



# **Tertiary and Vocational Education Commission**

## **National Competency Standards and Curriculum For Front of House Assistant NVQ Level 3**

## Course synopsis

This course is designed to introduce students to careers in hospitality industry as a Front of House Assistant .It provides knowledge and responsibilities and work ethics for this task, and competencies required to carry out administration work, receiving guests, dealing with guest departures etc.

Course Title	Course Duration
<b>Front of House Assistant</b>	3 months – NVQ Level 3
<p><b>Job outlook, objectives of the course and career paths available following completion of the course</b></p> <p>The Sri Lankan tourism sector has been experiencing an impressive growth over the years with the number of tourist arrivals and by attracting top tier tourism and hotel investors to the country. With future expectations of the country as a tourism destination, immense job opportunities are expected in the hospitality sector requiring the need for properly qualified quality staff for the upcoming demand.</p> <p>The Hotel Front of House plays an important role in the hotel industry, The front office can be known as the main nerve of the hotel as the first and the last sector to interact with a client. Beginning to work in a hotel as an Assistant in that area involves interaction with customers as they arrive which indicates the importance of good training for the tasks involved. . Guests interact with the hotel for the first time by interacting with the staff of the front office, and they form the first impression about the hotel based on the efficiency, competency and behavior of the front office staff.</p> <p>The reception desk performs the functions like the sale of rooms, guest registration, room assignments, handling of guest requests, cashier work and providing information.</p> <p>The financial tasks usually handled by the front desk personnel including receiving cash payments, handling guest folios etc.</p> <p>In addition, Front of House includes the Bell Desk, which greets customers and transfers them to service areas, and deals with luggage.</p>	

Modules to be covered

**1. Maintain personal grooming & hygiene and workplace hygiene & safety.**

This module covers the competencies required for the learner to exemplify principles and practices of hygiene and cleanliness and maintain personal grooming.

**2. Introduction and Orientation to Hospitality Industry and the responsibilities of Front of House personnel in a hotel**

This module covers the competencies required for the learner to get an overview of the hospitality industry and demonstrate the understanding of duties and responsibilities, accountability and quality of profession.

**3. Bell desk operations**

This module covers the competencies required to attend to bell desk operations where they will meet and greet guests and help them by carrying the luggage.

**4. Accept reservations and prepare for arrival**

This module covers the competencies required to accept reservations, prepare for arrival, manage reservations and prepare for group arrival.

**5. Registration of guests and groups of guests**

This module covers the competencies required to welcome and register guests and promote facilities and services within the hotel.

**6. Guest departure**

This module covers the competencies required to facilitate guest departure.

**7. Front office cashier**

This module covers the competencies required to perform front office cashier duties.

**8. Telephone dealings**

This module covers the competencies required to deal with telephone inquiries and communications, and provide telecommunication services to the guests and management satisfaction.

**9. Career skills 1**

This module provides basic communicative skills in English and effective elementary reading and writing skills and basic knowledge of grammar to facilitate this. It also introduces cognitive skills with regard to effective work and the ability to work efficiently alone and in a team.

Module Title	Course Duration
<b>1. Maintain personal grooming, hygiene and workplace hygiene &amp; safety.</b>	
<p>Objectives of the module</p> <p>At the end of the module the learner should be able to explain principles and practices of hygiene and cleanliness and maintain personal grooming.</p>	
<p>Competencies to be covered</p> <ol style="list-style-type: none"> <li>1. Maintain personal grooming &amp; hygiene</li> <li>2. Acknowledge basic health standards</li> <li>3. Acknowledge personal hygiene standards</li> <li>4. Understand dress code and company policies</li> <li>5. Maintain professional appearance</li> <li>6. Maintain cleanliness and organization of front desk/office area.</li> </ol>	
Recommended teaching methods :	Demonstration , real work situations, student result presentation, guided practice and independent practice

Module Title	Course Duration
<p><b>2. Introduction and Orientation to Hospitality Industry and the responsibilities of Front of House personnel in a hotel</b></p>	
<p>Objectives of the module</p> <p>After successful completion of this module the trainee will be able to get an overview of the hospitality Industry and demonstrate understanding of duties and responsibilities, accountability and quality of profession.</p>	
<p>Competencies to be covered</p> <ol style="list-style-type: none"> <li>1. Overview of hospitality industry and the role of the Front Office</li> <li>2. Front office staff positions in a hotel organizational structure.</li> <li>3. Career opportunities and future prospects in the hospitality industry.</li> <li>4. Duties and responsibilities of the front office in the hospitality industry.</li> <li>5. Work values and ethics (Code of conduct )</li> <li>6. Company policies, company operations, procedures and standards.</li> <li>7. Integration of personal objectives with organizational goals.</li> <li>8. Responsibility and accountability.</li> <li>9. Manage work priorities and commitment</li> </ol>	
<p>Recommended teaching methods :</p>	<p>Demonstration, real work situations, student result presentation, guided practice and independent practice</p>

Module Title	Course Duration
<b>3. Attend to bell desk operations</b>	
<p>Objectives of the module</p> <p>At the end of the module the learner should be able to attend bell desk operations where they will meet and greet guest and help them by carrying the luggage, assist in guest departure and provide all other related services.</p>	
<p>Competencies to be covered</p> <ol style="list-style-type: none"> <li>1. Greet and welcome the guest</li> <li>2. Receive luggage</li> <li>3. Accompany guests to the rooms</li> <li>4. Deliver luggage and inform about pre-damage of luggage</li> <li>5. Deliver personal documents and messages</li> <li>6. Advices on services provided by hotel</li> <li>7. Handle in house guest luggage</li> <li>8. Handle left luggage</li> <li>9. Assist in guest departure</li> <li>10. Open front door, valet a car, call cabs, transport guests, give directions, perform basic concierge work, respond to guest needs and queries</li> <li>11. Help keep the entrance and lobby area of the hotel tidy and welcoming</li> </ol>	
Recommended teaching methods :	Lectures, Small group work, Home assignments, Field visits

Module Title :	Course Duration
<b>4. Accept reservations and prepare for arrival</b>	
<p>Objectives of the module</p> <p>At the end of the module the learner is able to accept reservations and prepare for arrival and also accept group reservations, manage reservations and prepare for group arrival.</p>	
<p><b>Competencies to be covered</b></p> <ol style="list-style-type: none"> <li>1. Accept advanced reservation</li> <li>2. Verify availability of requirements</li> <li>3. Allocate rooms</li> <li>4. Block /unblock rooms/Manage reservations</li> <li>5. Prepare for registering guest</li> <li>6. Coordinate with other departments</li> <li>7. Update information</li> </ol>	
Recommended teaching methods :	Lectures, Small group work, Home assignments, Field visits

Module Title	Course Duration
<p><b>5. Welcome and register guests/ Welcome and register groups of guests</b></p>	
<p><b>Objectives of this module</b> At the end of the module the learner should be able to welcome and register guests and promote facilities and services within the hotel.</p>	
<p><b>Competencies to be covered</b></p> <ol style="list-style-type: none"> <li>1. Welcome guests</li> <li>2. Offer refreshments</li> <li>3. Check booking details</li> <li>4. Promote sales</li> <li>5. Check in Guest</li> <li>6. Record arrivals</li> <li>7. Greet group of guests</li> <li>8. Offer refreshments for groups</li> <li>9. Check booking details</li> <li>10. Promote sales to groups</li> <li>11. Check in groups of guests</li> <li>12. Record arrivals of groups</li> </ol>	
<p>Recommended teaching methods :</p>	<p>Lectures, Small group work, Home assignments Field visits</p>



Module Title	Course Duration
<b>6. Facilitate guest departure</b>	
<p><b>Objectives of this module</b> At the end of the module the learner should be able to facilitate guest departure.</p>	
<p>Competencies to be covered</p> <ol style="list-style-type: none"> <li>1. Identify departure rooms</li> <li>2. Organize billing</li> <li>3. Handle express check- out for FIT- (Free Individual Traveler)</li> <li>4. Handle express check- out for GIT-(Group Individual Traveller)</li> <li>5. Settle Bills</li> <li>6. Handle guest departure</li> <li>7. Settle bills for express checkout of FIT- Free Individual Traveller</li> <li>8. Settle bills for express checkout of GIT-Group Individual Traveller</li> <li>9. Settle bills for groups</li> <li>10. Deal with queries as to bills politely and swiftly</li> </ol>	
Recommended teaching methods :	Lectures, Small group work, Home assignments Field visits

Module Title	Course Duration
<b>7. Perform front office cashier duties</b>	
<b>Objectives of this module</b> At the end of the module the learner able to perform front office cashier duties.	
<b>Competencies to be covered</b>  <ol style="list-style-type: none"><li>1. Encash foreign currency</li><li>2. Encash travellers cheques</li><li>3. Accept deposits</li><li>4. Handle IOU/paid out and disbursements</li><li>5. Rack supporting bills in folio</li><li>6. Inform relevant departments</li><li>7. Finalise bills</li><li>8. Prepare bills</li><li>9. Receive payments</li><li>10. Balance accounts</li></ol>	
Recommended teaching methods :	Lectures, Small group work, Home assignments Field visits

Module Title	Course Duration
<b>8. Telephone dealings</b>	
<b>Objectives of this module</b>	
At the end of the module the learner is expected to deal efficiently and effectively with external and internal telephone communications, and provide telecommunication services to guest and management satisfaction.	
<b>Competencies to be covered</b>	
<ol style="list-style-type: none"> <li>1. Organize the wake-call service and provide a timely service to guests.</li> <li>2. Be familiar with all operational procedures within the department</li> <li>3. Maintain telephone equipment and ensure its proper usage</li> <li>4. Update and maintain the guest information so as to be knowledgeable of guests in room.</li> <li>5. Maintain the information board of the room numbers and names of VIPs, groups etc</li> <li>6. Be responsible for the accurate accounting of telephone charges of guests</li> <li>7. Exhibit proper telephone manners and deal promptly with all inquiries</li> <li>8. Offer prompt and accurate connections to guests and employees</li> <li>9. Take over shift log book and note the special instructions for the shift.</li> <li>10. Maintain caller privacy at all times.</li> <li>11. Take down messages accurately and document in message pad.</li> </ol>	
Recommended teaching methods :	Demonstrations, role plays

Module Title	Course Duration
<b>9. Career Skills 1</b>	At least 60 hours in 3 month course
<p>Objectives of the course</p> <p>All recent studies make it clear that one of the greatest problems noted with regard to the employability of students in the TVET sector is the absence of soft skills, in particular communicative competence in English. Employers have indicated that they would appreciate better English in their staff and the ability to communicate with more confidence.</p> <p>This course provides basic communicative skills in English and effective elementary reading and writing skills and basic knowledge of grammar to facilitate this. It also introduces cognitive skills with regard to effective work and the ability to work efficiently alone and in a team.</p>	
<p>Competencies to be covered</p> <ol style="list-style-type: none"> <li data-bbox="285 743 1411 888"> <p><b>1. Understand and use simple expressions to communicate</b></p> <p>This subject provides the necessary communication skills so that students can introduce themselves and interact with others, and can respond to simple questions and follow simple instructions, describe people, places, and tools.</p> </li> <li data-bbox="285 926 1411 1071"> <p><b>2. Read and write effectively</b></p> <p>This subject provides the necessary skills to find and understand the information given in a text, to understand notices, instructions and information, to take down short messages and write simple descriptions.</p> </li> <li data-bbox="285 1108 1411 1289"> <p><b>3. Use English correctly</b></p> <p>This subject is not taught separately but is included in the development of the productive and receptive skills above, since awareness of the structure of the language is necessary for these The development of appropriate vocabulary is also targeted to deploy the above skills</p> </li> <li data-bbox="285 1327 1411 1436"> <p><b>4. Develop the capacity to think and plan productively</b></p> <p>This subject develops cognitive abilities and skills with regard to effective work, with strengthening of thinking skills, recognition of systems, making deductions etc</p> </li> <li data-bbox="285 1474 1411 1619"> <p><b>5. Develop effective working capacity</b></p> <p>This subject develops the capacity to work effectively individually and in collaboration with others through building the sense of individual responsibility, and accountability within a working group</p> </li> </ol>	