

## Qualification Title: Diploma of Front Office (Supervision and Administration)

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.HOT.CL1.14 Develop protective environments for children in tourism destinations
- 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 24 units from*

Hotel Services (Front Office and Housekeeping) *menu*

- 14+ from**
- Cluster 2: Hotel Front Office
- Cluster 7: Financial Administration
- Cluster 9: Resource Management
- 5+ from**
- Cluster 5: Customer Service, Sales and Marketing
- Cluster 6: General Administration
- Cluster 8: Human Resource Development
- Cluster 4: Security Services
- 4+ 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	<b>Diploma of Front Office (Supervision and Administration)</b>
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

