

Hospitality Front Office Level 2

Front Office is a complex business and no two reception areas are the same. They have different customers, products and rules. Our Apprenticeships in Front Office Hospitality have been designed with this in mind. To achieve the Apprenticeship awarded by the Sector Skills Council for Hospitality, People 1st, you will need to complete the NVQ, Key Skills and Technical Certificate sections.

NVQ HOSPITALITY (CITY & GUILDS)

MANDATORY UNITS:
4 mandatory units must be completed.

- Maintain a safe, hygienic and secure working environment
- Contribute to effective teamwork
- Give customers a positive impression of yourself and your organisation
- Deal with communications as part of the reception function



NVQ HOSPITALITY (CITY & GUILDS)

OPTIONAL UNITS:
4 optional units must be completed, 2 from Route A and 2 from Route B.

Route A:

- Deal with the arrival of customers
- Deal with bookings
- Prepare customer accounts and deal with departures
- Maintain and deal with payments



Route B:

- Exchange Foreign Cash and Travellers' Cheques
- Prepare and print documents using a Computer
- Record, store and supply information using a paper-based filing
- Handle mail and book external services
- Resolve customer service problems
- Enter, retrieve and print data in a database
- Identify and provide tourism related information and advice

KEY SKILLS

Key Skills are the skills we all need and use in everyday life. They are a key to any training undertaken and help us to perform better in everyday tasks.

Key Skills taught and tested are:

Application of Number Level 1

- Multiple choice test
- Portfolio Building

Communication Level 1

- Multiple choice test
- Portfolio Building



TECHNICAL CERTIFICATE

Technical certificates are knowledge tested qualifications, structured to meet the requirements of the Customer Service sector.

- **Employment Rights & Responsibilities**