

UNIT TITLE: PROVIDE ACCOMMODATION RECEPTION SERVICES		NOMINAL HOURS: 35
UNIT NUMBER: D1.HFO.CL2.03		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to provide on arrival, stay and on departure accommodation reception services to guests, and to provide operational support information to management and other departments		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Prepare reception area for guest arrivals</p> <p>1.1 <i>Prepare reception area for service</i></p> <p>1.2 <i>Check reception equipment and technology prior to use</i></p> <p>1.3 <i>Review expected daily guest movement</i></p> <p>1.4 <i>Allocate guest rooms in accordance with special requests, where possible</i></p> <p>1.5 <i>Follow-up on uncertain arrivals and reservations</i></p> <p>1.6 <i>Compile arrivals lists</i></p> <p>1.7 <i>Distribute arrivals list as required</i></p> <p>1.8 <i>Notify departments in relation to special requests and VIPs</i></p> <p>Element 2: Perform check-in functions</p> <p>2.1 <i>Welcome guests on arrival</i></p> <p>2.2 <i>Determine if guest has reservation and confirm and explain reservation details</i></p> <p>2.3 <i>Determine if guest is a walk-in and identify if room is available</i></p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to the use of manual or computerised front office systems required to provide on arrival, stay and on departure accommodation reception services to guests, and to provide operational support information to management and other departments within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Front Office</p> <p><i>Prepare reception area</i> may include:</p> <ul style="list-style-type: none"> • Ensuring cleanliness and presentation of reception area • Participating in and facilitating hand over between shifts • Checking all requisites are ready in sufficient quantity for the expected shift. <p><i>Check reception equipment and technology</i> will include:</p> <ul style="list-style-type: none"> • Checking the operation and full functionality of all systems and equipment • Arranging for repairs, back-up and service where required. <p><i>Expected daily guest movement</i> may be related to:</p> <ul style="list-style-type: none"> • Consideration of bookings • Consideration of stay rooms 	

<p>2.4 <i>Decline a guest</i> if appropriate</p> <p>2.5 Complete <i>guest registration</i> process</p> <p>2.6 <i>Issue keys and vouchers</i> as required</p> <p>2.7 Follow <i>internal accounting protocols</i></p> <p>2.8 Explain room <i>and house facilities and services</i> to guests</p> <p>2.9 Arrange for porter services</p> <p>2.10 Implement <i>standard house protocols for problem situations</i></p> <p>2.11 <i>Monitor guest arrivals</i> and take appropriate action as required</p>	<ul style="list-style-type: none"> • Consideration of early departures • Consideration of group and individual guest movement • Consideration of late check-outs. <p><i>Allocate guest rooms</i> should include:</p> <ul style="list-style-type: none"> • Pre-rooming of individuals and groups • Setting up of guest accounts to reflect allocated rooms • Checking of room rates to align with promised/requested rates • Setting up keys for group arrivals • Updating room status, reservations and pre-registrations. <p><i>Follow-up on uncertain arrivals</i> should relate to:</p>
<p>Element 3: Perform ‘during stay’ functions</p> <p>3.1 Process room change requests</p> <p>3.2 Process extensions to stays</p> <p>3.3 Process variations to guest numbers</p> <p>3.4 Process variations in-room rates</p> <p>3.5 Process upgrades</p> <p>3.6 Process special requests</p> <p>3.7 Process guest charges</p> <p>3.8 Respond to guest queries</p>	<ul style="list-style-type: none"> • Checking with booking agencies • Contacting guests in-person by telephone • Updating room status, reservations and pre-registrations • Advising guests on enterprise cancellation policy. <p><i>Arrivals lists</i> may include:</p> <ul style="list-style-type: none"> • Individual arrivals • Group arrivals • Consideration of VIPs and complimentary guests • Liaison with departments – such as housekeeping, management, maintenance, laundry, food and beverage, room service.
<p>Element 4: Perform check-out functions</p> <p>4.1 Maintain and <i>prepare guest accounts</i></p> <p>4.2 Prepare and <i>review departures lists</i></p> <p>4.3 <i>Present accounts</i> to guests</p>	<p><i>Distribute arrivals list</i> may include distribution to:</p> <ul style="list-style-type: none"> • Housekeeping • Concierge

4.4 *Process payments and refunds and issue receipts*

4.5 *Process express check-outs*

4.6 *Process group check-outs*

4.7 *Distribute departures list as required*

4.8 *Assist guest with on departure requests*

Element 5: Prepare front office records and reports

5.1 *Prepare and update front office records*

5.2 *Generate internal reports as required*

5.3 *Facilitate night audit activities*

- Porters
- Security
- Food and beverage
- Laundry
- Kitchen.

Determine if guest has reservation may relate to:

- Checking guest identification
- Confirming length of stay and date/time of departure
- Confirming room rate
- Explaining services, facilities, vouchers and complimentary items that accompany the booking
- Confirming advanced deposits received
- Identifying room type and number.

Decline a guest is the refusal to room a guest for reasons such as:

- Guest has been black-listed, or previously skipped without paying
- Guest is intoxicated, violent or quarrelsome
- Guest has prior bad reputation/history
- Guest has insufficient means to pay for room in advance
- Guest has no luggage
- No rooms available.

Guest registration may include:

- Verifying and obtaining proof of guest identity
- Completing of guest registration card by guest by supplying necessary personal details

- Obtaining confirmation from guest that pre-registration details are correct
- Obtaining guest signature.

Issue keys and vouchers may relate to:

- Explaining use of key cards
- Explaining entitlements and limitations of vouchers.

Internal accounting protocols may relate to:

- Issuing receipt for advanced deposits received
- Obtaining deposit and/or room payment
- Applying discounts to entitled guests
- Obtaining copy of credit/debit card from guest.

Room and house facilities and services may include:

- Promoting in-house products and services
- Making bookings for restaurants
- Arranging room service
- Advising of safe-keeping facilities
- Liaising with concierge and porters
- Using effective selling skills.

Standard house protocols for problem situations may relate to:

- Over-booking
- Room not ready
- Drunk, violent or intoxicated guest
- Black-listed guests

- Treatment of people who claim they are guests but have no proof of same
- Removal of undesirable people from reception and foyer area.

Monitor guest arrivals may include:

- Examining actual arrivals against expected arrivals
- Checking type of booking, i.e. guaranteed, confirmed, no guarantee, held till a specified time
- Identifying and attempting to contact 'No Shows'
- Contacting people who are on 'Wait List'
- Putting rooms back on the board/system for sale.

Performing 'during stay' functions may relate to:

- Updating electronic and paper-based documents
- Re-calculating charges and guest accounts
- Obtaining signed vouchers as proof of purchase for charges that are to be posted to guest accounts
- Processing disbursements
- Liaising with other staff and other departments to assist in guest movements, luggage movements and meeting guest requests
- Facilitating and/or actioning guest requests, including use of internal and external sources and resources
- Posting in-house charges to guest accounts
- Advising guests of house facilities and services, local knowledge and forward bookings, as required
- Forwarding messages and mail to guests
- Providing safe-keeping facilities
- Maintaining guest confidentiality and privacy.

Prepare guest accounts may relate to:

- Posting charges
- Liaising with night auditor
- Ensuring supporting documentation is available to support charges
- Checking accuracy of account.

Review departures lists may relate to:

- Factoring in extensions of stays and early departures
- Identifying group departures
- Highlighting special requests and identified needs on departure, such as transfers, luggage assistance, movement and storage, forwarding addresses, advance bookings, disabled support.

Present accounts may involve:

- Explaining charges and in-house codes and abbreviations
- Ascertaining if guest has made mini-bar or late purchases and adding these to the account
- Providing supporting evidence to justify charges
- Negotiating reductions in charges, as appropriate, within designated scope of authority.

Process payments may relate to:

- Referring guest to cashier
- Receiving payment in acceptable forms
- Obtaining room keys
- Processing foreign exchange transactions including payment by travellers' checks
- Referring problems and/or disputes to management

- Giving change
- Thanking and fare welling guests
- Seeking feedback on guest's stay.

Express check-outs may relate to:

- Explaining how to use express check-out facilities
- Distributing express check-out forms, if appropriate
- Finalising payment
- Forwarding receipt and accompanying documentation to guest.

Group check-outs may include:

- Preparing master account/folio
- Preparing individual extras accounts/folios
- Liaising with group leader
- Obtaining payment or signature for master account/folio
- Arranging portaging support to facilitate group movement.

Distribute departures list may include distribution to:

- Housekeeping
- Concierge and porters
- Security
- Management
- Maintenance.

On departure requests may relate to:

- Recording forwarding addresses

- Recording details of lost items
- Making advance bookings for guest
- Booking transport
- Making arrangements to forward certain items, such as luggage, laundry items.

Front office records will vary depending on the system being used. Many fields will auto-update as guests check out however these activities may relate to:

- Updating room status
- Updating room availability
- Updating room allocations
- Updating internal telephone lists
- Filing and archiving documents – such as registrations cards, supporting documentation for charges, room change forms
- Updating guest history.

Internal reports may be prepared in some properties by the Night Auditor but reception staff may be required to generate:

- Arrivals Report
- Departures Report
- No Show Report
- Room Status Report
- Special Requests Report
- Occupancy Forecast Report
- Average Room Rates Report
- Multiple or Double Room Occupancy Report
- Guest List By Name Report

- Guest List By Room Report
- Travel Agents Commission Report
- Special Packages Report
- Market Segment Report
- Rooms Out of Order Report
- Daily Room Revenue Summary Report
- Daily Revenue Summary Report
- Weekly Trading Summary Report
- Monthly Trading Summary Report
- Year-to-Date Report
- In-house Activity Report
- Special reports to address problems, issues and incidents.

Facilitate night audit relates to:

- Preparing documentation for night auditor
- Verbally explaining transactions and events for the day
- Assisting night auditor with clarification of issues and charges
- Performing tasks as directed by night auditor.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- The enterprise's policies and procedures in regard to reservations, guest service standards, cash handling, advanced deposits, refunds, cancellation policy, over-booking, walk-ins, no shows, skippers, security and systems operation
- Principles of using manual or computerised front office reservations systems

- Ability to handle difficult guests and conflict situations
- Understanding of all documents and files used within the manual or electronic front office system that is in operation in the host enterprise
- Understanding of all reception records and reports that need to be created, amended, produced, updated and distributed
- Product knowledge of all the products and services provided by the host enterprise
- Local knowledge
- Understanding of the front office as a clearing house for venue information
- Understanding of the nature of the relationship that all internal departments have with front office
- Understanding of the nature of the relationship that all other industry sectors have with front office.

Linkages To Other Units

- Operate a computerised reservation system
- Communicate on the telephone
- Develop and update local knowledge
- Process financial transactions
- Maintain financial standards and records
- Process a financial transaction for services rendered
- Process transactions for purchase of goods and services
- Receive and process reservations
- Maintain guests' financial records
- Provide information about in-house services
- Observe and monitor people
- Manage intoxicated persons.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of the critical role played by accommodation reception during guest stays
- Demonstrated ability to apply host enterprise policies and procedures in relation to dealing with guests and processing guest stays
- Demonstrated ability to prepare the accommodation reception area for operation
- Demonstrated ability to check-in guests – individuals, VIPs and groups
- Demonstrated ability to respond effectively and appropriately to guest requests on arrival, during their stay and on departure
- Demonstrated ability to check-out guests – individuals, VIPs and groups, including application of express check-out, where applicable
- Demonstrated ability to apply appropriate inter-personal, communication, negotiation, dispute resolution and conflict management skills
- Demonstrated ability to update internal accommodation reception records and documentation
- Demonstrated ability to prepare required internal reports.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace application of accommodation reception duties.

Resource Implications

Training and assessment must include the use of real systems, procedures, documentation and guests; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Role plays
- Case studies
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	1	Retrieve data from records/systems to determine arrivals and departures; use systems to obtain data for account and records processing
Communicating ideas and information	2	Greet and fare well guests; explain procedures and services to guests
Planning and organising activities	1	Prepare for group arrivals and departures; arrange to meet special requests
Working with others and in teams	1	Cooperate with other staff and establishments to deliver required service standards

	Using mathematical ideas and techniques	1	Determine room availability and calculate guest accounts and charges
	Solving problems	2	Deal with operational problems such as complaints, over-bookings, no shows, walk-ins, and skippers
	Using technology	2	Use computerised reservations system and associated systems