

## Qualification Title: Certificate II in Front Office

Labour Division: Front Office (Hotel Services)

### Competency Unit Requirements

Core & Generic Competencies and Functional Competencies required for Front Office

*\*Selection of Functional Competencies must reflect the intended Job Title, local industry requirements, and Certificate level*

#### **Core & Generic Competencies** *Must obtain all units*

Hotel Services (Front Office and Housekeeping) *menu*

- D1.HOT.CL1.01 Work effectively with customers and colleagues
- D1.HOT.CL1.02 Work in a socially diverse environment
- D1.HOT.CL1.03 Implement occupational health and safety procedures
- D1.HOT.CL1.05 Perform clerical procedures
- D1.HOT.CL1.06 Access and retrieve computer-based data
- D1.HOT.CL1.07 Communicate effectively on the telephone
- D1.HOT.CL1.08 Maintain hospitality industry knowledge
- D1.HOT.CL1.10 Promote products and services to customers
- D1.HOT.CL1.12 Perform basic First Aid procedures
- D1.HOT.CL1.13 Perform child protection duties relevant to the tourism industry
- D1.HSS.CL4.01 Establish and maintain a safe and secure workplace
- D1.LAN.CL1.01 Speak English at a basic operational level

#### **Functional Competencies\*** *Must obtain 10 units from*

Hotel Services (Front Office and Housekeeping) *menu*

##### **8+ from**

Cluster 1: Common Core Competencies

Cluster 2: Hotel Front Office

Cluster 4: Security Services

##### **2+ from**

Cluster 1: Common Core Competencies

Cluster 5: Customer Service, Sales, and Marketing

### Divisional Qualification Framework

for Front Office Division from 5 Levels of Qualification

<u>Level</u>	<u>Qualification</u>
1	<b>Certificate II in Front Office</b>
2	Certificate III in Front Office
3	Certificate IV in Front Office (Guest Services Supervision)
4	Diploma of Front Office (Supervision and Administration)
5	Advanced Diploma of Front Office (Management)

### Associated Job Titles

for Front Office Division from 32 Job Titles

<u>No</u>	<u>Title</u>
5	Bell Boy
4	Telephone Operator
3	Receptionist
2	Front Office Supervisor
1	Front Office Manager

