TRAINING REGULATIONS

FRONT OFFICE SERVICES NC II

TOURISM SECTOR
(HOTEL AND RESTAURANT)

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

East Service Road, South Superhighway, Taguig City, Metro Manila

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(HOTEL AND RESTAURANT)

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FRONT OFFICE SERVICES NC II

SECTION 1 FRONT OFFICE SERVICES NC II QUALIFICATION

The **FRONT OFFICE SERVICES NC II** Qualification consists of competencies that a person must possess in order to be able to conduct the process of making a reservation, registering and checking-in and checking-out a guest in commercial accommodation establishments.

This Qualification is packaged from the competency map of the **Tourism Sector (Hotel and Restaurant)** as shown in Annex A

The Units of Competency comprising this Qualification include the following:

CODE NO.	BASIC COMPETENCIES
500311105	Participate in workplace communication
500311106	Work in team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety procedures

CODE NO.	COMMON COMPETENCIES
TRS311201	Develop and update industry knowledge
TRS311202	Observe workplace hygiene procedures
TRS311203	Perform computer operations
TRS311204	Perform workplace and safety practices
TRS311205	Provide effective customer service

CODE NO.	CORE COMPETENCIES
TRS5123105	Receive and process reservations
TRS5123106	Operate computerized reservations system
TRS5123107	Provide accommodation reception services
TRS5123108	Conduct night audit
TRS512305	Provide club reception services
TRS5123109	Provide concierge and bell services
TRS5123110	Provide cashiering services

A person who has achieved this Qualification is competent to be:

❑ Front Office Agent

SECTION 2 COMPETENCY STANDARDS

This section gives the details of the contents of the basic, common and core units of competency required in **FRONT OFFICE SERVICES NC II.**

BASIC COMPETENCIES

UNIT OF COMPETENCY	:	**PARTICIPATE IN WORKPLACE COMMUNICATION**
UNIT CODE	:	**500311105**
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from *appropriate sources* 1.2 Effective questioning , active listening and speaking skills are used to gather and convey information 1.3 Appropriate *medium* is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and *storage* of information are used 1.7 Personal interaction is carried out clearly and concisely
2. Speak English at a basic operational level	2.1 Simple conversations on familiar topics with work colleagues is participated 2.2 Simple verbal instructions or requests are responded to 2.3 Simple requests are made 2.4 Routine procedures are described 2.5 Likes, dislikes and preferences are expressed 2.6 Different forms of expression in English is identified
3. Participate in workplace meetings and discussions	3.1 Team meetings are attended on time 3.2 Own opinions are clearly expressed and those of others are listened to without interruption 3.3 Meeting inputs are consistent with the meeting purpose and established *protocols* 3.4 *Workplace interactions* are conducted in a courteous manner 3.5 Questions about simple routine workplace procedures and maters concerning working conditions of employment are asked and responded to 3.6 Meetings outcomes are interpreted and implemented
4. Complete relevant work related documents	4.1 Range of *forms* relating to conditions of employment are completed accurately and legibly 4.2 Workplace data is recorded on standard workplace forms and documents 4.3 Basic mathematical processes are used for routine calculations 4.4 Errors in recording information on forms/ documents are identified and properly acted upon 4.5 Reporting requirements to supervisor are completed according to organizational guidelines

RANGE OF VARIABLES

VARIABLE	RANGE
1. Appropriate sources	1.1 Team members 1.2 Suppliers 1.3 Trade personnel 1.4 Local government 1.5 Industry bodies
2. Medium	2.1 Memorandum 2.2 Circular 2.3 Notice 2.4 Information discussion 2.5 Follow-up or verbal instructions 2.6 Face to face communication
3. Storage	3.1 Manual filing system 3.2 Computer-based filing system
4. Forms	4.1 Personnel forms, telephone message forms, safety reports
5. Workplace interactions	5.1 Face to face 5.2 Telephone 5.3 Electronic and two way radio 5.4 Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
6. Protocols	6.1 Observing meeting 6.2 Compliance with meeting decisions 6.3 Obeying meeting instructions

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Prepared written communication following standard format of the organization 1.2 Accessed information using communication equipment 1.3 Spoken English at a basic operational level 1.4 Made use of relevant terms as an aid to transfer information effectively 1.5 Conveyed information effectively adopting the formal or informal communication
2. Required Knowledge	2.1 Effective communication 2.2 Different modes of communication 2.3 Written communication 2.4 Organizational policies 2.5 Communication procedures and systems 2.6 Technology relevant to the enterprise and the individual's work responsibilities
3. Required Skills	3.1 Follow simple spoken language 3.2 Perform routine workplace duties following simple written notices 3.3 Participate in workplace meetings and discussions 3.4 Complete work related documents 3.5 Estimate, calculate and record routine workplace measures 3.6 Basic mathematical processes of addition, subtraction, division and multiplication 3.7 Ability to relate to people of social range in the workplace 3.8 Gather and provide information in response to workplace Requirements
4. Resource Implications	4.1 Fax machine 4.2 Telephone 4.3 Writing materials 4.4 Internet
5. Methods of Assessment	5.1 Direct Observation 5.2 Oral interview and written test
6. Context for Assessment	6.1 Competency may be assessed individually in the actual workplace or through accredited institution

UNIT OF COMPETENCY **:** **WORK IN TEAM ENVIRONMENT**

UNIT CODE **:** **500311106**

UNIT DESCRIPTOR **:** This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Describe team role and scope	1.1 The *role and objective of the team* is identified from available *sources of information* 1.2 Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources
2. Identify own role and responsibility within team	2.1 Individual role and responsibilities within the team environment are identified 2.2 Roles and responsibility of other team members are identified and recognized 2.3 Reporting relationships within team and external to team are identified
3. Work as a team member	3.1 Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives 3.2 Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and *workplace context* 3.3 Observed protocols in reporting using standard operating procedures 3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.
4. Work effectively with colleagues	4.1 Information is communicated clearly and in concise manner using appropriate communication techniques 4.2 Relationships are established and maintained effectively with colleagues 4.3 Work activities are performed within the team to ensure achievement of team goals
5. Work in socially diverse environment	5.1 Customers and colleagues from diverse backgrounds are communicated with, in all verbal and non-verbal forms 5.2 Cross cultural misunderstandings are dealt with, taking account of cultural consideration

RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of team	1.1 Work activities in a team environment with enterprise or specific sector 1.2 Limited discretion, initiative and judgment maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	2.1 Standard operating and/or other workplace procedures 2.2 Job procedures 2.3 Machine/equipment manufacturer's specifications and instructions 2.4 Organizational or external personnel 2.5 Client/supplier instructions 2.6 Quality standards 2.7 OHS and environmental standards
3. Workplace context	3.1 Work procedures and practices 3.2 Conditions of work environments 3.3 Legislation and industrial agreements 3.4 Standard work practice including the storage, safe handling and disposal of chemicals 3.5 Safety, environmental, housekeeping and quality guidelines

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Operated in a team to complete workplace activity 1.2 Worked effectively with others 1.3 Worked in socially diverse environment 1.4 Conveyed information in written or oral form 1.5 Selected and used appropriate workplace language 1.6 Followed designated work plan for the job 1.7 Reported outcomes
2. Required Knowledge and Attitude	2.1 Communication process 2.2 Team structure 2.3 Team roles 2.4 Group planning and decision making 2.5 Specific diversity issues
3. Required Skills	3.1 Communicate appropriately, consistent with the culture of the workplace
4. Resource Implications	The following resources **MUST** be provided: 4.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 4.2 Materials relevant to the proposed activity or tasks
5. Methods of Assessment	Competency may be assessed through: 5.1 Observation of the individual member in relation to the work activities of the group 5.2 Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal 5.3 Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
6. Context for Assessment	6.1 Competency may be assessed in workplace or in a simulated workplace setting 6.2 Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY : **PRACTICE CAREER PROFESSIONALISM**

UNIT CODE : **500311107**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Integrate personal objectives with organizational goals	1.1 Personal growth and work plans are pursued towards improving the qualifications set for the profession 1.2 Intra- and interpersonal relationships ~~is~~ are maintained in the course of managing oneself based on performance *evaluation* 1.3 Commitment to the organization and its goal is demonstrated in the performance of duties
2. Set and meet work priorities	2.1 Competing demands are prioritized to achieve personal, team and organizational goals and objectives. 2.2 *Resources* are utilized efficiently and effectively to manage work priorities and commitments 2.3 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures
3. Maintain professional growth and development	3.1 *Trainings and career opportunities* are identified and availed of based on job requirements 3.2 *Recognitions* are ‑sought/received and demonstrated as proof of career advancement 3.3 *Licenses and/or certifications* relevant to job and career are obtained and renewed

RANGE OF VARIABLES

VARIABLE	RANGE
1. Evaluation	1.1 Performance Appraisal 1.2 Psychological Profile 1.3 Aptitude Tests

2. Resources	2.1 Human
	2.2 Financial
	2.3 Technology
	    2.3.1 Hardware
	    2.3.2 Software

3. Trainings and career opportunities	3.1 Participation in training programs
	    3.1.1 Technical
	    3.1.2 Supervisory
	    3.1.3 Managerial
	    3.1.4 Continuing Education
	3.2 Serving as Resource Persons in conferences and workshops

4. Recognitions	4.1 Recommendations 4.2 Citations 4.3 Certificate of Appreciations 4.4 Commendations 4.5 Awards 4.6 Tangible and Intangible Rewards
5. Licenses and/or certifications	5.1 National Certificates 5.2 Certificate of Competency 5.3 Support Level Licenses 5.4 Professional Licenses

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Attained job targets within key result areas (KRAs) 1.2 Maintained intra - and interpersonal relationship in the course of managing oneself based on performance evaluation 1.3 Completed trainings and career opportunities which are based on the requirements of the industries 1.4 Acquired and maintained licenses and/or certifications according to the requirement of the qualification
2. Required Knowledge	2.1 Work values and ethics (Code of Conduct, Code of Ethics, etc.) 2.2 Company policies 2.3 Company-operations, procedures and standards 2.4 Fundamental rights at work including gender sensitivity 2.5 Personal hygiene practices
3. Required Skills	3.1 Appropriate practice of personal hygiene 3.2 Intra and Interpersonal skills 3.3 Communication skills
4. Resource Implications	The following resources **MUST** be provided: 4.1 Workplace or assessment location 4.2 Case studies/scenarios
5. Methods of Assessment	Competency may be assessed through: 5.1 Portfolio Assessment 5.2 Interview 5.3 Simulation/Role-plays 5.4 Observation 5.5 Third Party Reports 5.6 Exams and Tests
6. Context for Assessment	6.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY	:	PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES
UNIT CODE	:	500311108
UNIT DESCRIPTOR	:	This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Identify hazards and risks	1.1 *Safety regulations* and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures 1.2 *Hazards/risks* in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures 1.3 *Contingency measures* during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures
2. Evaluate hazards and risks	2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV) 2.2 Effects of the hazards are determined 2.3 OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation
3. Control hazards and risks	3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed 3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies 3.3 *Personal protective equipment (PPE)* is correctly used in accordance with organization OHS procedures and practices 3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol
4. Maintain OHS awareness	4.1 *Emergency-related drills and trainings* are participated in as per established organization guidelines and procedures 4.2 *OHS personal records* are completed and updated in accordance with workplace requirements

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
5. Perform basic first-aid procedures	5.1 Situation is assessed in accordance with accepted practice 5.2 Basic first-aid techniques is applied in accordance with established first-aid procedures and enterprise policy 5.3 Details of the incident is communicated in a timely manner according to enterprise policy

RANGE OF VARIABLES

VARIABLE	RANGE
1. Safety regulations	May include but are not limited to: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Philippine Occupational Safety and Health Standards 1.6 DOLE regulations on safety legal requirements 1.7 ECC regulations

2. Hazards/Risks	May include but are not limited to:
	2.1 Physical hazards – impact, illumination, pressure, noise, vibration, temperature, radiation
	2.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects
	2.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors
	2.4 Ergonomics
	  • Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles
	  • Physiological factors – monotony, personal relationship, work out cycle

3. Contingency measures	May include but are not limited to: 3.1 Evacuation 3.2 Isolation 3.3 Decontamination 3.4 (Calling designed) emergency personnel
4. PPE	May include but are not limited to: 4.1 Mask 4.2 Gloves 4.3 Goggles 4.4 Hair Net/cap/bonnet 4.5 Face mask/shield 4.6 Ear muffs 4.7 Apron/Gown/coverall/jump suit 4.8 Anti-static suits
5. Emergency-related drills and training	5.1 Fire drill 5.2 Earthquake drill 5.3 Basic life support/CPR 5.4 First aid 5.5 Spillage control 5.6 Decontamination of chemical and toxic 5.7 Disaster preparedness/management
6. OHS personal records	6.1 Medical/Health records 6.2 Incident reports 6.3 Accident reports 6.4 OHS-related training completed

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Explained clearly established workplace safety and hazard control practices and procedures
	1.2 Identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures
	1.3 Recognized contingency measures during workplace accidents, fire and other emergencies
	1.4 Identified terms of maximum tolerable limits based on threshold limit value- TLV.
	1.5 Applied basic first-aid treatment
	1.6 Followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace
	1.7 Used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices
	1.8 Completed and updated OHS personal records in accordance with workplace requirements
2. Required Knowledge	2.1 OHS procedures and practices and regulations
	2.2 PPE types and uses
	2.3 Personal hygiene practices
	2.4 Hazards/risks identification and control
	2.5 Threshold Limit Value -TLV
	2.6 OHS indicators
	2.7 Organization safety and health protocol
	2.8 Safety consciousness
	2.9 Health consciousness
	2.10 First Aid procedures and practices
3. Required Skills	3.1 Practice of personal hygiene
	3.2 Hazards/risks identification and control skills
	3.3 Interpersonal skills
	3.4 Communication skills
	3.5 Safe manual handling of casualty
4. Resource Implications	The following resources must be provided:
	4.1 Workplace or assessment location
	4.2 OHS personal records
	4.3 PPE
	4.4 Health records
5. Methods of Assessment	Competency may be assessed through:
	5.1 Portfolio Assessment
	5.2 Interview
	5.3 Case Study/Situation
6. Context for Assessment	6.1 Competency may be assessed in the work place or in a simulated work place setting

COMMON COMPETENCIES

UNIT OF COMPETENCY : DEVELOP AND UPDATE INDUSTRY KNOWLEDGE

UNIT CODE   : TRS311201

UNIT DESCRIPTOR   : This unit of competency deals with the knowledge, skills required to access, increases and update industry knowledge. It includes seek information on the industry and update industry knowledge

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Seek information on the industry	1.1 ***Sources of information*** on the industry are correctly identified and accessed 1.2 ***Information to assist effective work performance*** is obtained in line with job requirements 1.3 Specific information on sector of work is accessed and updated 1.4 Industry information is correctly applied to day-to-day work activities
2. Update industry knowledge	2.1 Informal and/or formal research is used to update general knowledge of the industry 2.2 Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day-to-day working activities
3. Develop and update local knowledge	3.1 Local knowledge is developed to assist queries on local/national tourism industry 3.2 Local knowledge is updated using ***informal and/or formal research*** 3.3 Contact with local communities is maintained
4. Promote products and services to customers	4.1 ***Promotional initiatives*** are described that may be used to promote products and services 4.2 Selling skills are applied according to customer needs

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information sources	May include: 1.1 media 1.2 reference books 1.3 libraries 1.4 unions 1.5 industry associations 1.6 industry journals 1.7 internet 1.8 personal observation and experience
2. Information to assist effective work performance	May include: 2.1 different sectors of the industry and the services available in each sector 2.2 relationship between tourism and hospitality 2.3 relationship between the industry and other industries 2.4 industry working conditions 2.5 legislation that affects the industry • liquor • health and safety • hygiene • gaming • workers compensation • consumer protection • duty of care • building regulations 2.6 trade unions environmental issues and requirements 2.7 industrial relations issues and major organizations 2.8 career opportunities within the industry 2.9 work ethic required to work in the industry and industry expectations of staff 2.10 quality assurance
3. Informal and formal research	May include: 3.1 Discussions with colleagues, management and customers 3.2 Reading internal enterprise material about products and services 3.3 Familiarity with customer comments including complaints 3.4 Reading and researching product data and information

VARIABLE	RANGE
	3.5 Conducting internal testing to determine quality and differentials 3.6 General media research 3.7 Developing and analyzing responses to questionnaires 3.8 Reading surveys and ratings
4. Promotional initiatives	May include: 4.1 Media campaigns 4.2 Internal promotions, including static displays, demonstrations, tastings, videos, competitions, packages, events

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Knew key sources of information on the industry 1.2 Updated industry knowledge 1.3 Accessed and used industry information 1.4 Developed and updated local knowledge 1.5 Promoted products and services
2. Required Skills	2.1 Time management 2.2 Ready skills needed to access industry information 2.3 Basic competency skills needed to access the internet
3. Required Knowledge	3.1 Overview of quality assurance in the industry 3.2 Role of individual staff members 3.3 Industry information sources
4. Resource Implications	The following resources should be provided: 4.1 Sources of information on the industry 4.2 Industry knowledge
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Interview/questions 5.2 Practical demonstration 5.3 Portfolio of industry information related to trainee's work
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY **:** **OBSERVE WORKPLACE HYGIENE PROCEDURES**

UNIT CODE **:** **TRS311202**

UNIT DESCRIPTOR **:** This unit of competency deals with the knowledge, skills and attitudes in observing workplace hygiene procedures. It includes following hygiene procedures and identifying and preventing hygiene risks.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Follow hygiene procedures	1.1 Workplace *hygiene procedures* are implemented in line with enterprise and legal requirements 1.2 Handling and storage of items are undertaken in line with enterprise and legal requirements
2. Identify and prevent hygiene risks	2.1 Potential *hygiene risks* are identified in line with enterprise procedures 2.2 Action to *minimize* and *remove risks* are taken within scope of individual responsibility of enterprise/legal requirements 2.3 Hygiene risks beyond the control of individual staff members are reported to the appropriate person for follow up

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hygiene procedures	May include : 1.1 Safe and hygienic handling of food and beverage 1.2 Regular hand washing 1.3 Correct food storage 1.4 Appropriate and clean clothing 1.5 Avoidance of cross-contamination 1.6 Safe handling disposal of linen and laundry 1.7 Appropriate handling and disposal of garbage 1.8 Cleaning and sanitizing procedures 1.9 Personal hygiene

2. Hygiene risk	May include:
	2.1 Bacterial and other contamination arising from poor handling of food
	2.2 Inappropriate storage of foods
	2.3 Storage at incorrect temperatures
	2.4 Foods left uncovered
	2.5 Poor personal hygiene practices
	2.6 Poor work practices
	    2.6.1 cleaning
	    2.6.2 housekeeping
	    2.6.3 food handling
	    2.6.4 vermin
	    2.6.5 airborne dust
	2.7 Cross-contamination through cleaning inappropriate cleaning practices
	2.8 Inappropriate handling of potentially infectious linen
	2.9 Contaminated wastes such as blood and body secretions
	2.10 Disposal of garbage and contaminated or potentially contaminated wastes

3. Minimizing or removing risk	May include: 3.1 Auditing staff skills and providing training 3.2 Ensuring policies and procedures are followed strictly 3.3 Audits or incidents with follow up actions

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Followed hygiene procedures 1.2 Identified and responded to hygiene risk 1.3 Practiced personal grooming and hygiene
2. Required Knowledge	2.1 Typical hygiene and control procedures in the hospitality and tourism industries 2.2 Overview of legislation and regulation in relation to food handling, personal and general hygiene 2.3 Knowledge on factors which contribute to workplace hygiene problems 2.4 General hazards in handling of food, linen and laundry and garbage, including major causes of contamination and cross-infection 2.5 Sources of and reasons for food poisoning
3. Required Skills	3.1 Ability to follow correct procedures and instructions 3.2 Ability to handle operating tools/ equipment 3.3 Application to hygiene principles
4. Resource Implications	The following resources should be provided: 4.1 Hygiene procedures, actual or simulated workplace, products used in hotel/restaurant /tourism workplace
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Written examination 5.2 Practical demonstration
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY **:** **PERFORM COMPUTER OPERATIONS**

UNIT CODE **:** **TRS311203**

UNIT DESCRIPTOR **:** This unit covers the knowledge, skills and attitudes and values needed to perform computer operations which includes inputting, accessing, producing and transferring data using the appropriate hardware and software

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Plan and prepare for task to be undertaken	1.1 Requirements of task are determined 1.2 Appropriate *hardware* and *software* is selected according to task assigned and required outcome 1.3 Task is planned to ensure *OH & S guidelines* and procedures are followed
2. Input data into computer	2.1 Data are entered into the computer using appropriate program/application in accordance with company procedures 2.2 Accuracy of information is checked and information is saved in accordance with standard operating procedures 2.3 Inputted data are stored in **storage media** according to requirements 2.4 Work is performed within **ergonomic guidelines**
3. Access information using computer	3.1 Correct program/application is selected based on job requirements 3.2 Program/application containing the information required is accessed according to company procedures 3.3 *Desktop icons* are correctly selected, opened and closed for navigation purposes 3.4 Keyboard techniques are carried out in line with OH & S requirements for safe use of keyboards
4. Produce/output data using computer system	4.1 Entered data are processed using appropriate software commands 4.2 Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3 Files and data are transferred between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures
5. Maintain computer equipment and systems	5.1 Systems for cleaning, minor *maintenance* and replacement of consumables are implemented 5.2 Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures 5.3 Basic file maintenance procedures are implemented in line with the standard operating procedures 5.4 Document systems are maintained

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hardware and peripheral devices	May include: 1.1 Personal computers 1.2 Networked systems 1.3 Communication equipment 1.4 Printers 1.5 Scanners 1.6 Keyboard 1.7 Mouse
2. Software	May include: 2.1 Word processing packages 2.2 Data base packages 2.3 Internet 2.4 Spreadsheets
3. OH & S guidelines	May include: 3.1 OHS guidelines 3.2 Enterprise procedures
4. Storage media	May include: 4.1 diskettes 4.2 CDs 4.3 zip disks 4.4 hard disk drives, local and remote
5. Ergonomic guidelines	May include: 5.1 Types of equipment used 5.2 Appropriate furniture 5.3 Seating posture 5.4 Lifting posture 5.5 Visual display unit screen brightness
6. Desktop icons	May include: 6.1 directories/folders 6.2 files 6.3 network devices 6.4 recycle bin
7. Maintenance	May include: 7.1 Creating more space in the hard disk 7.2 Reviewing programs 7.3 Deleting unwanted files 7.4 Backing up files 7.5 Checking hard drive for errors 7.6 Using up to date anti-virus programs 7.7 Cleaning dust from internal and external surfaces

EVIDENCE GUIDE

1. Critical aspect of competency	Assessment must show that the candidate:
	1.1 Selected and used hardware components correctly and according to the task requirement
	1.2 Identified and explain the functions of both hardware and software used, their general features and capabilities
	1.3 Produced accurate and complete data in accordance with the requirements
	1.4 Used appropriate devices and procedures to transfer files/data accurately
	1.5 Maintained computer system
2. Required knowledge	2.1 Basic ergonomics of keyboard and computer use
	2.2 Main types of computers and basic features of different operating systems
	2.3 Main parts of a computer
	2.4 Storage devices and basic categories of memory
	2.5 Relevant types of software
	2.6 General security
	2.7 Viruses
	2.8 OH & S principles and responsibilities
	2.9 Calculating computer capacity
3. Required skills	3.1 Reading skills required to interpret work instruction
	3.2 Communication skills
4. Resource implications	The following resources should be provided:
	4.1 Computer hardware with peripherals
	4.2 Appropriate software
5. Methods of Assessment	Competency in this unit may be assessed through:
	5.1 The assessor may select two of the following assessment methods to objectively assess the candidate:
	5.1.1. Observation
	5.1.2. Questioning
	5.1.3. Practical demonstration
6. Context for Assessment	6.1 Assessment may be conducted in the workplace or in a simulated environment

UNIT OF COMPETENCY :   **PERFORM WORKPLACE AND SAFETY PRACTICES**

UNIT CODE   :   **TRS311204**

UNIT DESCRIPTOR   :   This unit of competency deals with the knowledge, skills and attitudes in following health, safety and security practices. It includes dealing with emergency situations and maintaining safe personal presentation standards.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Follow workplace procedures for health, safety and security practices	1.1 Correct **health, safety and security procedures** are followed in line with legislation, regulations and enterprise procedures 1.2 **Breaches** of health, safety and security procedures are identified and reported in line with enterprise procedure 1.3 Suspicious behavior or unusual occurrence are reported in line with enterprise procedure
2. Perform child protection duties relevant to the tourism industry	2.1 Issue of sexual exploitation of children by tourist is identified 2.2 National, regional and international actions are described to prevent the sexual exploitation of children by tourists 2.3 Actions that can be taken in the workplace are described to protect children from sexual exploitation by tourists
3. Observe and monitor people	3.1 Areas and people who require observation and monitoring is prepared 3.2 Observation and monitoring activities are implemented 3.3 Apprehension of offenders are determined 3.4 Offenders are arrested according to enterprise procedures 3.5 Administrative responsibilities are fulfilled
4. Deal with emergency situations	4.1 **Emergency** and potential emergency situations are recognized and appropriate action are taken within individual's scope of responsibility 4.2 Emergency procedures are followed in line with enterprise procedures 4.3 Assistance is sought from colleagues to resolve or respond to emergency situations 4.4 Details of emergency situations are reported in line with enterprise procedures

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated on the Range of Variables
5. Maintain safe personal presentation standards	5.1 Safe personal standards are identified and followed in line with enterprise requirements
6. Maintain a safe and secure workplace	6.1 Workplace health, safety and security responsibilities are identified 6.2 Framework to maintain workplace health, safety and security are maintained 6.3 Procedures for identifying and assessing health, safety and security hazards and risks are implemented 6.4 Injuries, illnesses and incidents are investigated 6.5 Organization's health, safety and security effectiveness are evaluated

RANGE OF VARIABLES

VARIABLE	RANGE
1. Health, safety and security procedures	May include : 1.1 use of personal protective clothing and equipment 1.2 safe posture including sitting, standing, bending 1.3 manual handling including lifting, transferring 1.4 safe work techniques including knives and equipment, handling hot surfaces, computers and electronic equipment 1.5 safe handling of chemicals, poisons and dangerous materials 1.6 ergonomically sound furniture and work stations 1.7 emergency fire and accident 1.8 hazard identification and control 1.9 security of documents, cash, equipment, people 1.10 key control systems
2. Breaches of procedure	May include : 2.1 loss of keys 2.2 strange or suspicious persons 2.3 broken or malfunctioning equipment 2.4 loss of property, goods or materials 2.5 damaged property or fittings 2.6 lack of suitable signage when required 2.7 lack of training on health and safety issues 2.8 unsafe work practices
3. Emergency	May include : 3.1 personal injuries 3.2 fire 3.3 electrocution 3.4 natural calamity i.e. earthquake/flood 3.5 criminal acts i.e. robbery

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate : 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with workplace safety, security and hygiene practices 1.4 Identified faults & problems and the necessary corrective action 1.5 Demonstrated ability to perform child protection duties relevant to tourism industry 1.6 Demonstrated ability to prepare for observation and monitoring activities relevant to designated situations 1.7 Promoted public relation among others 1.8 Complied with quality standards 1.9 Responded to emergency situations in line with enterprise guidelines 1.10 Complied with proper dress code

2. Required Knowledge	2.1 Communication
	    2.1.1 Interactive communication with others
	    2.1.2 Interpersonal skills
	    2.1.3 Good working attitude
	    2.1.4 Ability to work quietly; with cooperation; patience, carefulness, cleanliness and aesthetic values
	    2.1.5 Ability to focus on task at hand
	2.2 Systems, Processes and Operations
	    2.2.1 Workplace health, safety and security procedures
	    2.2.2 Emergency procedures
	    2.2.3 Personal presentation
	2.3 Safety Practices
	    2.3.1 Proper disposal of garbage
	    2.3.2 Practice safety measures
	    2.3.3 5S Implementation
	2.4 Child sexual exploitation
	    2.4.1 Identify child sexual exploitation
	    2.4.2 Behaviors that may be exhibited by sex tourist
	    2.4.3 Reporting mechanism
	    2.4.2 Preventive measures of exploitation
	2.5 Child protection duties relevant to tourism industry
	    2.5.1 Rules, regulations, policies and laws

3. Required Skills	3.1 Ability to make decision 3.2 Time management 3.3 Ability to offer alternative steps 3.4 Care in handling and operating equipment 3.5 Ability to use observation and monitoring techniques
4. Resource Implications	The following resources should be provided: 4.1 Procedures Manual on safety, security, health and emergency 4.2 Availability of tools, equipment, supplies and materials
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Written examination 5.2 Practical demonstration 5.3 Interview
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY **:** **PROVIDE EFFECTIVE CUSTOMER SERVICE**

UNIT CODE **:** **TRS311205**

UNIT DESCRIPTOR **:** This unit of competency deals with the knowledge, skills and attitudes in providing effective customer service. It includes greeting customer, identifying customer needs, delivering service to customer, handling queries through use of common business tools and technology and handling complaints, evaluation and recommendation.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Greet customer	1.1 ***Customers*** are greeted in line with enterprise procedure 1.2 Verbal and non-verbal communications are appropriate to the given situation 1.3 ***Non verbal communication*** are observed when responding to customer 1.4 Sensitivity to ***cultural and social differences*** is demonstrated
2. Identify customer needs	2.1 Appropriate ***interpersonal skills*** are used to ensure that customer needs are accurately identified 2.2 ***Customer needs*** are assessed for urgency so that priority for service delivery can be identified 2.3 Customers are provided with information 2.4 Personal limitation in addressing customer needs is identified and where appropriate, assistance is sought from supervisor
3. Deliver service to customer	3.1 Customer needs are promptly attended to in line with ***enterprise procedure*** 3.2 Appropriate rapport is maintained with customer to enable high quality service delivery 3.3 Opportunity to enhance the quality of service and products are taken wherever possible
4. Handle queries through use of common business tools and technology	4.1 ***Common business tools and technology*** are used efficiently to determine customer requirements 4.2 Queries/ information are recorded in line with enterprise procedure 4.3 Queries are acted upon promptly and correctly in line with enterprise procedure

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
5. Handle complaints/conflict situations, evaluation and recommendations	5.1 Guests are greeted with a smile and eye-to-eye contact 5.2 Responsibility for resolving *the complaint* is taken within limit of responsibility and according to enterprise policy 5.3 Nature and details of complaint are established and agreed with the customer 5.4 Threats to personal safety are identified and managed to personal safety of customers or colleagues and appropriate assistance is organized 5.4 Appropriate action is taken to resolve the complaint to the customers satisfaction wherever possible 5.5 Conflict situations are resolved within scope of individual responsibility by applying effective communication skills and according to enterprise policy

RANGE OF VARIABLES

VARIABLE	RANGE
1. Customer	May include: 1.1 internal 1.2 external
2. Non-verbal communication	May include: 2.1 body language 2.2 dress and accessories 2.3 gestures and mannerisms 2.4 voice tonality and volume 2.5 use of space 2.6 culturally specific communication customs and practices
3. Cultural and social differences	May include: 3.1 modes of greeting, farewell and conversation 3.2 body language/ use of body gestures 3.3 formality of language
4. Interpersonal skills	May include: 4.1 interactive communication 4.2 public relation 4.3 good working attitude 4.4 sincerity 4.5 pleasant disposition 4.6 effective communication skills
5. Customer and colleagues needs	May include: 5.1 those with a disability 5.2 those with special cultural or language needs 5.3 unaccompanied children 5.4 parents with young children 5.5 pregnant women 5.6 single women
6. Enterprise procedure	May include: 6.1 modes of greeting and farewell 6.2 addressing the person by name 6.3 time-lapse before a response 6.4 style manual requirements 6.5 standard letters and format
7. Business tools and technology	May include: 7.1 telephone 7.2 fax machine 7.3 computer equipment 7.4 internet, email

VARIABLE	RANGE
8. Complaint	May include: 8.1 level of service 8.2 product standards 8.3 processes 8.4 information given 8.5 charges and fees
9. Threats to personal safety	May include: 9.1 violent customers 9.2 drug and alcohol affected customers 9.3 customers fighting amongst themselves

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with occupational, health and safety practices 1.4 Promoted public relation among others 1.5 Complied with service manual standards 1.6 Demonstrated familiarity with company facilities, products and services 1.7 Applied company rules and standards 1.8 Applied telephone ethics 1.9 Applied correct procedure in using telephone, fax machine, internet 1.10 Handled customer complaints within limit of individual responsibility

2. Required Knowledge	2.1 Communication
	    2.1.1 Interactive communication with others
	    2.1.2 Interpersonal skills/ social graces with sincerity
	2.2 Safety Practices
	    2.2.1 Safe work practices
	    2.2.2 Personal hygiene
	2.3 Attitude
	    2.3.1 Attentive, patient and cordial
	    2.3.2 Eye-to-eye contact
	    2.3.3 Maintain teamwork and cooperation
	2.4 Theory
	    2.4.1 Selling/upselling techniques
	    2.4.2 Interview techniques
	    2.4.3 Conflict resolution
	    2.4.4 Communication process
	    2.4.5 Communication barriers

3. Required Skills	3.1 Effective communication skills 3.2 Non-verbal communication - body language 3.3 Good time management 3.4 Ability to work calmly and unobtrusively effectively 3.5 Ability to handle telephone inquiries and conversations 3.6 Correct procedure in handling telephone inquiries 3.7 Proper way of handling complaints
4. Resource Implications	The following resources should be provided: 4.1 Availability of telephone, fax machine, internet, etc. 4.2 Availability of data on projects and services; tariff and rates, promotional activities in place etc. 4.3 Availability of office supplies
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Written examination 5.2 Practical demonstration
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

CORE COMPETENCIES

UNIT OF COMPETENCY : **RECEIVE AND PROCESS RESERVATIONS**

UNIT CODE : **TRS5123105**

UNIT DESCRIPTOR : This unit of competency deals with the skills, knowledge and attitude required to receive and process reservations for a tourism or hospitality product or service offered for sale through agents or direct to the consumer.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Receive reservation request	1.1 Customer making a *reservation* is acknowledged using property standards 1.2 Availability of room requested is determined 1.3 Alternatives, including waitlist options, are offered if requested booking is not available 1.4 Inquiries regarding rates and other product features are accurately answered
2. Record details of reservation	2.1 Complete *customer details* are accurately recorded in the system 2.2 Guest profile or history if available, is checked and used to in making the reservation 2.3 Special requests are clearly recorded in accordance with established requirements 2.4 Reservation details of customer bookings are completed, explained and confirmed to the customer 2.5 Reservations are filed according to property standards 2.6 Documents and other materials are prepared and issued to the customer in accordance with the requirements of the specific reservation
3. Update reservations	3.1 Payments and deposits of the reservation is accurately recorded or updated in accordance with property standards 3.2 Amendments or cancellations of reservations are received, processed and recorded in accordance with customer request and property standards.
4. Advise others on reservation details	4.1 General and specific customer requirements and reservation details are communicated to appropriate departments and colleagues 4.2 Follow up on customer request and ensure that all specific requirements in his reservation details are addressed prior to guest arrival.

RANGE OF VARIABLES

VARIABLES	RANGE

1. Reservation	May include:
	1.1 Reservations may be received and processed by a range of tourism sectors such as:
	• Tour operators
	• Travel agencies
	• Transportation
	• Accommodation
	• Food and beverage
	• Events
	• Tourism attractions
	1.2 Reservation systems may be:
	• Manual
	• Computerized
	1.3 Reservations may be made by:
	• Telephone
	• Facsimile
	• Snail Mail/ Postal
	• E-mail
	• Face-to-face
	• Global Distribution System
	• Internet
	1.4 Reservations may be for:
	• Individuals
	• Groups
	• Corporate
	• Government Agencies
	• VIP's
	• Conference delegates
	1.5 Completed reservation includes:
	• Documents issued which may include:
	   o Credit notes
	   o Invoices
	   o Confirmation letter
	   o Confirmation number
	   o Receipts
	   o Vouchers
	• Deposits attained from customers
	• Form of settlement

VARIABLE	**RANGE**

2. Customers details	May include:
	2.1 Customer maybe:
	    • Individuals
	    • Groups
	    • Corporate
	    • Government Agencies
	    • VIP's
	    • Conference delegates
	2.2 Customer records may be:
	    • Computer files (Soft and hard copies)
	    • Manual files
	2.3 Customer profiles, if available, may include:
	    2.3.1 Full name and title/company name
	    2.3.2 Address
	    2.3.3 Phone, fax, email and other contact details
	    2.3.4 Special requirements/request
	        ▪ Timing details
	        ▪ Special needs
	        ▪ Payment arrangements
	        ▪ Details of other services to be used
	        ▪ Form of Settlement

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated skills in receiving and processing reservations for multiple product booking according to property standards 1.2 Demonstrated ability to offer alternatives according to guest needs 1.3 Demonstrated ability to decline or cancel reservation. 1.4 Demonstrated ability to record, confirm and file customer details including special requests or requirements in accordance with established systems and procedures 1.5 Demonstrated ability to advise other departments of the establishment on relevant reservation details
2. Required Knowledge	2.1 Product knowledge as appropriates to the specific industry sector. 2.2 Reservations and bookings terminology 2.3 Relationships between different sectors of the tourism industry in relation to reservations and bookings including sources of reservations 2.4 Principles which underpin reservation procedures
3. Required Skills	3.1 Communication Skills 3.2 Telephone skills 3.3 Negotiation skills 3.4 Skills in receiving and processing reservations for multiple product bookings and in response to differing customer needs 3.5 Skills in reservation documentation 3.6 Processing reservation requests, and issuing of documentation within timeframes and constraints that reflect typical industry practice
4. Resource Implications	The following resources should be provided: 4.1 A fully equipped industry-realistic office environment using appropriate telephones, computers, printers and reservation systems
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Direct observation of the candidate using reservations systems, including the ability to process different types of reservations confirm bookings, and update or reservations. 5.2 Oral questioning or interview to test knowledge of the principles which underpin reservations procedures and the relationships among the different operating departments of the establishment. 5.3 Third-party workplace reports of on-the-job performance by the candidate, which may include destinations, products, quotations, ticketing, reservations documentation, booking data, and special guest requirements. 5.4 Demonstration/role play on handling guest inquiries and special requests, confirming reservations, and offering alternatives when requested booking is not available
6. Context of Assessment	6.1 Assessment may be performed in the workplace or simulated workplace situation

UNIT OF COMPETENCY : **OPERATE COMPUTERIZED RESERVATIONS SYSTEM**

UNIT CODE : **TRS5123106**

UNIT DESCRIPTOR : This unit of competency deals with the skills and knowledge required in using a computerized reservations system to create bookings for a range of tourism or hospitality services.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Computerize reservation system is operated based on property standards.	1.1 **Reservation system** is accessed and accurately interpreted 1.2 All system features are used to access a range of **information**
2. Create and process reservations	2.1 Availability of the required booking is checked in accordance with the system functions and requirements 2.2 New reservations are encoded using the format required by the computer system 2.3 Bookings are retrieved as required, using the format required by the computer system 2.4 **Updates and amendments** to reservations are made and stored in the system 2.5 Any required reservation details are downloaded and printed
3. Send and receive reservation communications	3.1 Internal communications are created using the required features of the system 3.2 Communications from **industry colleagues** are accessed and correctly interpreted at the appropriate time

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information	May include: 1.1 Costs of any tourism service 1.2 Airfares 1.3 Airport taxes 1.4 Availability of products or services 1.5 Size of vehicles 1.6 Touring inclusions 1.7 Product information 1.8 Product rules 1.9 Payment requirements 1.10 Health requirements 1.11 Customs and immigration requirements 1.12 General industry information
2. Updates and amendments to reservations	May include: 2.1 Adding additional customers 2.2 Splitting an existing reservation 2.3 Canceling the booking 2.4 Changing the itinerary by adding or deleting products or services 2.5 Changing customer names 2.6 Changing arrival/departure dates 2.7 Cross referencing multiple bookings 2.8 Entering invoicing details 2.9 Entering payment details 2.10 Entering ticketing or voucher details
3. Industry colleagues	May include: 3.1 Any product or service provider with whom the reservation is being made e.g. airline, rental car company, travel agent, tour operator 3.2 Other establishment departments which need access to reservations information

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Demonstrated ability in operating a computerized reservations system to process multiple product booking.
	1.2 Demonstrated ability to accurately make, process and update reservations for a range of tourism products and services
	1.3 Demonstrated ability to send and receive reservations communication to relevant industry colleagues
	1.4 Demonstrated completion of reservation activities within timeframes and constraints that reflect typical industry practice
2. Required Knowledge	2.1 Role of Computerized Reservations System (CRS) within the tourism industry
	2.2 Range of products and services offered by CRS
	2.3 Procedures and codes required to enter and exit a system
	2.4 Mandatory fields
	2.5 Requirements for specific formatted entries
3. Required Skills	3.1 Basic keyboarding skills
	3.2 Encoding and decoding common CRS entries
	3.3 Procedures for confirming, storing and retrieving reservations
	3.4 Procedures for amending and canceling reservations
	3.5 Procedures for sending and receiving messages
	3.6 Operating a computerized reservations system to process multiple product bookings
4. Resource Implications	The following resources should be provided:
	4.1 Fully equipped industry-realistic office environment using appropriate computers, printers, and reservations system
	4.2 Completion of reservation activities within timeframes and constraints that reflect typical industry practice
5. Methods of Assessment	Competency in this unit may be assessed through:
	5.1 Evaluation of integrated activities completed by the candidate.
	5.2 Direct observation of the candidate using the various features of a computerized reservations system.
	5.3 Evaluation of booking data generated by the candidate in response to different customer situations
	5.4 Written and oral questioning or interview to test knowledge of the role of computerized reservations systems within the industry
	5.5 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.
	5.6 Third party reports completed by supervisor
	5.7 Project and assignment work
6. Context of Assessment	6.1 Assessment may be performed in the workplace or simulated workplace situation

UNIT OF COMPETENCY : **PROVIDE ACCOMMODATION RECEPTION SERVICES**

UNIT CODE : **TRS5123107**

UNIT DESCRIPTOR : This unit deals with the skills and knowledge required to provide arrival, in-stay and departure services to guests in commercial and accommodation establishments

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Prepare reception area for guest arrival	1.1 Reception area is prepared for service and all necessary equipment are checked prior to use 1.2 Daily *arrival details* are checked and reviewed prior to guests arrival 1.3 Rooms are allocated in accordance with guest requirements and establishment policy 1.4 Uncertain arrivals or reservations are followed up in accordance with establishment procedures 1.5 Accurate arrival lists are compiled and distributed to relevant personnel/ departments 1.6 Colleagues and other departments are informed of special situations or requests in a timely manner
2. Welcome and register guests	2.1 Guests are welcomed warmly and courteously 2.2 *Reservation details* are confirmed with guests 2.3 Guests with or without reservations are registered according to establishment systems and procedures. 2.4 Correct *accounting procedures* are followed in accordance with property standards 2.5 Room key/electronic cards, guest mail and messages are issued to guests
3. Computerize reservation system is operated	3.1 *Reservation system* is accessed and accurately interpreted based on property standards 3.2 All system features are used to access a range of *information*
4. Perform "During Stay" functions	4.1 All guest requests during *in-stay* are addressed according to property standards. 4.2 All inquiries are responded promptly to guest satisfaction.
5. Organize guest departure	5.1 Departure lists are reviewed and checked for accuracy 5.2 Guest requests for *assistance with departure* are acted upon courteously or referred to the appropriate department for follow-up
6. Prepare front office records and reports	6.1 *Front office records* are prepared and updated within designated timelines 6.2 Room changes, no shows, extensions and early/late departures are correctly followed. 6.3 Reports and records are distributed to the appropriate departments within designated timelines

RANGE OF VARIABLES

VARIABLE	RANGE
1. Arrival details	May include: 1.1 Individuals 1.2 Groups
2. Reservation details	May include: 2.1 Name/company 2.2 Contact details 2.3 Arrival and departure times 2.4 Length of stay 2.5 Type of accommodation required/bed configuration 2.6 Payment details 2.7 Special requests 2.8 Rates/discounts
3. Accounting procedures during arrival and departure	May include: 3.1 Credit card payments 3.2 Pre-payments (full payment) 3.3 Deposits (partial payment) 3.4 Vouchers and discount rates 3.5 Group rates 3.6 Refunds 3.7 Checking of final guest accounts 3.8 Payments for additional services such as phone calls, meals, mini-bar 3.9 Issuing of receipts 3.10 Send-bill arrangements
4. In Stay or During Stay Request	May include: 4.1 Room Change Request 4.2 Extension of stay 4.2 Upgrades 4.3 Special request 4.4 Guest charges 4.5 Financial transactions 4.6 Guest queries
5. Assistance with departure	May include: 5.1 Organizing transport 5.2 Making forward bookings 5.3 Luggage assistance

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated skills in processing arrivals and departures for different types of guests within enterprise acceptable time frames 1.2 Demonstrated ability to check arrival details, allocate rooms and inform concerned departments on special arrangements in accordance with established standards 1.3 Demonstrated skills within an environment that includes industry-current front office equipment and technology in accordance with enterprise requirements 1.4 Demonstrated interpersonal communication with others in accordance with established standards 1.5 Demonstrated ability to complete guest registration, departure and reporting documentation accurately in accordance with established standards
2. Required Knowledge	2.1 Types of reports handled or generated by the front desk including: • arrival and departure lists • occupancy rates • guest feedback summaries; and • accounting reports 2.2 Front desk security systems 2.3 Range of needs and expectations of different types of guests 2.4 Relationship between the front desk, typical documentation received and issued in a reception desk context and other areas of operation including Housekeeping, Food and Beverage service and Maintenance 2.5 Relationship between accommodation establishments and other sectors of the tourism industry
3. Required Skills	3.1 Check-in and check-out procedures for groups and individuals 3.2 Skills in processing arrivals and departures for different types of customers using different variations of services 3.3 Interpersonal communication aspects of the unit
4. Resource Implications	The following resources should be provided: 4.1 Industry-current front office equipment and technology 4.2 Typical workplace time constraints
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Direct observation of the candidate in checking-in and checking-out providing arrivals and departures for different types of guests using different variations of services 5.2 Role-play to assess ability to deal with customer queries, requests or complaints. 5.3 Case studies to complete arrival or departure processes and documentation for different customer scenarios. 5.4 Review of front office records, reports and computer data completed by the candidate. 5.5 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.
6. Context for Assessment	6.1 Assessment may be done in the workplace or simulated workplace setting

UNIT OF COMPETENCY : **CONDUCT NIGHT AUDIT**

UNIT CODE : **TRS5123108**

UNIT DESCRIPTOR : This unit deals with the skills and knowledge required to check and reconcile daily financial transactions and records, and produce reports relating to establishment operations and revenue.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Process internal financial transactions	1.1 ***Transactions*** are double checked to ensure that they have posted in the property's computerized system. 1.2 ***Financial and system discrepancies*** is identified and reconciled according to property standards. 1.3 Room rates and room status are verified and reconciled to guest of the property. 1.4 Internal financial system and control is suggested for improvements in the property's operation.
2. Complete routine records and reports	2.1 Routine ***records and reports*** are accurately completed within designated timelines 2.2 Reports are promptly forwarded to the appropriate person/department

RANGE OF VARIABLES

VARIABLE	RANGE
1. Transactions	May include: 1.1 Food and beverage 1.2 Mini-bar 1.3 Laundry and other services 1.4 Inter-departmental vouchers
2. Financial Discrepancies	May include: 2.1 Incorrect posting 2.2 Errors in guest folios 2.3 Computer errors 2.4 System glitches 2.5 Interface errors between systems 2.6 Errors in source documentation
3. Records and reports	May include: 3.1 Room rates 3.2 Occupancy 3.3 Arrivals and departures 3.4 Sales performance 3.5 Breakdown by department 3.6 Commission earnings 3.7 Supplier activity 3.8 Sales returns 3.9 Commercial account activity 3.10 Foreign currency activities
4. Financial systems	May include: 4.1 Petty cash 4.2 Floats 4.3 Debtor control 4.4 Cashiering 4.5 Banking procedures

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to check and balance a range of transactions following the standards procedures 1.2 Demonstrated ability to identify and rectify discrepancies in accordance with established standards 1.3 Articulated the night audit process impacts on overall financial management in accordance with established standards 1.4 Demonstrated skills on the use of current front office technology and equipment in accordance with enterprise requirements
2. Required Knowledge	2.1 Financial reporting cycles and procedures in a front office context 2.2 Importance of financial checking and reporting processes in the overall financial management of an establishment
3. Required Skills	3.1 Typical financial control processes and procedures as they apply to front office operations 3.2 Identification and rectification of typical variances and discrepancies 3.3 Auditing of transactions from several operating periods
4. Resource Implications	The following resources should be provided: 4.1 Current front office technology and equipment 4.2 A range of transaction documentation typical of a commercial accommodation establishment
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Copies of records checked by the candidate 5.2 Review of reports and documentation produced by the candidate 5.3 Oral or written questions to assess knowledge of processes and procedures 5.4 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate 5.5 Problem solving 5.6 Role plays 5.7 Simulation
6. Context for Assessment	6.1 Assessment may be done in the workplace or simulated workplace environment

UNIT OF COMPETENCY **:** **PROVIDE CLUB RECEPTION SERVICES**

UNIT CODE **:** **TRS512305**

UNIT DESCRIPTOR **:** This unit deals with the skills and knowledge required to offer reception services within a licensed club environment.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Provide information on club services and process memberships	1.1 Accurate advice and information on **club services and facilities** is provided to customers and club members as required according to established standards 1.2 **Club membership and club rules** are explained to the public and members following the standard procedures 1.3 Membership application forms are clearly explained and completely filled up in accordance with the enterprise requirements 1.4 Membership records are checked and maintained according to standard procedures
2. Monitor entry to club	2.1 Membership badges/cards are checked upon entry to the club in accordance with established standards 2.2 Guests are assisted to "sign in" accordance with government and enterprise requirements 2.3 Members and guests are checked to comply with **dress and age regulations** in accordance with established policy and procedures 2.4 Disputes over entry to club are referred to security, supervisor or other relevant person according to enterprise policy

RANGE OF VARIABLES

VARIABLE	RANGE
1. Club services and facilities	May include: 1.1 Restaurants and cafes 1.2 Gaming facilities 1.3 Shows and attractions 1.4 Prize nights and special events 1.5 Games and sporting facilities 1.6 Gymnasiums and health facilities 1.7 Member clubs and associations 1.8 Computer rooms and internet facilities 1.9 Community courses and training programs 1.10 Member benefits
2. Club membership and club rules	May include: 2.1 Club particular requirements and legislative requirements of the locality
3. Dress and age regulations	May include: 3.1 Set down by particular clubs and according to legislation of the locality

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to respond to inquiries on and explain the club's facilities and services in accordance with established standards 1.2 Demonstrated ability to monitor entry to club according to established standards
2. Required Knowledge	2.1 Knowledge of club and licensing laws in relation to entry requirements for customers and dress regulations 2.2 Knowledge of particular club membership rules, conditions, benefits and entitlements
3. Required Skills	3.1 Customer service skills for dealing tactfully and politely with customers
4. Resource Implications	The following resources should be provided: 4.1 Project or work activities that enable the candidate to apply club knowledge to specific operational situations 4.2 Current club guidelines, policies and procedures
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Direct observation of the candidate interacting with customers 5.2 Role-play to assess ability to provide appropriate customer service 5.3 Oral and written questions on club facilities, rules and legislative requirements 5.4 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate 5.5 Project or work activities that enable the candidate to apply club knowledge to specific operational situations
6. Context of Assessment	6.1 Assessment may be done in the workplace or simulated workplace setting

UNIT OF COMPETENCY **:** **PROVIDE CONCIERGE AND BELL SERVICES**

UNIT CODE **:** **TRS5123109**

UNIT DESCRIPTOR **:** This unit of competency deals with the knowledge, skills and attitudes in providing bell and concierge services required for handling guest arrival and departures, handling guest luggage and responding to requests for bell desk services.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	
1. Handle guest arrivals and departures	1.1	Expected daily arrivals and departures and requests for major guest movements are reviewed and planned in accordance with established standards
	1.2	Guests are welcomed promptly on arrival and directed to the appropriate area for registration
	1.3	Guests with luggage are assisted in accordance with ***established procedures and safety requirements***
	1.4	Guests are escorted to rooms and where appropriate courteously showed/explained the ***establishment/room features*** in accordance with established procedures
2. Handle guest luggage	2.1	Guest luggage is safely transported and delivered to the correct location within appropriate timeframes
	2.2	Luggage storage system is operated correctly and in accordance with established procedures and security requirements
	2.3	Luggage is marked and accurately stored to allow for easy retrieval following the established procedures
	2.4	Luggage is placed correctly within the storage system
3. Respond to request for concierge services	3.1	***Concierge*** is provided promptly and in accordance with establishment's security and safety requirements
	3.2	Colleagues and other departments are liaised to ensure effective response to concierge service requests.
4. Manage intoxicated persons	4.1	Levels of intoxication of customers are determined
	4.2	Difficult situations are referred to an appropriate person
	4.3	Appropriate procedures are applied to the situation and in accordance with enterprise policy
	4.4	Legislative requirements are applied

RANGE OF VARIABLES

VARIABLE	RANGE
1. Established procedures and safety requirements for luggage	May include: 1.1 Luggage marking and tagging systems 1.2 Carrying capacities of luggage trolleys 1.3 Designated routes for moving luggage through public areas 1.4 Restrictions on areas into which luggage can be taken 1.5 Order in which luggage is to be moved 1.6 Safety standards for lifting heavy items. 1.7 Safe manual handling of luggage which includes loading and unloading luggage from vehicles and handling fragile items. 1.8 Procedures for taking luggage from rooms 1.9 Placement of luggage within rooms 1.10 Group luggage procedures 1.11 Handling protocols for dealing with group arrivals and departments.
2. Establishment/room features guests should be advised	May include: 2.1 Dining options within the establishment 2.2 Sporting facilities 2.3 Business Center 2.4 Floor facilities 2.5 Operating procedures for room equipment such as phone, internet or TV 2.6 General services such as laundry, valet 2.7 Meal arrangements
3. Concierge services	May include : 3.1 Mail 3.2 Messages 3.3 Organization of transport 3.4 Luggage pick up 3.5 Paging of guests 3.6 Preparation of guest information directories, normally done at the reception area

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Handled luggage services for guest arrivals and departures according to established standard procedures 1.2 Collected and transported guest luggage in accordance with established procedures and security requirements 1.3 Provided bell desk services in accordance with establishment's security and safety requirements 1.4 Showed and explained room features upon guest's arrival following the standard procedures 1.5 Demonstrated skills in interpersonal communication with others in accordance with established standards
2. Required Knowledge	2.1 Communication skills 2.2 Occupational health and safety procedures for luggage 2.3 Knowledge of a range of typical bell desk services 2.4 Procedures and systems for the movement of luggage 2.5 Features of luggage storage systems
3. Required Skills	3.1 Ability to provide courteous and friendly service to guests 3.2 Ability to safely handle luggage and use luggage storage systems
4. Resource Implications	The following resources should be provided: 4.1 Current equipment and technology for moving baggage 4.2 Multiple pieces of luggage 4.3 Birdcage
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Direct observation of the candidate carrying and loading multiple pieces of luggage safely or answering customer requests 5.2 Oral or written questions to assess knowledge of typical bell desk procedures and systems 5.3 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate 5.4 Project or work activities that allow the candidate to demonstrate safe working practices in the movement of baggage and to respond to a range of typical customer requirements
6. Context for Assessment	6.1 Assessment may be done in the workplace or simulated workplace setting

UNIT OF COMPETENCY   :   **PROVIDE CASHIERING SERVICES**

UNIT CODE   :   **TRS5123110**

UNIT DESCRIPTOR   :   This unit deals with the skills and knowledge required to provide cashiering service of a Front Office personnel.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Prepare guest folio	1.1 Check with other departments of any unposted or late charges. All unposted or late charges are posted in the property's computerized system. 1.2 Guest folio is printed out and readied to be presented to guest. 1.3 Guest folio is presented to guest for review and approval.
2. Collect cash, cash equivalents or non-cash transactions	2.1 Cash is accepted and counted in front of the customer. 2.2 Credit cards or Debit cards is processed according to enterprise standards. 2.3 Payment through accepted foreign currency is processed according to property standards. 2.4 Traveler's check is processed according to property standards. 2.5 Other billing settlement is processed using property standards.
3. Process receipts and payments	3.1 Cash, cash equivalents or non cash transactions received from guest is accurately processed according to property standards. 3.2 Receipts are correctly issued and presented to guest. 3.3 *Transactions* are recorded to guest account in the computerized system. Checked out guest is processed based on property standards. 3.4 Transactions are expediently performed to the satisfaction of guest and according to property standards.
4. Reconcile financial transactions at the end of the shift.	4.1 Balancing of cash float are performed in accordance with property standards 4.2 Cash, cash equivalents and *non-cash* documents are segregated and accurately counted. 4.3 Balance of between computerized system and sum of cash and non-cash transactions is accurately determined, tallied and balanced. 4.4 Transactions are recorded and processed according to property standards. 4.5 Cashier's account is properly closed based on property standards. 4.6 Source documents are properly filed and stored.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Transactions	May include: 1.1 Credit card 1.2 Checks 1.3 Cash payout 1.4 Posting charges 1.5 Account settlement 1.6 Auditing accounts 1.7 Accounts receivable 1.8 Accounts payable 1.9 Debit cards 1.10 Deposits 1.11 Advance payments 1.12 Vouchers 1.13 Company Charges 1.14 Refunds 1.15 Traveler check 1.16 Foreign Currency 1.17 Other financial Transactions
2. Non-cash documents	May include: 2.1 Vouchers 2.2 Posting charges 2.3 Other financial transactions

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated knowledge on enterprise policies on guest and account management. 1.2 Demonstrated skills in interpersonal communication with others in accordance with established standards 1.3 Demonstrated skills in numerical and financial management skills.

2. Required Knowledge	2.1 Communication
	    2.1.1 Interpersonal skills
	    2.1.2 Communication
	2.2 Knowledge of revenue recognition.
	2.3 Understanding a computerized cashiering system.

3. Required Skills	3.1 Ability to provide courteous and friendly service to guests 3.2 Ability to perform financial transactions and recording the transaction in guest account.
4. Resource Implications	The following resources should be provided: 4.1 Current equipment and technology for cashiering 4.2 Sample receipts and forms.
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Direct observation of the candidate 5.2 Oral or written questions to assess knowledge cashiering functions. 5.3 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate 5.4 Project or work activities that allow the candidate to demonstrate financial transactions in guest account.
6. Context of Assessment	6.1 Assessment may be done in the workplace or simulated workplace setting

SECTION 3 TRAINING STANDARDS

These guidelines are set to provide the Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for **Front Office Services NC II**.

They include information on curriculum design, training delivery, trainee entry requirements, tools and equipment, training facilities, and trainers' qualifications, among others.

3.1 CURRICULUM DESIGN

Course Title: <u>FRONT OFFICE SERVICES</u>   **NC Level:** <u>NC II</u>

Nominal Training Duration: **18 Hours (Basic)**
                                   24 Hours (Common)
                                   400 Hours (Core)
Course Description:

This course is designed to enhance the knowledge, skills and attitude of Front Office personnel in accordance with industry standards. It covers the basic, common and core competencies on receiving and processing reservations, operating a computerized reservation system, providing reception and accommodation services, conducting night audit, providing club reception services and providing porter services.

BASIC COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Participate in workplace communication	1.1 Obtain and convey workplace information 1.2 Speak English at a basic operational level 1.3 Complete relevant work related documents 1.4 Participate in workplace meeting and discussion	Group discussion Interaction Practice session	• Demonstration • Observation • Interviews/ Questioning
2. Work in a team environment	2.1 Describe and identify team role and responsibility in a team 2.2 Describe work as a team member 2.3 Work effectively with colleagues 2.4 Work in socially diverse environment	Discussion Interaction Simulation Games	• Demonstration • Observation • Interviews/ Questioning
3. Practice career professionalism	3.1 Integrate personal objectives with organizational goals 3.2 Set and meet work priorities 3.3 Maintain professional growth and development	Discussion Interaction Role Play	• Demonstration • Observation • Interviews/ Questioning

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
4. Practice occupational health and safety	4.1 Evaluate hazard and risks 4.2 Control hazards and risks 4.3 Maintain occupational health and safety awareness 4.4 Perform basic first-aid procedures	Lecture-Discussion Plant tour Symposium	• Observation • Interview

COMMON COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Develop and update industry knowledge	1.1 Seek information on the industry 1.2 Update continuously relevant industry knowledge 1.3 Develop and update local knowledge 1.4 Promote products and services to customers	Lecture Group Discussion Individual/Group Assignment Field visit Video presentation	Interviews/ Questioning Individual/Group Project or Report
2. Observe workplace hygiene procedures	2.1 Follow hygiene procedures 2.2 Identify and prevent hygiene risk	Lecture Demonstration Role-play Case study	Demonstration Written Examination Interviews/ Questioning
3. Perform computer operations	3.1 Plan and prepare task to be undertaken 3.2 Input data into a computer 3.3 Assess information using computer 3.4 Produce/ output data using computer system 3.5 Maintain computer system	Lecture Group Discussion Tutorial or self-pace Demonstration Practice session	Interviews/ Questioning Practical Demonstration Observation
4. Perform workplace and safety practices	4.1 Practice workplace procedures for health, safety and security practices 4.2 Perform child protection duties relevant to the tourism industry 4.3 Observe and monitor people 4.4 Deal with emergency situations 4.5 Maintain safe personal presentation standards 4.6 Maintain a safe and secure workplace	Lecture Demonstration Role-play Simulation	Demonstration Interviews/ Questioning Written Examination

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
5. Provide effective customer service	5.1 Greet customers 5.2 Identify customer 5.3 Deliver service to customer 5.6 Handle queries through use of common business tools and technology 5.5 Handle complaints/ conflict situations, evaluation and recommendations	Lecture Demonstration Role-play Simulation	Demonstration Interviews/ Questioning Observation

CORE COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Receive and process reservations	1.1 Receive reservation request 1.2 Record details of reservation 1.3 Update reservations 1.4 Advise others on reservation details	Lecture Discussion Supervised Industry Training (SIT)	Written exam Interviews Questioning Simulation Demonstration Observation Third party Role-play
2. Operate a computerized reservations system	2.1 Computerize reservation system is operated based on property standards. 2.2 Create and process reservations 2.3 Send and receive reservation communications	Lecture Discussion Supervised Industry Training (SIT)	Written exam Interviews Questioning Simulation Demonstration Observation Third party Role-play
3. Provide accommodation reception services	3.1 Prepare reception area for guest arrival 3.2 Welcome and register guests 3.3 Computerize reservation system is operated 3.4 Perform "During Stay" functions 3.5 Organize guest departure 3.6 Prepare front office records and reports	Lecture Discussion Supervised Industry Training (SIT)	Written exam Interviews Questioning Simulation Demonstration Observation Third party Role-play

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
4. Conduct night audit	4.1 Process internal financial transactions 4.2 Complete routine records and reports	Lecture Discussion Supervised Industry Training (SIT)	Written exam Interviews Questioning Simulation Demonstration Observation Third party Role-play
5. Provide club reception services	5.1 Provide information on club services and process memberships 5.2 Monitor entry to club	Lecture Discussion Supervised Industry Training (SIT)	Written exam Interviews Questioning Simulation Demonstration Observation Third party Role-play
6. Provide concierge and bell services	6.1 Handle guest arrivals and departures 6.2 Handle guest luggage 6.3 Respond to request for concierge services 6.4 Manage intoxicated persons	Lecture Discussion Supervised Industry Training (SIT)	Written exam Interviews Questioning Simulation Demonstration Observation Third party Role-play
7. Provide cashiering services	7.1 Prepare guest folio 7.2 Collect cash, cash equivalents or non-cash transactions 7.3 Process receipts and payments 7.4 Reconcile financial transactions at the end of the shift.	Lecture Discussion Supervised Industry Training (SIT)	Written exam Interviews Questioning Simulation Demonstration Observation Third party Role-play

3.2 TRAINING DELIVERY

The delivery of training should adhere to the design of the curriculum. Delivery should be guided by the 10 basic principles of competency-based TVET.

- The training is based on curriculum developed from the competency standards;
- Learning is modular in its structure;
- Training delivery is individualized and self-paced;
- Training is based on work that must be performed;
- Training materials are directly related to the competency standards and the curriculum modules;
- Assessment is based in the collection of evidence of the performance of work to the industry required standard;
- Training is based both on and off-the-job components;
- Allows for recognition of prior learning (RPL) or current competencies;
- Training allows for multiple entry and exit; and
- Approved training programs are Nationally Accredited

The competency-based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended. Thus programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations
- Modular/self-paced learning is a competency-based training modality wherein the trainee is allowed to progress at his own pace. The trainer just facilitates the training delivery
- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners
- Supervised industry training or on-the-job training is an approach in training designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations
- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, audio, video or computer technologies

3.3 TRAINEE ENTRY REQUIREMENTS

Trainees or students wishing to gain entry into this course should possess the following requirements:

- can communicate in English both in the oral and written form; and
- can perform basic mathematical computation.

This list does not include specific institutional requirements such as educational attainment, appropriate work experience, and others that may be required of the trainees by the school or training center delivering the TVET program.

3.4 LIST OF TOOLS AND EQUIPMENT

FRONT OFFICE SERVICES – NC II

Recommended list of tools, equipment and materials for the training of a minimum of 25 trainees for Front Office Services NC II are as follows:

TOOLS		EQUIPMENT		MATERIALS	
QTY		QTY		QTY	
1 pc.	Credit Card Voucher holder	2 units	Computer (with reservation system) and printer	1	Log book
2 units	Bell boys cart	1 pc.	Cash register	2 pcs.	Room key
		1 pc.	Fake Bills detector		
		1 pc.	Hypercom	2 pcs.	Ving card
		1 pc.	Credit card imprinter	1 pc.	White board/cork board
		1 pc.	Key card marker	5 pcs.	Empty envelopes
		1 pc.	Key Card verifier	5 pcs.	Luggage tag
		1 pc.	Key rack		
		1 pc.	Cash box drawer		
		1 pc.	Guest folio rack		
		2 pcs.	Telephone		
		1 pc.	Typewriter		
		1 pc.	Fax machine		
		5 pcs.	Calculator		
		1 pc.	Safety deposit box/ drop vault		
		4 pcs.	Lapel microphone		
				Training Resources/ Materials:	
				25 pcs.	Registration form
				5 pcs.	Cancellation booking form
				5 pcs.	No-show forms
				25 pcs.	General folio
				25 pcs.	Credit card voucher
				25 pcs.	Different forms
				5 pcs.	Notice slip

*NOTE: Implementation of the training program can be made possible through a **MOA** between the **Training school** and **Industry** for the use of the facilities. This is in response to school limitations on the high cost of equipment.

3.5   TRAINING FACILITIES

Based on a class intake of 20 students/trainees

Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters
Lecture	8 x 7 m.	56 sq. m.	56 sq. m.
Learning Resource Center	3 x 5 m.	15 sq. m.	15 sq. m.
Facilities/Equipment/ Circulation Area			21 sq. m.
		Total workshop area:	**92 sq. m.**

3.6   TRAINER'S QUALIFICATIONS FOR TOURISM SECTOR

FRONT OFFICE SERVICES – NC II

TRAINER'S QUALIFICATIONS

- Must be a holder of National TVET Trainer Certificate (NTTC) Level I in Front Office Services NC II
- Must have at least two years in industry experience or any FO related works
- Must be a computer literate

3.7   INSTITUTIONAL ASSESSMENT

Institutional assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

SECTION 4   NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

4.1   To attain the National Qualification of **FRONT OFFICE SERVICES NC II**, the candidate must demonstrate competence covering all the units of competency listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.

4.2   The qualification for **FRONT OFFICE SERVICES NC II** may be attained through demonstration of competence covering all the required core units of qualification.

4.3   Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.

4.4   The following are qualified to apply for assessment and certification:

   4.4.1   Graduates of formal, non-formal and informal including
              enterprise- based training programs
   4.4.2   Experienced workers (wage employed or self employed)

4.5   The guidelines on assessment and certification are discussed in detail in the *"Procedures Manual on Assessment and Certification"* and *"Guidelines on the Implementation of the Philippine TVET Qualification and Certification System* **(PTQCS)".**

COMPETENCY MAP - TOURISM Sector
(Hotel and Restaurant)
FRONT OFFICE SERVICES NC II

CORE COMPETENCIES

- Organize and prepare food
- Establish and maintain quality control
- Prepare hot and cold desserts
- Develop menus to meet special dietary and cultural needs
- Select, prepare and serve specialized food item
- Clean and maintain kitchen premises
- Select, prepare and serve specialist cuisines
- Prepare appetizers and salads
- Monitor catering revenue and costs
- Prepare sandwiches
- Package prepare foodstuffs
- Organize bulk cooking operations
- Receive and store kitchen supplies
- Prepare cook and serve food for menus
- Prepare and cook poultry and game
- Plan catering for an event or function
- Prepare and cook seafood
- Prepare food according to dietary and cultural needs
- Select, prepare and cook meat
- Apply cook-freeze production process
- Prepare chocolate and chocolate confectionery
- Prepare vegetables, eggs and starch products
- Operate fast food outlet
- Plan and prepare food for buffets
- Apply Cook, chill operation processes
- Implement food safety procedures
- Apply catering control principles
- Plan and control menu based on catering
- Manage facilities associated with commercial catering contracts
- Develop food safety program
- Prepare pastry, cakes and yeast-based products
- Select catering systems
- Plan, prepare and display buffet
- Present food
- Prepare portion controlled meat cuts
- Receive and process reservations
- Handle and serve cheese
- Prepare stocks, sauces and soups
- Transport and store food in a safe and hygienic manner
- Operate computerized reservations system
- Provide accommodation reception services
- Conduct night audit
- Provide club reception services
- Provide Concierge and bell services
- Provide Cashiering Services
- Prepare Espresso
- Texture Milk
- Prepare and serve coffee beverages
- Perform basic maintenance of machines and equipment
- Perform basic cashiering and general control procedures

COMMON COMPETENCIES

- Develop and update industry knowledge
- Observe workplace hygiene procedures
- Perform computer operations
- Perform workplace safety practices
- Provide effective customer service

BASIC COMPETENCIES

- Receive and respond to workplace communication
- Work with others
- Demonstrate work values
- Practice housekeeping procedures (5S)
- Participate in workplace communication
- Work in team environment
- Practice career professionalism
- Practice occupational health and safety procedures
- Lead workplace communication
- Lead small teams
- Develop and practice negotiation skills
- Solve problems related to work activities
- Use mathematical concepts and techniques
- Use relevant technologies
- Utilize specialized communication skills
- Develop teams and individuals
- Apply problem-solving techniques in the workplace
- Plan and organize work
- Collect, analyze and organize information
- Promote environmental protection

DEFINITION OF TERMS

CONCIERGE – a front office section taking charge of guest inquiries, requests and complaints.

FRONT OFFICE AGENT – a front office staff in-charge of accepting hotel reservations; registering and checking–out guest; handling guest inquiries, request and complaints and F.O. Cashiering.

RESERVATION – the process of requesting for room accommodation in advance in a hotel or other commercial establishment.

ELECTRONIC KEY CARD – a computer generated electronic card used as guest room key.

BACK-OF-THE-HOUSE - non-guest contact departments such as Accounting/Finance

PROPERTY STANDARDS - based according to the hotel, hotel school, training institution or similar/related commercial establishment.

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