security procedure of the hotel</li><li>• Identify the hotel guest</li><li>• Understand Customer profile information</li><li>• Procedure followed on providing courteous service</li></ul>	<ul style="list-style-type: none"><li>• Undertake security measures of the establishment</li><li>• Able to follow security check of the guest before issuing the key</li><li>• Adopt techniques to be careful on taking personnel responsibilities towards the safety of the guest</li></ul>

UNIT TITLE	<b>Check out guests</b>				
DESCRIPTOR	This unit covers the preparation, presenting, explanation of guest bill and accepting payments				
CODE	TOU02S2U13V2	Level	2	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Prepare for guest check out	1.1 Checkouts organized for different types of guest <ul style="list-style-type: none"> <li>○ Individual check outs</li> <li>○ Group Check outs</li> </ul> 1.2 Bill prepared, presented and explained to guests 1.3 Supporting bills copies gathered for inspection of the guest 1.4 Payment collected as per hotel procedures
2 Accepting the payments	2.1 Cash accepted counted in front of the customer 2.2 Legality of the cash Identified 2.3 Cash balance identified and delivered 2.4 Due amount on guest bill announced 2.5 Credit Card accepted by the establishment explained 2.6 Credit cards security features identified 2.7 Signature on card checked 2.8 Foreign currency buy and sell
3 Guest check out from the system	3.1 Balance on guest folio explained 3.2 Messages and information on guest account completed 3.3 Final payment on guest folio posted. 3.4 Express checkouts explained 3.5 Group checkout followed in accordance with establishment procedures

## Range Statement

### **Procedures:**

- Check out procedures
- Money handling procedures

*Accounting procedures may include but are not limited to*

- Credit card payments
- Pre-payments (full payment)
- Deposits (partial payment)
- Vouchers and discount rates
- Group rates
- Issuing of receipts
- Refunds
- Checking of final guest accounts
- Payments for additional services such as phone calls, meals, mini-bar
- Issuing of receipts
- Send-bill arrangements

*Guest folio balances altering may include:*

- Transfer of guest balances to second party
- Transfer guest balances to city ledger
- Waive error charges from guest folio
- Settling deposit in guest folio

Tools, equipment and materials required may include:

- Cash float
- Computers
- Credit card machines
- Printers
- Credit cards
- KOT and BOT
- Resort stamp with paid
- Safe deposit box
- Money count machine
- Money checking machines
- Travelers' cheques
- PMS.

## ASSESSMENT GUIDE

Form of assessment

- Assessment for this competency unit needs to be holistic and must include real or simulated workplace activities
- Evidence of performance can be obtained from supervisors of the trainees or if a hotel is being used the guests can also provide this information

*Assessment context*

The assessment of practical skills must take place on the job or in a simulated work environment

*Assessment conditions*

Assessments will take place under the direct supervision of assessors. Trainees will be permitted adequate time and they will be provided required materials and privacy.

Critical aspects

- Identification of legality of currency
- Use of applicable exchange rates
- Accuracy of checking the calculations and numbers
- Establishment of identity of the holder in case of travellers cheques
- Record keeping and updating of accounts

## UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
<ul style="list-style-type: none"> <li>• Hotel procedures for cashiering,</li> <li>• Different currencies and their special marks to identify the legality</li> <li>• Exchange rates</li> <li>• Basic knowledge on accounting</li> <li>• General knowledge of using credit card and card machines</li> <li>• General knowledge of all types of payment</li> <li>• General knowledge of cashiering in line with international rules and regulations</li> <li>• General knowledge of check out, individual, group, express check out</li> </ul>	<ul style="list-style-type: none"> <li>• Written and oral communication skills</li> <li>• Ability to do accurate calculations</li> <li>• Ability to use card machines</li> <li>• Ability to use cash counting machines</li> <li>• Ability to prepare cash balances and reports</li> <li>• Computer skills</li> <li>• Interpersonal skills</li> </ul>

UNIT TITLE	<b>Handle guest luggage</b>				
DESCRIPTOR	This unit covers the receiving of guest luggage for both arrival and departure and storing them.				
CODE	TOU02S2U14V2	Level	2	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Receiving of Luggage	1.1 Luggage collecting procedure explained <ul style="list-style-type: none"> <li>○ Incoming (new arrival) luggage</li> <li>○ Identify &amp; tagging</li> <li>○ Collecting departure guest luggage</li> </ul> 1.2 Lost luggage receiving from airline procedure explained
2 Distribute guest luggage	2.1 Luggage distribution performed according to the organizational procedures
3 Luggage Storage (recording /tagging)	3.1 Luggage information recorded in logbook/sheet/or PMS system 3.2 Luggage for individual or group of guest separated as per arrival or departure time of guest 3.3 Luggage delivered to appropriate guest.

### RANGE STATEMENT

Collecting and distributing of guest luggage are an important customer relations exercise. Candidate who undertakes this job should be aware of its importance. Having a standard procedure to handle guest belongings will ensure that every candidate knows what to do and how to do it.

- Introduction
- Handle luggage
- Give Directions
- Interdepartmental communication
- Entering of guest rooms
- Thanking guest
- Accompanying guest to transport
- Record keeping of guest luggage

### ASSESSMENT GUIDE

#### ***Forms of assessment***

Assessment for the unit could be class room or simulated workplace activities

**Assessment context**

Assessment of this unit must be completed on the job or in a simulated work environment, which describes on the procedure for handling guest luggage.

**Critical aspects (for assessment)**

It is essential that competence is fully observed and there is ability to understand that carelessness will lead to damage and lost of guest property and the image of the hotel.

**Assessment conditions**

It is preferable that assessment reflects the events on importance of handling guest luggage.

**Tools, equipment and material used in this unit may include**

- Note pads or log book
- Pens
- Arrival/ Departure list
- Buggy or luggage cart
- Luggage tag

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• Know the security procedure of the hotel</li><li>• Identify guest belongings</li><li>• Procedure followed on tagging the luggage</li><li>• Procedure followed on entering occupied and vacant rooms.</li></ul>	<ul style="list-style-type: none"><li>• Undertake security measures of the establishment</li><li>• Able to follow security check of the guest before issuing the key</li><li>• Adopt techniques to be careful on taking personnel responsibilities towards the safety of the guest</li></ul>

UNIT TITLE	<b>Handle hotel voucher</b>				
DESCRIPTOR	This unit covers the documentation of confirming the hotel booking for third party reservations.				
CODE	TOU02S2U15V2	Level	2	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Read Hotel Voucher	1.1 Arriving guest groups or categories identified. 1.2 Hotel Voucher acceptance explained 1.3 Agents who should submit voucher identified as per establishments procedures.
2 Check information on Voucher	2.1 Voucher information obtained and compared to the information on arrival list
3 Inform discrepancies to guest	3.1 Information auditing of voucher demonstrated 3.2 Voucher information recorded.

### Range Statement

Preparation may include:

- Identify reservations detail of guest and agents who need to submit the vouchers
- Prepare arrival list
- Identify the correct vouchers for the services booked.

Information on voucher may include but are not limited to

- Name/company
- Contact details
- Arrival and departure of guest
- Length of stay
- Type of accommodation required/bed configuration
- Special requests



**Tools, equipment and material used may include**

- Registration cards
- Sample voucher
- Pen and note pads

**ASSESSMENT GUIDE**

Form of assessment

Competency may be assessed through:

- Case studies to collect voucher and process the documentation for different customer scenarios.
- Review of front office records, reports

**Assessment context**

Assessment may be done in the workplace or simulated workplace setting

**Critical aspects**

Assessment requires evidence that the candidates:

- Demonstrated skills in checking the information on vouchers
- Demonstrated ability to check arrival details, allocate rooms and inform concerned departments on special arrangements in accordance with service voucher detail

Demonstrated ability to complete guest registration, and reporting documentation accurately in accordance with established standards

**Assessment Conditions**

Assessments will take place under the direct supervision of assessors whose expertise is recognized by the Maldives Accreditation Board. Trainees will be permitted adequate time and they will be provided required materials and privacy.

## UNDERPINNING KNOWLEDGE AND SKILLS

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• General knowledge of reservations detail</li><li>• General knowledge of handling vouchers</li><li>• General knowledge of handling unexpected arrivals</li><li>• General knowledge of handling guest files and documents</li></ul>	<ul style="list-style-type: none"><li>• Skills of written and oral communication</li><li>• Computer skills</li><li>• Interpersonal skill</li><li>• Record keeping skill</li><li>• Skills in processing items and equipment's needed for different types of tasks of Front Office</li></ul>

UNIT TITLE	<b>Handle guest enquiries</b>				
DESCRIPTOR	This unit covers the competencies required to provide information and services to customers <ul style="list-style-type: none"> <li>○ General inquires of the establishment</li> <li>○ Current affairs of the country (tourism industry knowledge)</li> <li>○ Communicate on emergency situations</li> </ul>				
CODE	TOU02S2U16V2	Level	2	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Greet customer	1.1 Customer greeting demonstrated 1.2 Telephone answered as per establishment procedures
2 Identify requirement	2.1 Opened ended questions asked 2.2 Information needed identified and recorded.
3 Provide hotel information	3.1 Information sources identified 3.2 Telephone enquiries (internal/external) answered as per establishment procedures 3.3 Reservations inquires answered as per establishment procedures 3.4 Activities of the establishment explained 3.5 Establishment policy on providing Information for third party explained
4 Deal with guest enquiry	4.1 Types of guest inquiry identified 4.2 Information accuracy assed 4.3 Establishments procedure on dealing with general enquiries explained
5 Response for emergency	5.1 Meaning of emergencies scenarios described 5.2 Emergency situations identified and appropriate actions taken promptly as per standard operating procedure 5.3 Follow up on emergency scenarios demonstrated

### **Range Statement**

Competencies in this unit may be performed in a front office / specified area where customers are received and information provided relevant to the organization or person contacted. This work may be performed individually or as a member of a team.

### **Tools, equipment and materials required may include:**

- Organizational manuals (circulars/ organizational charts/ list of site maps)
- Leaflets, brochures
- Company advertisements
- Communication equipment
- Computer, printer with relevant accessories
- Telephone
- Sign boards
- Registers
- Annual reports
- Organizational guidelines
- Circulars
- Memorandum (memo)
- Checklist
- Telephone directories (internal / external)
- Standard operating procedure (SOP)
- International Organization for Standardization (ISO)

### **ASSESSMENT GUIDE**

#### ***Form of assessment***

Assessment for this competency unit needs to be holistic and must include real or simulated workplace activities

#### **Assessment context**

The assessment of practical skills must take place on the job or in a simulated work environment

**Critical aspects**

Assessment requires evidence that the candidates:

- Demonstrated skills and abilities
  - in giving information to different types of guests within enterprise acceptable time frames
  - in handling telephone calls in accordance with established standards
  - on environment that includes industry-current news and information

**Assessment conditions**

This assessment contains knowledge as well as competence that reflects on oral written examination

Assessments will take place under the direct supervision of assessors Trainees will be permitted adequate time and they will be provided required materials and privacy.

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• General knowledge of establishment</li><li>• General knowledge on safety and privacy of guest</li><li>• General knowledge on Tourism industry information</li></ul>	<ul style="list-style-type: none"><li>• Communication skill; read, write and speak</li><li>• Interpersonal skills</li></ul>

UNIT TITLE	<b>Handle guest valuables</b>				
DESCRIPTOR	This unit identifies different types of hotel safekeeping. Receiving goods for safe deposit and how to handle lost & found property as per the establishment procedures.				
CODE	TOU02S2U17V2	Level	2	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Accept goods for safe keeping	1.1 Common systems of safekeeping explained <ul style="list-style-type: none"> <li>○ Safe deposit box</li> <li>○ Deposit envelopes</li> <li>○ In-room Safe</li> </ul>
2 Policy on Safe keeping of Valuables	2.1 Establishment policy on safe deposit box and lost & found explained 2.2 A lost and found register is established and maintained 2.3 A description and relevant details of the lost or found item are recorded and verified with appropriate person(s) 2.4 Found items are tagged and filed in order in a designated location in accordance with organisational requirements
3 Handle Lost & found items	3.1 Lost & found procedure of the establishment explained to guest at check-in 3.2 Lost items are investigated and traced in accordance with organisational policies and procedures. 3.3 Claimed items are signed for and dated by claimant and identification verified in accordance with organisational requirements

## **Range Statement**

Organisational requirements may relate to:

- Legal and organisational policy and procedures including personnel practices and guidelines
- Legislation relevant to the operation, incident and / or response
- Employer and employee rights and responsibilities
- Quality and continuous improvement processes and standards
- Occupational Health and Safety policies, procedures and programs
- Duty of care, code of conduct, code of ethics
- Records keeping systems and processes
- Communication channels and reporting procedures

Relevant details may include:

- Location
- Date
- Time
- Color and shape

Appropriate persons may include:

- Supervisors, managers
- Colleagues
- Members of the staff
- Clients
- Designated human resource personnel

Designated locations may include:

- Cupboard / storage facility
- Safe facilities

***Tools, equipment and materials required may include:***

- Lost and found forms
- Register

## **ASSESSMENT GUIDE**

Forms of assessment

Assessment for this competency unit needs to be holistic and must include real or simulated workplace activities

**Assessment context**

- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above

**Critical aspects (for assessment)**

Assessment must show that the candidate:

- Effectively communicate and record information regarding lost and found items and establishment’s procedure followed
- Receive and record information as per the Standard procedures
- Identify prohibited or hazardous items take appropriate action

**Assessment conditions**

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• Basic problem solving strategies</li><li>• Safety &amp; security procedures</li><li>• Rules for the identification and handling of dangerous and prohibited goods</li><li>• Organisational procedures and guidelines appropriate to own role, responsibility and delegation</li><li>• Reporting procedures and documentation requirements and processes</li><li>•</li></ul>	<ul style="list-style-type: none"><li>• Accurately record and report information</li><li>• Apply active listening and questioning techniques</li><li>• Collate and organise information and items</li><li>• Communicate effectively with people from different social, cultural and ethnic backgrounds and various physical and mental abilities</li><li>• Communicate in a clear and concise manner</li><li>• Prepare statements and write reports</li></ul>



UNIT TITLE	<b>Hand over at End of the shift</b>				
DESCRIPTOR	This unit covers performing end of the shift handing over and follow up tasks.				
CODE	TOU02S2U18V2	Level	2	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Prepare Shift task list	1.1 Unfinished work of the shift Identified <ul style="list-style-type: none"> <li>○ Special request</li> <li>○ Late arrival/departures</li> <li>○ Urgent messages</li> <li>○ Special incidents</li> <li>○ Tidying up</li> </ul>
2 Prepare To-do list	2.1 To-do list function described 2.2 To-do list priority categorized
3 Prepare Hand over check list	3.1 Information on activities of the duty shift gathered for handing over meeting 3.2 Task completed record maintained

### Range Statement

Competencies related to this unit may be performed by an individual working alone or as a member of a team, and may perform at different times of the day. This unit explains the handing over process at the end of the shift.

### ***Tools, equipment and materials required may include:***

- Handover sheets
- Guest activities sheets
- Any other documents

### ASSESSMENT GUIDE

#### ***Form of assessment***

Assessment for this competency unit needs to be holistic and must include real or simulated workplace activities

**Assessment context**

The assessment of practical skills must take place on the job or in a simulated work environment

**Critical aspects**

This unit may be assessed after the student has fully achieved the assigned task of a duty.

**Assessment conditions**

Assessments will take place under the direct supervision of assessors Trainees will be permitted adequate time and they will be provided required materials and privacy.

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• General knowledge of the reception work</li><li>• Hotel procedures for shift handover</li><li>• Task completion and follow up</li></ul>	<ul style="list-style-type: none"><li>• Communication skill; read, write and speak</li><li>• Interpersonal skills</li><li>• Record keeping skills</li></ul>

UNIT TITLE	<b>Arrange departure and bid farewell</b>				
DESCRIPTOR	This unit covers the organizing of appropriate transportation; follow procedure on thanking the guest, getting feedback and bid farewell for guest.				
CODE	TOU02S2U19V2	Level	2	Credit	4

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Arrange Departure transfer	1.1 Departure lists prepared and checked for accuracy 1.2 Departure list send to relevant departments 1.3 Mode of transport and identified and arranged. 1.4 Porters responsibility explained 1.5 Keys/electronic cards recovered from guests and processed correctly 1.6 Requests for assistance with departure attended
2 Handle guest luggage	2.1 Guest room entry procedure followed 2.2 Luggage collected and transported to jetty 2.3 Luggage identified and counted before loading to transport vessel.
3 Appreciate guest	3.1 Thanking guest demonstrated. 3.2 Appropriate language used for appreciation of guest stay
4 Guest comments collected	4.1 Questions asked guest satisfaction identified 4.2 Hotel policy on soliciting guest comments (good or bad) explained.
5 Guest escorted to jetty and bid farewell	5.1 Guests escorted to jetty and farewell as per establishments procedure 5.2 Personnel assistance provided on boring guest to transport vessels. 5.3 Transport safety information session conducted.

### **Range Statement**

Competencies related to this unit may be performed by an individual working alone or as a member of a team, and may perform at different times of the day.

Assistance with departure may include but are not limited to:

- Organizing transport
- Luggage assistance
- Collecting feedback

### **Tools, equipment and materials required may include:**

- Departure list
- Luggage
- Boat/ launch/
- Sea plane

## **ASSESSMENT GUIDE**

### ***Form of assessment***

Assessment for this competency unit needs to be holistic and must include real or simulated workplace activities

### ***Assessment context***

The assessment of practical skills must take place on the job or in a simulated work environment

### ***Critical aspects***

Assessment requires evidence that the candidates:

- Demonstrated skills and ability
  - In arranging departures for different types of guests
  - To demonstrate interpersonal communication with others departments
  - To complete guest check-out, reporting documentation accurately in accordance with established standards
  - In handling luggage in accordance with enterprise requirements

### **Assessment conditions**

Assessments will take place under the direct supervision of assessors Trainees will be permitted adequate time and they will be provided required materials and privacy.

## UNDERPINNING KNOWLEDGE AND SKILLS

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• General knowledge about manual handling of heavy items such as bags</li><li>• Hotel procedures for collecting luggage</li><li>• Hotel procedures for escorting and bidding farewell</li></ul>	<ul style="list-style-type: none"><li>• Communication skill; read, write and speak</li><li>• Customer care skills</li><li>• Manual handling skill</li><li>• Interpersonal skills</li></ul>

UNIT TITLE	<b>Handle complaints</b>				
DESCRIPTOR	This unit covers the causes of guest complaint, dealing with difficult customers and record keeping of complaints.				
CODE	TOU02S2U20V2	Level	3	Credit	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Understand the nature of complaint	1.1 Causes of complaints identified. 1.2 Customer requests attended to as per organizational procedures 1.3 Responsibility for handling complaints explained
2 Receive complaint	2.1 Different techniques and skills of handling complain explained <ul style="list-style-type: none"> <li>○ Listening skills</li> <li>○ Identifying important points</li> <li>○ Sympathise</li> <li>○ Thanking customer</li> <li>○ Cause of action identified</li> </ul> 2.2 Record keeping followed as per establishment procedure
3 Record keeping	3.1 Facts and figures explained 3.2 Supporting documents gathered as per establishment procedures 3.3 Related inquiries identified and completed 3.4 Suggestions and recommendations communicated to the concerned areas of the organization.

### **Range Statement**

This unit looks at complaints as a way of improving services and opportunities to build customer relationship. It discusses the reasons for guest complaints and practices methods of handling complaints as per organizational procedures.

### **Tools, equipment and materials required may include:**

- Log books
- Pen and note pads
- Standard Operational Procedures of the organization

### **ASSESSMENT GUIDE**

#### ***Form of assessment***

Assessment for the unit needs to be holistic and must include real or simulated workplace activities.

#### **Assessment context**

Application of competence is to be assessed in the workplace or simulated worksite and needs to occur using standard and authorized work practices, and environmental constraints.

#### ***Critical aspects (for assessment)***

It is essential that competence in this unit signify the ability to transfer competence of different personnel skills on changing circumstances and to respond appropriately.

#### **Assessment conditions**

- It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying quality circumstances.
- Specifications and work instructions followed

### **UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• Knowledge of complaints</li><li>• Knowledge of complaints and best practice of handling complaints</li></ul>	<ul style="list-style-type: none"><li>• Competent in dealing with customer complaints and ability to understand and interpret communications</li><li>• Ability to deal with complaints of</li></ul>

	<p>different natures and handle disputes as per organizational procedures</p> <ul style="list-style-type: none"><li>• Interpersonal skills</li></ul>
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UNIT TITLE	<b>Demonstrate sales technique and product knowledge</b>				
DESCRIPTOR	This unit explains different elements of selling process. Describe hotel products and services to make sales.				
CODE	TOU02S2U21V2	Level	3	Credit	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Purpose and methods of selling	1.1 Different elements of selling process explained a. Personnel selling b. ABC of selling c. Telephone sales d. Correspondence for sales e. Selling Aids. 1.2 Sales technique effectively applied
2 Product knowledge	2.1 Uniqueness of hotel product identified a. Accommodation b. Room facilities c. Food & beverage d. Entertainment e. Other facilities
3 Giving directions	3.1 Local service providers identified and located 3.2 Local transport system and direction explained 3.3 Appropriate guidance provided for local attractions

UNIT TITLE	<b>Receive &amp; process reservations.</b>				
DESCRIPTOR	This unit deals with the skills, knowledge and attitude required to receive and process reservations for rooms, product or services and the use of computerized reservations system.				
CODE	TOU02S2U22V2	Level	3	Credit	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1 Create Guest profile	1.1 Information on guest profile identified 1.2 Profile created as per the standard procedure
2 Sell Rooms	2.1 Room features and services explained as per the establishment procedures. 2.2 Appropriate tariffs identified and used 2.3 Customer preference identified.
3 Create reservations	3.1 Room availability of required date checked 3.2 Overbooking situations are avoided. 3.3 Room Rates identified and explained 3.4 Availability of the reservation is determined and advised to the customer 3.5 Alternatives, including upgrades, waitlist options, offered if requested 3.6 Inquiries regarding rates and other product features are explained as per establishment procedures
4 Record reservation information	4.1 Guest profile created 4.2 Room Rate and package identified 4.3 Special requests are clearly recorded in the appropriate fields of the reservations system
5 Confirm Reservations	5.1 Booking detail explained and confirmed 5.2 Booking terms and condition explained and agreed 5.3 Payment terms and condition explained 5.4 Amendments or cancellations of reservations are received, processed and recorded as per establishment procedures
6 Advise others on reservation details	6.1 Common reports used by establishment explained 6.2 Expected arrival list generated

	6.3	Special request of the guest are explained to appropriate departments and colleagues
	6.4	Information on Expected arrival list explained
7 Confirming reservations	7.1	Information on booking confirmation explained.
	7.2	Booking confirmation prepared
	7.3	Payment instruction identified

### Range Statement

Reservation may include but are not limited to:

Reservations may be received and processed by a range of tourism operators such as:

- Accommodation suppliers e.g. hotels, guest houses and resorts
- Transportation suppliers e.g. airlines, and speed boats, seaplanes etc
- Tour operators
- Cruise operators

Reservation systems may be:

- Manual
- Computerized
- Global Distribution System (GDS)
- Centralized Reservation System(CRS)

Reservations may be made by:

- Phone
- Facsimile
- Mail
- Face-to-face
- Internet

Updating the financial status of the reservation may include:

- Receiving, processing and recording payments
- Generating and issuing invoices and credit notes for changed reservations
- Checking that the reservation has been fully paid

**Tools, equipment and materials required may include:**

The following resources must be provided:

- Fully equipped office environment using appropriate telephones, computers, printers and reservation systems
- Fax machines
- Internet service
- Invoices/ vouchers
- Credit notes policy
- Receipts
- Service vouchers
- Confirmation letters/ documents
- Information packs/kits
- Files

## **ASSESSMENT GUIDE**

### **Form of assessment**

Assessment for the unit is holistic and may be assessed separately.

Competency may be assessed through:

- Direct observation of the candidate using reservations systems, including the ability to process different types of reservations; confirm bookings, and update or reservations
- Oral questioning or interview to test knowledge of the principles which underpin reservations procedures and the relationships among the different departments of the establishment

- Demonstration/role play on handling guest inquiries and special requests, confirming reservations, and offering alternatives when requested booking is not available

### **Assessment context**

Competencies in this unit are to be assessed in the workplace or simulated workplace situation.

### **Critical aspects**

Assessment requires evidence that the candidate:

- Demonstrated skills in
  - Receiving and processing reservations for rooms and other facilities of the hotel
  - File customer details including special requests or requirements in accordance with establishment procedures.
  - Advise other departments of the establishment on relevant reservation details.
  - Operating a computerized reservations system
  - Send and receive reservations confirmation

### **Assessment conditions**

Assessment may be conducted out of the work environment or in a workplace environment and may include assignments and projects.

Assessments will take place under the direct supervision of assessors. Trainees will be permitted adequate time and they will be provided required materials and privacy.

## **UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• Product knowledge of the establishment</li><li>• Reservations and bookings terminology</li><li>• Operate Computerized</li></ul>	<ul style="list-style-type: none"><li>• Written and verbal communication skills</li><li>• Skills in receiving and processing reservations</li><li>• Skills in reservation documentation</li></ul>

<p>Reservations System (CRS)</p> <ul style="list-style-type: none"><li>• Procedures for amending and cancelling reservations</li><li>• Procedures for sending and receiving messages</li></ul>	<ul style="list-style-type: none"><li>• Computer skills</li><li>• Interpersonal skills</li><li>• Relationships building with tourism service providers</li></ul>
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UNIT TITLE	<b>Conduct Events &amp; Excursions</b>				
DESCRIPTOR	This unit covers arrangement of all carrying out services for different events, excursions and dining. The unit will also cover how to handle necessary arrangements required for cancelled bookings for excursions and dining				
CODE	TOU02S2U23V2	Level	3	Credit	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Dealing with Enquiries	1.1 Information provided for events and excursions 1.2 Booking enquiries are recorded and communicated to related departments 1.3 Special request made by guest are identified and informed to relevant department
2. Planning & execution of extra activities	2.1 Events & excursion arrangements requirement identified 2.2 Events and excursion itinerary prepared. 2.3 Booking terms and conditions identified 2.4 Safety concerns identified 2.5 Booking reservation documents prepared
3. Terms and conditions of activities	3.1 Disclaimer on participating events and excursion explained. 3.2 Written documents produced for participants signatory 3.3 Risk of accidents avoided

### **Range Statement**

- Arrangements may include Spa, Excursion, Diving, Water Sports or Food & Beverage or any other special arrangement
- Necessary information can be defined as the prices for various excursions, information of all the excursions, cancellation procedure of excursions and destination dining, types of destination dining, rates of destination dining.
- Follow up selling procedures of the company

### ***Tools, equipment and materials required may include:***

- Rates sheet of excursions
- F&B Menus
- Policy & procedures for cancelling reservations for excursions
- Excursion Booking sheets, Information of all the excursions



## ASSESSMENT GUIDE

Form of assessment

Continuous and holistic assessment is suitable for this unit.

### **Assessment context**

Assessment of this unit must be completed on the job or in a simulated work environment.

### **Critical aspects**

It is essential that competence understood and has ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- Possess effective sales technique when offering excursions and dining.
- Be able to customize excursion and dining in accordance with the company procedure
- Able communicate with departments with the arrangements required to the excursions and dining.

### **Assessment conditions**

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

## UNDERPINNING KNOWLEDGE AND SKILLS

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• Knowledge of dealing with customers requests</li><li>• Knowledge of all the activities which can be prearrange or all the service available for guest</li><li>• Knowledge of up selling techniques</li></ul>	<ul style="list-style-type: none"><li>• Competent to perform the effective sales technique</li><li>• Communicate effectively with guests during excursions</li><li>• Interpersonal skills</li><li>• Customer service skills</li><li>• Up selling skills</li></ul>

