

Qualification Title: Certificate IV in Front Office (Guest Services Supervision)

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.CL1.09 Develop and update industry knowledge
- D1.HOT.CL1.10 Promote products and services to customers
- D1.HOT.CL1.11 Manage and resolve conflict situations
- 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
- D1.HGA.CL6.12 Use common business tools and technology

Functional Competencies* *Must obtain 20 units from*

Hotel Services (Front Office and Housekeeping) *menu*

14+ from

- Cluster 2: Hotel Front Office
- Cluster 6: General Administration
- Cluster 7: Financial Administration
- Cluster 9: Resource Management
- Cluster 4: Security Services

2+ from

- Cluster 8: Human Resource Development

1+ from

- Cluster 5: Customer Service, Sales and Marketing

3+ from

- Cluster 10: English Language Proficiency

Divisional Qualification Framework

for Front Office Division from 5 Levels of Qualification

| Level | Qualification |
|----------|--|
| 1 | Certificate II in Front Office |
| 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

| No | Title |
|----|-------------------------|
| 5 | Bell Boy |
| 4 | Telephone Operator |
| 3 | Receptionist |
| 2 | Front Office Supervisor |
| 1 | Front Office Manager |

