



**National Competency Standards
and Curricula**

for

FRONT OFFICE MANAGER

NVQ LEVEL 4

Course Synopsis

This course is designed to introduce students to a career in the hospitality industry as a Front Office Manager. It provides knowledge, responsibilities and work ethics related to the job and competencies required to carry out administration work and dealing with guests. After centre based learning, students should have at least 6 months of On the Job Training to obtain certification. Training institutions may however combine the practical experience with centre learning, and the balance of training methods will be up to the institution to decide on, provided the competencies are developed.

Course Title	Course Duration
Front Office	6 months – NVQ Level 4 The number of hours are not specified as training providers may decide the duration for each module, provided the specified competencies are achieved. Generally a 6 month course should encompass at least 720 hours.
<p>Job outlook and objectives of the course:</p> <p>At the conclusion of this course, students will be able to perform the work of a Front Office effectively and efficiently. This is a vital operational area in a hotel as it is where visitors arrive and first encounter the staff of the hotel. The front office staff assists the visitors with any queries they may have, and if necessary puts them in contact with the relevant department/person at the hotel.</p> <p>It is the communication center of the hotel with a great amount of guest contact. Guests interact with the hotel for the first time by interacting with the staff of the front office.</p> <p>The course is of six months duration. During this training period, students must maintain records and prepare a portfolio of the work they do, and should be able to explain how they deal with problems they come across. The modules to be covered in the course and the methodology to be followed are given in detail below:</p> <p>Career path:</p> <ul style="list-style-type: none">• Room Division Manager• Hotel Front Office Manager• Hotel Management (Diploma/Higher National Diploma) <p>Underpinning knowledge:</p> <p>Students are required to have a basic understanding of the hospitality and tourism sector.</p>	
<p>Modules to be covered:</p> <p>1. Introduction to Travel and Tourism.</p> <p>This module covers the competencies required for the learner to get an overview of the Travel and Tourism industry, and demonstrate the understanding of duties and responsibilities, accountability and quality of profession.</p>	

2. Importance of Guests to an establishment & caring for Guests

This module covers the competencies required to welcome and register guests, prepare for arrival, prepare for group arrival and promote facilities and services within the hotel.

3. Introduction to Front Office department

This module covers the competencies required for the learner to get an overview of the front office operations.

4. Communication

This unit covers the competencies required to provide accurate and authorized information to internal/external customers, to organize, supervise and control all telecommunication operations and provides telecommunication services to guests.

5. Product characteristics and sales

This unit covers the competencies required to identify different types of products, packages, product knowledge and selling.

6. Handling Front Office equipment, room keys and room changes

This unit covers the competencies required to identify room discrepancies, attend to room change, handling room keys and front office equipment.

7. Reservations

This unit covers the competencies required to handle bookings and booking enquires.

8. Attend to bell desk operations

This unit covers the competencies required to welcome and escort guest to rooms, receive and deliver in-house luggage safely to rooms, handle left luggage, deliver parcels and documents, assist guests as and when required according to instructions received, ensuring safety and health.

9. Financial responsibility

This unit covers the competencies required for the billing process, currency operations and dealing with safes.

10. Dealing with emergencies

This unit covers the basic competencies required to take when an emergency occurs.

11. Handling complaints

This unit covers the competencies required to handle guests' complaints by listening to them patiently, identify the cause and solve the problem ensuring his/her satisfaction.

12. Commencement and conclusion of a shift

This unit covers the competencies required to handing over the duty to another party.

13. Guest departure

This module covers the competencies required to facilitate guest departure.

14. International Communication

Students should have either working knowledge of French or German, as to engage in general conversation with customer or have knowledge of terms and structures for basic exchanges with customers in at least 4 of the following languages - French, German, Russian, Chinese, Hindi and Urdu.

15. Career Skills 2

This module is compulsory in all NVQ Level 4 courses. It builds on the soft skills developed on NVQ Level 3 courses, and will enable students to enjoy productive employment that requires fulfilling responsibilities. This course develops communicative skills in English and the ability to read and write constructively, and a command of grammar to facilitate this. It also develops cognitive skills with regard to effective work and the ability to work efficiently alone and in a team.

Module Title	Course Duration
1. Introduction to Travel and Tourism.	
Objectives This module covers the competencies required for the learner to get an overview of the Travel and Tourism industry, and demonstrate the understanding of duties and responsibilities, accountability and quality of profession.	
Competencies <ol style="list-style-type: none">Understand the definition of tourist and tourismUnderstand the history of tourism industryUnderstand the components of tourism industryUnderstand about hotelsUnderstand new developments in the industryUnderstand types of rooms and facilities offered by hotelsUnderstand different departments in a hotel and their dutiesUnderstand the organizational structure of a hotelEnsuring adherence to health, safety and security normsTypes of Hotels	
Recommended teaching methods:	Demonstration, real work situations, student result presentation, guided practice and independent practice

Module Title	Course Duration
2. Importance of Guests to an establishment & caring for Guests	
Objectives	
This module covers the competencies required to welcome and register guests, prepare for arrival, prepare for group arrival and promote facilities and services within the hotel.	
Competencies	
<ul style="list-style-type: none"> a. Understand the importance of a Guest and why the guest is so important to the hotel b. Understand the classification of guests c. Understand the guest centered attitude d. Understand the service oriented behaviour e. Understand good hospitality traits f. Understand first impression g. Understand guest expectations h. Understand the guest point of view i. Understand the customer care triangle j. Understand good customer care 	
Recommended teaching methods:	Demonstration, real work situations, student result presentation, guided practice and independent practice

Module Title	Course Duration
3. Introduction to Front Office department	
Objectives	
This module covers the competencies required for the learner to get an overview of the front office operations.	
Competencies	
<ul style="list-style-type: none"> a. Understand the objectives of front office department in a hotel b. Understand the front office organizational structure c. Understand the different roles and responsibilities of Front Office staff d. Understand the layout of a front office department e. Understand the job description of a receptionist 	
Recommended teaching methods:	Lectures, small group work, home assignments

Module Title	Course Duration
4. Communication	
<p>Objectives</p> <p>This unit covers the competencies required to provide accurate and authorized information to internal/external customers, to organize, supervise and control all telecommunication operations and provides telecommunication services to guests.</p>	
<p>Competencies</p> <ol style="list-style-type: none"> a. Ability to pay attention to guests b. Ability to display courtesy c. Ability to understand modes of communication d. Ability to understand interdepartmental communication e. Ability to understand barriers of communication f. Ability to understand importance of creating positive impression over the phone g. Ability to take telephone messages h. Understand the Do's and Don'ts of using the telephone i. Understand telephone etiquette j. Understand transferring telephone calls k. Understand diction & voice modulation l. Understand and use telephone alphabet m. Understand PABX system n. Understand pricing and billing o. Ability to operate Fax, Internet & E-mail 	
Recommended teaching methods:	Lectures, small group work, home assignments

Module Title	Course Duration
5. Product characteristics and sales	
Objectives	
This unit covers the competencies required to identify different types of products, packages, product knowledge and selling.	
Competencies	
<ul style="list-style-type: none"> a. Understand tariffs b. Understand different types of menus and types of breakfast c. Understand special offers and packages d. Ability to understand the basics of selling e. Ability to offer choices and up selling f. Promote tours and itineraries 	
Recommended teaching methods:	Lectures, small group work, home assignments

Module Title	Course Duration
6. Handling Front Office equipment, room keys and room changes	
Objectives	
This unit covers the competencies required to identify room discrepancies, attend to room change, handling room keys and front office equipment.	
Competencies	
<ul style="list-style-type: none"> a. Ability to handle reception board, other equipment, keys and mail rack, b. Ability to understand the types of room keys c. Ability to understand the operational procedure of room keys d. Ability to handle electronic key cards and procedure e. Ability to prevent misusing of room keys f. Ability to maintain and update front office records g. Understand the reasons of room changes h. Understand the procedure of room changes i. Understand how to limit room changes through addressing problems effectively 	
Recommended teaching methods:	Lectures, small group work, home assignments

Module Title	Course Duration
7. Reservations	
Objectives	
This unit covers the competencies required to handle bookings and booking enquires.	
Competencies	
<ul style="list-style-type: none"> a. Understand the need for reservations b. Understand the types of reservations and confirming reservations c. Understand the essentials of a reservation system d. Ability to understand reservation forms, booking diaries and reservation charts e. Ability to handle over bookings f. Ability to handle cancelation and no show procedure g. Understand allotments and release period h. Ability to handle airline reservations i. Understanding reservation statistics and forecasting j. Ability to handle filing system k. Understand liabilities and claims 	
Recommended teaching methods:	Lectures, small group work, home assignments

Module Title	Course Duration
8. Attend to bell desk operations	
Objectives	
This unit covers the competencies required to welcome and escort guest to rooms, receive and deliver in-house luggage safely to rooms, handle left luggage, deliver parcels and documents, assist guests as and when required according to instructions received, ensuring safety and health.	
Competencies	
<ul style="list-style-type: none"> a. Ability to understand bell desk operations b. Ability to handle guest arrivals, departures, room changes, guest luggage and luggage room operations c. Ability to accompany guests to room and deliver luggage d. Ability to handle guests luggage and in house guests luggage e. Ability to deal with miscellaneous services 	

f. Ability to make wake up calls g. Ability to deal with mails and messages h. Ability to deal with parcels i. Preparing for arrivals j. Allocating rooms k. Preparing for group arrivals l. Registering a guest m. Welcome a guest n. Procedure of checking in a guest	
Recommended teaching methods:	Lectures, small group work, home assignments, field visits

Module Title	Course Duration
9. Financial responsibility	
Objectives	
<p>This unit covers the competencies required for the billing process, currency operations and dealing with safes.</p>	
Competencies	
a. Billing Process <ul style="list-style-type: none"> ▪ understand manual and electronic guest billing ▪ ability to add service charge and taxes ▪ understand about discount, closing a bill and net rate ▪ understand KOT/BOT 	
b. Currency Operations <ul style="list-style-type: none"> ▪ understand foreign currency encashment ▪ understand posting charges ▪ understand about day sheet/front office sales summary and balancing of the day sheet ▪ ability to check the day sheet/front office sales summary against departmental summaries ▪ understand about carrying forward to next day ▪ understand about brought forward balances 	

<ul style="list-style-type: none"> ▪ ability to prepare daily reports ▪ understand cash flows ▪ understand about credit cards, debit cards and other methods of payments <p>c. Safe deposits</p> <ul style="list-style-type: none"> ▪ understand various types of safe ▪ ability to return and receive goods from safe ▪ understand the legal aspects of guest safe deposits ▪ understand travel agent vouchers and types of safes available <p>d. Front office records</p> <ul style="list-style-type: none"> ▪ understanding occupancy statistics and graphs ▪ understand tourist board and other official statistic reports Acquire knowledge of the processes of maintaining linen inventory. 	
Recommended teaching methods:	Lectures, small group work, home assignments

Module Title	Course Duration
10. Dealing with emergencies	
Objectives	
This unit covers the basic competencies required to take when an emergency occurs.	
Competencies	
<ul style="list-style-type: none"> a. Knowledge of dealing with fire and bomb threats b. Knowledge of dealing with theft and robbery c. Knowledge of dealing with power failures 	
Recommended teaching methods:	Demonstrations, role plays, small group work, home assignments, field visits

Module Title	Course Duration
11. Handling complaints	
Objectives	
This unit covers the competencies required to handle guests' complaints by listening to them patiently, identify the cause and solve the problem ensuring his/her satisfaction.	
Competencies	
<ul style="list-style-type: none"> a. Understand causes of complaints and strategies to minimize b. Knowledge of handling complaints professionally c. Understand types of complaints d. Understand the methods of dealing with different customers e. Ability to offer solutions f. Ability to follow-up and obtain feedback from guests 	
Recommended teaching methods:	Demonstrations, role plays, small group work, home assignments, field visits

Module Title	Course Duration
12. Commencement and conclusion of a shift	
Objectives	
This unit covers the competencies required to handing over the duty to another party.	
Competencies	
<ul style="list-style-type: none"> a. Ability to organize, setup equipment and supplies for the shift b. Ability to organize the work and hand over at the end of the shift 	
Recommended teaching methods:	Demonstrations, role plays, small group work, home assignments, field visits

Module Title	Course Duration
13. Guest departure	
Objectives	
This module covers the competencies required to facilitate guest departure.	
Competencies	
<ul style="list-style-type: none"> a. Ability to prepare for guest departure b. Ability to handle express check-out c. Ability to settle bills before departure d. Ability to update departure records e. Ability to deal with last minute problems f. Knowledge of future sales 	
Recommended teaching methods:	Demonstrations, role plays, small group work, home assignments, field visits

Module Title	Course Duration
14. International Communication	
Objectives	
Students should have either working knowledge of French or German as to engage in general conversation with customer or have knowledge of terms and structures for basic exchanges with customers in at least 4 of the following languages: French, German, Russian, Chinese, Hindi and Urdu.	
Competencies	
<ul style="list-style-type: none"> a. Ability to greet b. Ability to ask for orders c. Understand customer needs and wants <p>And when in depth knowledge of one language is acquired to engage in conversation and attend to problems</p>	
Recommended teaching methods:	Demonstration, guided practice, real work situations, Vocabulary Handbook for basic exchanges

Module Title	Course Duration
15. Career Skills 2	Up to 120 hours in any 6 month course
<p>Objectives</p> <p>This module is compulsory in all NVQ Level 4 courses. It builds on the soft skills developed in NVQ Level 3 courses, and will enable students to enjoy productive employment that requires fulfilling responsibilities. This course develops communicative skills in English and the ability to read and write constructively, and a command of grammar to facilitate this. It also develops cognitive skills with regard to effective work and the ability to work efficiently alone and in a team.</p>	
<p>Competencies (these follow on competencies prescribed for Career Skills 1, which should be introduced/revised before moving on)</p> <ul style="list-style-type: none"> a. Understand and use simple expressions to communicate This subject provides the necessary communication skills so that students can express individual ideas, emotions, preferences, frame and answer questions with regard to reasons and methods, explain simple procedures, understand and respond to complex instructions, describe daily routines, conduct and respond to interviews, express ability and inability and describe a process sequentially b. Read and write effectively This subject provides students with the necessary skills to write about how they feel, connect sentences meaningfully, read and carry out instructions, understand/produce arguments, read/write longer texts and summarize them, prepare reports and charts, write personal and official letters and apply for jobs c. Use English correctly 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 d. Develop the capacity to think and plan productively This subject develops cognitive abilities and skills with regard to effective work, with strengthening of the ability to organize information and assess information to solve problems systematically, understand chronological order, develop the concepts of mind and task mapping and apply them, understand governmental structures and coordination mechanisms, collect information and prepare development plans and make chronological charts. e. Develop effective working capacity This subject develops the capacity to work effectively individually and in collaboration with others through presenting themselves positively, understanding the advantages of working together, understanding the characteristics of different people and the impact these have, speaking persuasively and understanding and working with maps f. Students will be able to work with computers so as to enter information swiftly and store it systematically, retrieve it easily, communicate on email, and use social media 	

with due attention to ethics

- g.** Students will plan and implement two group projects, one with regard to environmental protection, the other a social service project in response to identified community needs. Students should plan the project systematically, target specific outcomes, report on progress, and evaluate the project on completion.