



Federal Ministry of Education



Regulatory Body



Sector Skills Council

## NIGERIA SKILLS QUALIFICATION FRAMEWORK

### NATIONAL OCCUPATIONAL STANDARDS FOR HOSPITALITY TRAVEL AND TOURISM SECTOR

ACCOMMODATION TRADE

ARTISAN/SUPPORT RECEPTIONIST

ARTISAN CADRE

LEVEL 2

REVIEWED BY

HOSPITALITY & TOURISM SECTOR SKILLS COUNCIL OF NIGERIA  
(HTSSCN)

Federal Republic of Nigeria

27-28 AUGUST 2024

**MEMBERS IN ATTENDANCE**

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## GENERAL INFORMATION

### 1.0 GENERAL INFORMATION

#### 1.1 The NSQ Framework

The Nigeria Skills Qualifications Framework (NSQF) was approved by the Federal Executive Council in April 2013. The framework is a learning outcome-based qualifications encompassing all education and training sectors and all forms of learning. It comprises about nine (9) levels, each being identified by a unique set of Level Descriptors. Each qualification has defined learning outcomes (LO), with each unit comprising the qualification mapped against the Level Descriptors. The Level Descriptors are in turn, classified into three separate strands (categories) covering Knowledge, Skills and Competence.

#### 1.2 Context and Goals

The decision of the Hospitality and Tourism Sector Skills Council of Nigeria (HTSSCN) to review and develop new occupational trade standards based on the Nigeria Skills Qualifications Framework (NSQF) in Nigeria was driven by a number of challenges including:

- links and gaps between qualifications and the labour market is not strong
- lack of consistency in qualifications
- absence of a system for comparing qualifications to each other
- pathways of progression between qualifications is unclear
- value of qualifications to employers and learners is unclear
- update the original standards with new innovations in the occupational trade standards

#### 1.3 Vision of the Occupational Trade Standards

The vision is for these challenges to be addressed through the development of a comprehensive NSQF that will cut across all sectors of education and training, irrespective of the nature or form of learning. The NSQF is envisaged to:

- provide a stronger basis for the understanding, comparison and recognition of national and foreign qualifications, thereby improving the understanding of employers, parents and learners of the value of qualifications
- provide fit-for-purpose qualifications that have stronger linkages with labour market and learner needs
- increase the accountability of education and training institutions towards maintaining high quality standards in their provisions
- improve the opportunities for mobility and progression of learners within and across higher education, vocational and general education sectors
- promote the concept of lifelong learning through the recognition of all types of learning: formal, non-formal and informal.

#### 1.4 Aim of the Occupational Trade Standards

The standards are to produce learners with acquired skills and competence capable of carrying out hospitality, travel and tourism and trade operational tasks with stand

alone occupational trade career path skills for both training standards and frameworks at levels accordingly.

### **1.5 Design, Level and Credit of the Occupational Trade Standard**

The design and development of occupational trade standards are generally undertaken by the Hospitality and Tourism Sector Skills Council of Nigeria. The Council also has the responsibility for developing, maintaining and updating the standards. The awarding body classifies the qualifications, approves and monitors deliveries at centres and issues qualifications to competent learners.

### **1.6 Validation of Occupational Standards**

All occupational standards placed on the NSQ are to be validated the Council stakeholders to ensure that they are fit-for-purpose and meet validation standards and the needs of learners or the labour market. It also ensures that the validation standards, process and roles of validators are defined and transparent.

As a matter of policy, a Validation Panel of practising employers, professional experts and educators/trainers ensure that each occupational standards meet the Validation Standards which the regulatory body oversees. Panel members were selected in a transparent and objective manner and the Validation Panel only judge the validity of occupational standards using the Validation Standards published as provided in the NSQ Handbook. The Panel assigned a Validity Period of three (3) years for every valid standard.

### **1.7 Enabling Learners with Special Needs**

As a matter of policy, the developed standards creates the environment that enables learners with special needs to be integrated into the education and training systems and recognizing their achievements on the NSQ. By these, the workplaces and centres to handle training must provide equal and suitable opportunities for the integration and access of learners with special needs and recognition of their achievements. Learners with special needs are to be provided with suitable support and resources, and ensure their integration and recognition of achievements.

### **1.8 Promoting Lifelong Learning**

The Council pursuant to the NSQF guideline develop the occupational standards to promote Lifelong Learning which aims to recognize prior learning, and to further enhance progression pathways between education and training sectors. This is by developing a common understanding of Recognition of Prior Learning (RPL) in the context of the NSQ to be on equal terms with formal learning. With guidance, the training centre are to provide mechanisms for RPL in accordance with the NSQ education and training regulations.

### **1.9 Placement of Occupational trade standard on the NSQ**

The occupational trade standards are developed in accordance with the NSQ process for ‘Qualification Placement’. These are with the aim of ensuring that Training Provider/ roles and responsibilities in the ‘Qualification Placement’ process are clear, transparent and the arrangements for placing occupational trade standard on the NSQ.

### **1.10 Method of Assessment**

As validated by the Council, the assessment tasks and activities are designed to ensure that individual learners have the opportunity to demonstrate their achievement of different learning outcomes. One way of ensuring this is directly linking the assessment to the learning outcomes, making the purpose of assessment clear and transparent, including to individual learners. Assessment involves gathering, evaluating, analysing and judging evidence in order to decide whether a learner has achieved the predefined learning outcomes. It relies on a broad range of formative and summative assessment tools and processes the former providing an insight into learner progress while the latter is rather more formal and provides evidence for future credits and awards upon achieving competences on desired trade standards.

In the course of training, assessment often relies on the use of a number of tools and instruments. Assessment tools and instruments can include, but are not limited to:

- Case Studies
- Observed Practical Exercises
- Observed Performance at Work
- Role-play and/or other targeted Group Activity
- Oral, Audio and Visual Processes and Presentations
- Long-Answer Questions (reports, proposals for action, specialist articles)
- Short Answer Questions and Structured Questions for oral (Skills based and Written for knowledge-based criteria)
- Selected-Response Items (e.g. multiple-choice).

Assessment processes is both fit-for-purpose, rigorous and fair, and should be aligned with the level and type of learning provided by the qualification or unit. With assessment practices managed and delivered across a broad range of education and training institutions, it is important to ensure that quality assurance mechanisms are in place with a view to ensuring that assessment is efficiently, effectively and consistently delivered, and that internal and external assessment moderation and verification processes exist.

## **1.12 Assessment/evidence requirements for Occupational Trade Standards**

The general assessment method of generating evidences are as follows:-

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

**SECTOR: HOSPITALITY TRAVEL AND TOURISM**  
**OCCUPATIONAL TRADE: ACCOMMODATION**  
**CAREER PATH: SUPPORT RECEPTIONIST/RESERVATIONIST**  
**NSQ LEVEL: 2**

**TABLE OF STANDARDS AND CREDIT LOAD**

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
<b>MANDATORY UNIT</b>				
1.	Maintain safe, hygienic and secure environments	HTTGP001L1	3	30
2.	Team work at hospitality workplace	HTTGP002L1	3	30
3.	Deal with communication as part of the reception function	HTTGP003L1	3	30
<b>OPTIONAL UNIT</b>				
4	Support Deal with arrival of customer	HTTSR001L2	4	40
5	Support Deal with bookings	HTTSR002L2	4	40
6	Support Prepare customer account and deal with departure	HTTSR003L2	4	40
7	Observe Ethic in hospitality, leisure, travel and tourism sectors	HTTSR004L2	2	20
8	Observe Employment rights and responsibilities in hospitality, leisure, travel and tourism sectors	HTTSR005L2	2	20
9	Support provide basic customer service	HTTSR006L2	2	20
10	Observe front office procedures	HTTSR007L2	1	10
11	Maintain positive impression at front office workplace	HTTSR008L2	4	40

Abbreviations: HTT= Hospitality Travel and Tourism Sector  
 GP= General Practice  
 SR= Support Receptionist/Reservationist  
 001= Unit number  
 L2= Level 2

**Unit 01: MAINTAIN SAFE HYGIENIC AND SECURE ENVIRONMENT**

**Unit reference number:** HTTGP001L2

**NSQ level:** 2

**Credit value:** 3

**Guided learning hours:** 30

**Unit Purpose:** This unit is about personal hygiene, environment sanitation and ensuring own contribution to Security in the Work place. It focuses on the learner's ability to work under safe and hygienic conditions, preventing cross-contamination. More so, it provides the learner with a broad understanding of reviewing hazards and hazard based procedures such that they are part of a team maintaining food safety. This unit is appropriate to a learner that directly handles front office tasks.

**Unit assessment requirements/evidence requirements**

<b>Unit</b>	<b>Maintain a Safe Hygienic and Secure Environment</b>
What assessor must do for Outcome 1	The assessor must assess criteria 1 & 2 by directly observing the candidate's Work
What assessor must do for outcome 3	The assessor must assess criteria 1, 3, 4 & 5 by directly observing the candidate's Work
What outcome 3 must COVER	<p>The Performance evidence from observation for LO3 must cover:</p> <ol style="list-style-type: none"> <li>At least one from hazards relating to:           <ul style="list-style-type: none"> <li>Equipment</li> <li>Work environment</li> <li>One's own Clothing</li> </ul> </li> <li>At least one way of dealing with hazards from these           <ul style="list-style-type: none"> <li>Equipment</li> <li>Work environment</li> <li>One's own Clothing</li> </ul> </li> <li>At least one from these emergency procedures           <ul style="list-style-type: none"> <li>Fire</li> <li>Safety Threats</li> <li>Security</li> </ul> </li> </ol>
Evidence	<p>Evidence for this unit will be:</p> <p>Question And Answer(QA)            Observation (OBS)            Personal Statement (PS)            Work Product (WP)            Witness Testimony (WT)            Assignment (ASS)            Learning Journal (LJ)</p>

**Unit 01: MAINTAIN SAFE HYGIENIC AND SECURE ENVIRONMENT**

<b>LO (Learning outcome)</b>	<b>Criteria:-</b>		<b>Evidence Type</b>				<b>Evidence Ref</b>	<b>Page number</b>
LO1 Maintain Personal Health and Hygiene	1.1	Wear Clean, Smart and appropriate Clothing						
	1.2	Keep hair neat and tidy and in line with your organization's Standard						
	1.3	Use jewelry, perfume and cosmetics allowed by organization						
	1.4	Get any cuts, grazes, burns treated by the appropriate person						
	1.5	Report illnesses and any infections promptly to the appropriate person						
LO2								

Awareness of Health, safety and Environmental Security	2.1	State your responsibilities under the health and Safety act									
	2.2	State the general rules of hygiene that you should follow									
	2.3	State clothing, footwear and headgear that should be worn at all times									
	2.4	State the importance of maintaining good personal hygiene									
LO3 Ability to control and report hazards in one's Workplace	3.1	Identify some hazards or potential hazards in your work environment and act appropriately									
	3.2	Report any accidents or near accidents quickly and accurately to the right person									
	3.3	Follow health, hygiene and safety procedures while working									
	3.4	Practice emergency procedures correctly									
	3.5	Follow security procedures of the organization									
	3.6	Observe government regulations on health and safety in your Industry (OSH 2012)									
LO4 Comply with Health and Safety Regulations	4.1	State the importance of working in a healthy, safe and hygienic way									
	4.2	State where you can obtain information about Health and safety in your work place									

LO (Learning outcome)	Criteria:-			Evidence Type				Evidence Ref Page number		
LO 4	4.3	Describe the types of hazards that can occur in your workplace and how to deal with them								
	4.4	State hazards that you can deal with personally and hazards that must be reported to someone else								
	4.5	Describe how to warn other people about hazards and why this is important								
	4.6	Explain why accidents and near accidents should be reported and who these should be reported to								
	4.7	Describe the type of emergencies that may happen in the Workplace and how to handle them								
	4.8	Identify first aid equipment and the registered first-aider in the workplace								
	4.9	State ways of lifting and handling items safely								
	4.10	State other ways of working safely that are relevant to your job and why these are important								
	4.11	Describe organisational emergency procedures, in particular fire, and how these should be followed								

4.12	State the possible causes for fire in the workplace								
4.13	Describe how to minimise the risk of fire								
4.14	State where to find fire alarms and how to set them off								
4.15	State why a fire should never be approached unless it is safe to do so								
4.16	State the importance of following fire safety laws								
4.17	Describe organisational security procedures and why these are important								
4.18	State the correct procedures for dealing with customer property								
4.19	State the importance of reporting all usual/non-routine incidents to the appropriate person								

<b>Learners Signature:</b>	<b>Date:</b>
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

Unit 02: TEAM WORK AT HOSPITALITY TEAM

Unit reference number: HTTGP002L2

NSQ level: 2

Credit value: 3

Guided learning hours: 30

**Unit Purpose:** This unit deals with fulfilling one's own roles when working in a team, that is the people working with you in your workplace, in such a way that one contributes to the team's effectiveness. 'Team' here includes your line manager or immediate supervisor as well as other people there working at the same level as the learner. The unit focuses on carrying out instructions accurately, working at a good pace so as not to slow down the work of others, communicating with the people you work with and receiving constructive feedback to improvement. This unit is appropriate for a person at a basic level of engagement in the Hospitality Industry.

**Unit assessment requirements/evidence requirements:**

Unit: 02	Work effectively as part of a Hospitality Team
What assessor must do for Outcomes 1, 2 & 3	The assessor must assess criteria 1, 2, 3, 4 & 5 by directly observing the candidates' work.
What assessor must COVER for Outcome 1, 2 & 3	There must be performance evidence gathered through observing the learner's work and discussing with him to show his competence in At least five from the following a) Planning b) Organizing c) Time Management d) Team Spirit e) Minimizing waste f) Commitment to Personal Development g) Hygiene and Sanitation
Evidence	Evidence for this unit will be: Question And Answer(QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ)

**Unit:002 : Work effectively as part of a Hospitality Team**

LO (Learning outcome)	Criteria:-	Evidence Type					Evidence Ref Page number		
LO1 Support to plan and organize own work	1.1	Support to gather required profiles for own work							
	1.2	Adhere to instructions accurately							
	1.3	Plan and organize place one's tasks in order of importance							
	1.4	Place everything needed for work within reach							
	1.5	Keep work areas clean and tidy							
	1.6	Keep waste to a minimum							
	1.7	Seek assistance if in need and from the relevant person							
	1.8	Provide work output in due time as							

		agreed									
LO2											
Work effectively with Members of own team	2.1	Support team members when they ask									
	2.2	Support assistance given is within limits of own responsibilities									
	2.3	Beware of time well in spite of assisting others									
	2.4	Support transition to others in the team is timely									
	2.5	Maintain cordial working relations with team mates									
	2.6	Report any misunderstandings or incidences in relating with team mates to the relevant person									
	2.7	Communicate clearly and effectively with team members									
LO3 Develop own skills											
	3.1	Seek feedback on your work and be able to use the feedback constructively									
	3.2	Identify with appropriate persons what aspects of your work that are up to standard and what areas to improve									
	3.3	Agree on what you have to do to improve your work									
	3.4	Agree on a learning Plan with the appropriate person									
	3.5	Seek opportunities to review and develop your learning plan									

LO (Learning outcome)	Criteria:-		Evidence Type			Evidence Ref Page number		
LO 4 Knowledge of work management	4.1	State why it is important to understand what is required of you at work						
	4.2	Explain how you can organize your work to avoid distractions and use time effectively						
	4.3	State the benefits of being organized and having work tools close at work before starting jobs						
	4.4	Explain why it is important to clean up your work area while working						
	4.5	Explain why it is important to minimize waste						
	4.6	Explain in which cases you need to ask for help and who is the appropriate person(s) to ask						
LO 5 Importance of Team work	5.1	State the importance of working effectively with others in a team						
	5.2	List the persons who are part of your team and their roles						
	5.3	State what is required of your team in the Whole Organization and why						

	5.4	Explain how you can work cordially and avoid conflicts with another									
	5.5	Explain why work conflicts with another person should be reported to an authority									
	5.6	Explain in what cases you can assist others and when you cannot so as to complete own work in time									
	5.7	Explain why important information should be communicated to others in your team in good time									
	5.8	Explain how to communicate effectively and why									
LO 6 Importance of own Skills development	6.1	Explain why it is important to develop your own skills									
	6.2	Explain ways of getting feedback from own teammates and how to use it positively									
	6.3	Explain the importance of a learning plan in your own work and development									
	6.4	Explain why your learning plan should be improved frequently									

<b>Learners Signature:</b>	<b>Date:</b>
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

Unit 03: COMMUNICATE AS PART OF FRONT OFFICE FUNCTION

Unit reference number: HTTGP003L2

NSQ level: 2

Credit value: 3

Guided learning hours: 30

**Unit Purpose:** This unit deals incoming and outgoing communications such as telephone calls and e-mail; taking accurate information, messages and passing them on according to the established organisations standards.

**Assessment requirements/evidence requirements**

LO	<p>Learning outcome 1 criteria 1.1 – 1.4 must be assessed through observation; Criteria 1.5 must be examined through questioning</p> <p>LO 1 and 2 must cover communication using:</p> <ul style="list-style-type: none"> <li>i. Telephone</li> <li>ii. Letter</li> <li>iii. Facsimile</li> <li>iv. Email</li> </ul> <p>Enquiries will refer to:</p> <ul style="list-style-type: none"> <li>i. Those that a learner deal by himself</li> <li>ii. Those that need to be passed, transferred to another person or department</li> </ul>
	<p>Learning outcome 3 criteria 3.1-3.6 must be assessed through observation</p> <p>Criteria 3.7 will be examined through questioning</p>
<b>Evidence</b>	<p><b>Evidence for this unit will be:</b></p> <p>Question And Answer(QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ)</p>

Unit 003: DEAL WITH COMMUNICATION AS PART OF FRONT OFFICE FUNCTION

LO (Learning outcome)	Criteria:-		Evidence Type				Evidence Ref Page number	
LO1 Support deal with incoming communication	1.1	Deal with incoming communication promptly and according to established organizations standards						
	1.2	Identify the person, find out their needs and provide assistance accordingly						
	1.3	Answer enquiries and provide non confidential information						
	1.4	Record clearly and accurately messages and pass them on as requested						
	1.5	Handle problems in an efficient manner						
LO2 Support deal with incoming calls	2.1	State different methods of communication to use with other organization and people						
	2.2	Describe how to use communication equipment in the organization						

	2.3	State the standard communication style in your own organization									
	2.4	Outline unexpected situation and issues when communication you had to deal with customer									
	2.5	State why it is important to provide non confidential information									
	2.6	Explain why it is important to help everyone politely									
	2.7	Describe organization standards in receiving calls									
	2.8	State why it is important to take notes of those who made equeries									
	2.9	State why it is important to relay messages promptly and the procedure to follow up									
LO3 Support deal with outgoing communication	3.1	Choose best method of handling outgoing communication									
	3.2	Follow organisational standards in dealing with outgoing communication									
	3.3	Communicate in a way that positive impression of oneself and organization is maintained.									
	3.4	State personal identity and explain why contact is being made									
	3.5	Provide relevant and non confidential information									
	3.6	Leave accurate and complete message									
	3.7	Deal with problems and issues promptly and according to organization standards									

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number		
LO4 know how to deal with outgoing communication		State the importance of mentioning the personal identity and purpose of contact							
		State why it is important to give accurate and non confidential information							
		State why it is important to communicate clearly and accurately							
		Describe how to communicate verbally and in writing whilst providing positive image of self and organization							

Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

**Unit 04:****SUPPORT DEAL WITH THE ARRIVAL OF CUSTOMERS****Unit reference number:** HTTSR001L2**NSQ level:** 2**Credit value:** 3**Guided learning hours:** 30

**Unit Purpose:** This unit covers the supporting skills in front office operation while processing customer registration documents, promoting organisation products and services. Dealing with customer arrival is a very crucial element in the front office. It is the initial customer contact point where sale is made. Learner must be very professional, efficient and helpful in promoting first positive impression of oneself and the organisation.

**Unit assessment requirements/evidence requirements**

Learning Outcome 1 and 3 must be examined through observing the learner in the workplace

The learning outcome must COVER performance evidence from a Learner attending to at least for 1 customer with the following needs:

- i. Customer with routine requirement
- ii. Customer with special request
- iii. Customer without advanced booking

Learner must be able to demonstrate the use of at least 1 booking system:

- i. Computerized
- ii. Manual

Learner must be able to provide at least 4 information to customer:

- i. Location of room
- ii. Key security and safety procedures
- iii. Services and facilities available
- iv. Prices
- v. Special offers and promotion

Learner must be able to provide customer at least 1 service or facilities such as:

- i. Business
- ii. Leisure
- iii. Food and beverage

<b>Evidence</b>	<b>Evidence for this unit will be:</b>
	Question And Answer(QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ)

**Unit 02: Deal with the arrival of customers**

<b>LO (Learning outcome)</b>	<b>Criteria:-</b>		<b>Evidence Type</b>				<b>Evidence Ref Page number</b>		
LO1 Support deal with customer arrival	1.1	Support retrieve, prepare and update customer bookings for the day							
	1.2	Identify customer requirements							
	1.3	Support provide and offer alternatives for any services that are not available as requested							

	1.4	Support complete the registration process correctly									
	1.5	Provide accurate information required by the customer									
	1.6	Support promote the products and services whenever appropriate									
	1.7	Support pass on customer details to the relevant departments in line with the organization procedures									
LO2 know how to deal with customers arrival	2.1	Describe the organization standards for customer care and explain why it is important									
	2.2	State the organization booking procedure and why it is important to follow correctly									
	2.3	State the organization check-in procedure and why it is important to follow correctly									
	2.4	State the legal requirements relating to sale of rooms, goods and services									
	2.5	List types of unexpected situations and problems one may encounter in dealing with customer arrivals and how to deal with them									
	2.6	Explain why registration document must be correctly completed									
	2.7	State the specific requirements for registration of an overseas visitors									
	2.8	State the organization standards and procedures in room allocation									
	2.9	State why it is important to provide accurate information to customer									
	2.10	State why it is important to identify correctly the specific customer requirement									
	2.11	State why it is important to obtain registration information in order to comply with legislation									
	2.12	State why all correspondence relating to bookings should be available.									
LO 3 Support handle correctly the specific customer requirement	2.8	Observe organization standards and procedures in room allocation									
	2.9	Support provide accurate information to customer									
	2.10	Identify correctly the specific customer requirement									
	2.11	Support obtain registration information in order to comply with legislation									
	2.12	Support make available correspondence relating to bookings									

<b>Learners Signature:</b>	<b>Date:</b>
Assessors Signature: IQA Signature (if sampled)	Date: Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**Unit 05: SUPPORT DEAL WITH BOOKING**

**Unit reference number:** HTTSR002L2  
**NSQ level:** 2  
**Credit value:** 3  
**Guided learning hours:** 30

**Unit Purpose:** This unit is about handling booking enquiries and taking bookings from customer. It will cover how to handle booking amendments (date and time), to booking and keeping records up to date

**Unit assessment requirements/evidence requirements**

The learner will be assessed from the learning outcome 3 criteria 3.1-3.3 through observation

The learning outcome will COVER performance evidence at least for a learner to work with 1 customer handling the following tasks:

- i. Routine requirement
- ii. Special needs

At least 1 booking system

- i. Computerized
- ii. Manual

Booking cancellation and amendments:

- i. change of booking
- ii. Cancellation of booking

The remaining points from the unit maybe assessed through questioning or witness testimony

<b>Evidence</b>	<b>Evidence for this unit will be:</b>
	Question And Answer(QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ)

**Unit 005: Deal with booking**

<b>LO (Learning outcome)</b>	<b>Criteria:-</b>		<b>Evidence Type</b>				<b>Evidence Ref Page number</b>			
LO1 Support demonstrate skills in booking enquiries	1.1	Be polite and helpful when dealing with customer enquiries								
	1.2	Find out the needs of customer and provide accurate information								
	1.3	Take opportunity to promote and sell other products and services								
	1.4	Invite to customer to make the booking and take records of their details								
	1.5									
LO2 Support deal with booking										
	2.1	State the importance of dealing with customer in a polite and helpful way during the inquiry booking process								
	2.2	State why it is important to provide accurate written and spoken information								

	2.3	List unexpected situations in handling bookings and how to deal with them										
	2.4	State basic legal requirements in relation to goods and services for sale when receiving, confirming, amending and cancelling booking requirements										
	2.5	Describe organization booking procedures and systems										
	2.6	Explain the importance of up-selling room/products rates/yield management and how these apply to your own work performance										
	2.7	State why it is important to record booking accurately										
	2.8	State why it is important to take advantage of the opportunity to sell products and services										
LO3 Support confirm, cancel and amend booking												
	3.1	Deal confirm booking according to organization standards										
	3.2	Identify, check and follow-up unconfirmed booking in the booking system										
	3.3	Deal with booking amendments, cancel and maintain records according to the organization system										
LO4 Support to confirm, cancel, and amend booking												
	4.1	Support apply organization cancellation policies and procedures										
	4.2	Support confirm deposits required from customers										
	4.3	Support follow up unconfirmed bookings										

<b>Learners Signature:</b> Assessors Signature: IQA Signature (if sampled)	<b>Date:</b> Date: Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**Unit 06: SUPPORT PREPARE CUSTOMER ACCOUNT AND DEAL WITH THE DEPARTURES**

**Unit reference number:** HTTSR003L2

**NSQ level:** 2

**Credit value:** 4

**Guided learning hours:** 40

**Unit Purpose:** This unit covers how to prepare customer account and departures. It will include how to maintain account transactions, how to post charges and adjustments. It will also cover dealing with customer departures by completing the necessary documentations, procedures and recording customer comments.

**Unit assessment requirements/evidence requirements**

The assessor must assess the learner performance in learning outcome criteria 1.1-1.5 through direct observation.

There must be performance evidence on the remaining criteria through questioning or witness testimony

The learner must be able to use at least 1 of the account systems:

- i. Computerised
- ii. Manual
- iii. on-line system

There must be performance evidence from the learner at least from 1 customer adjusting the account:

- i. charges
- ii. allowances and discounts
- iii. refunds
- iv. deposits and prepayment
- v. transfer

Other remaining criteria may be assessed through questioning or witness testimony

<b>Evidence</b>	<b>Evidence for this unit will be:</b>
	Question And Answer(QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ)

**Unit 006: Prepare customer account and deal with the departures**

<b>LO (Learning outcome)</b>		<b>Criteria:-</b>	<b>Evidence Type</b>				<b>Evidence Ref</b>		
			1	2	3	4	5	6	7
LO1 Support prepare customer account and deal with departures	1.1	Record customer expenses regularly and accurately							
	1.2	Effect immediately any account adjustments							
	1.3	File and store account document correctly							
	1.4	Present account to customer							
	1.5	Keep customer account safe and should not be accessed by unauthorized person							
LO2									

Demonstrate understanding on how to prepare and maintain customer account	2.1	State basic legal requirements relating to preparing and maintaining customer accounts										
	2.2	Describe organisational standards for customer account										
	2.3	Explain why customer account must be updated regularly with charges and adjustments										
	2.4	Explain why it is important to give verbal and written information to customer										
	2.5	Explain why customer account should be secured from any unauthorized access										
	2.6	List different issues and problems that may arise in recording customer account and how to solve them										
LO3 Support deal with the departures of customer	3.1	Prepare all the necessary documents in before the departure of customer										
	3.2	Present the account to customer for confirmation										
	3.3	Check customer account detail and request for payment										
	3.4	Complete documentation and close account using the booking system										
	3.5	Complete all other procedure for customer departure										
	3.6	Record customer comments, complaints and suggestions and pass on the appropriate departments or person concerned										
	3.7	Promote and sell organization products and services.										
LO4 Support deal with the departures of customer	4.1	Apply basic legal requirements concerning to accommodation, goods and services for sale										
	4.2	Support handle customer departures schedules										
	4.3	Explain to customer why comments, complaints and suggestions should be recorded and reported to the appropriate persons										
	4.4	Explain to the customer when there is an extra charge in the account										
	4.5	Support handle issues and problems one may encounter in dealing with departures of customers and how to solve them										
	4.6	promote and sell other goods and services										
	4.7	observe safe and hygienic working practice when dealing with customer departures										

<b>Learners Signature:</b>  Assessors Signature: IQA Signature (if sampled)	<b>Date:</b>  Date: Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

## Unit 07: OBSERVE ETHICS IN HOSPITALITY, LEISURE, TRAVEL AND TOURISM SECTOR

**Unit reference number:** HTTSR004L2  
**NSQ level:** 2  
**Credit value:** 2  
**Guided learning hours:** 20

**Unit Purpose:** This unit proves that a learner has achieved national occupational standard to understand ethical issues in hospitality, leisure, travel and tourism sector. This is knowledge unit only

Evidence	Evidence for this unit will be:
	Questioning (QA) Personal Statement (PS) Work Product (WP) Witness Statement /Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ)

## Unit 07: ETHICS IN HOSPITALITY, LEISURE, TRAVEL AND TOURISM SECTOR

LO (Learning outcome)	Criteria:-		Evidence Type			Evidence Ref Page number		
LO1 know the organization culture and code of ethics	1.1	State the importance of organization culture and code of ethics						
	1.2	Describe your own organization culture and code of ethics						
	1.3	State the relationship between organization culture and code ethics						
LO2 Exhibit traits on ethical issues in hospitality, leisure, travel and tourism	2.1	Express common ethical character in hospitality, leisure, travel and tourism						
	2.2	Follow organization procedures in handling ethical issues						
	2.3	Comply with code of ethics as part of the value system that permeate your own culture and that of the organization						
	2.4	show ethical character in employees, to employer, customer and industry						
	3.1	Observe organization culture and code of ethics						
LO 3 Apply organization culture and code of ethics	3.2	Handle customers based on organization culture and code of ethics						
	3.3	Apply work relationship between organization culture and code ethics						

Learners Signature:	Date:
Assessors Signature: IQA Signature (if sampled)	Date: Date:
EQQA Signature (if sampled)	Date:

**Unit 08: OBSERVE EMPLOYMENT RIGHTS & RESPONSIBILITIES IN HOSPITALITY, LEISURE, TRAVEL AND TOURISM SECTOR**

Unit reference number: HTTSR005L2  
 NSQ level: L2  
 Credit value: 2  
 Guided learning hours: 20

**Unit Purpose:** This unit proves that a learner has achieved the national occupational standards to understand employment rights and responsibilities in hospitality, leisure, travel and tourism sectors. This is a knowledge unit only.

**Unit assessment requirements/evidence requirements**

Learner must be assessed in all the criteria from the learning outcome 1 and 2 through questioning or and written test.	
<b>Evidence</b>	<b>Evidence for this unit will be:</b> Questioning (QA) Personal Statement (PS) Work Product (WP) Witness Statement /Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ)

**Unit 008: Employment rights and responsibilities in hospitality, leisure, travel and tourism sector**

LO (Learning outcome)	Criteria:-		Evidence Type			Evidence Ref Page number	
LO1 Know employees rights and responsibilities and own establishments procedure	1.1	State the employer and employees rights and responsibilities under employment law, including disability, discrimination act, health and safety and other relevant regulations					
	1.2	State the importance of having employment rights and responsibilities.					
	1.3	Describe establishments procedures in handling health and safety issues including documentation					
	1.4	Describe establishment procedures in handling issues on equality and diversity including documentation					
	1.5	Identify sources of information and advice on employment rights and responsibility including access to work and additional learning support					
LO2 Know the factors that affect own organization and occupation							
	2.1	Describe the role played by own occupation within the establishment and industry					
	2.2	Describe career pathways available to them					
	2.3	State types of representative body related to the industry, their main functions, responsibilities and relevance to the industry					

	2.4	Identify sources of information and advice on own industry, occupation, training and career.										
	2.5	Describe issues on public concern that affect own organization and industry.										

<b>Learners Signature:</b> Assessors Signature: IQA Signature (if sampled)	<b>Date:</b> Date: Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**Unit 09: SUPPORT PROVIDE BASIC CUSTOMER SERVICE**

**Unit reference number:** HTTSR006L2  
**NSQ level:** 2  
**Credit value:** 2  
**Guided learning hours:** 20

**Unit Purpose:** This Standard comprises of the Cover Sheet and the Nigerian unit of competency. People credited with this standard are able to provide basic customer service. This unit provides the learner with the knowledge and ability to dress corporately and attractively, carry out personal grooming, maintain a friendly and polite relationships with customers, give information to customers and direct customer complaints to an appropriate member of staff. This unit is appropriate for learners who are aspiring to work as front desk and front office personnel, office support, security personnel and other job positions related to this field.

**Unit assessment requirements/evidence requirements**

<b>Unit</b>	Provide basic customer service					
What you must DO for outcomes 1, 2,3 and 4	The assessor must assess all the criteria from outcomes 1and 3 by directly observing the learner. The assessor may assess all the criteria in outcomes 1, 2, 3 and 4 through assignments, oral questioning, personal statement and witness testimony.					
COVER for outcome 1,2,3 and 4	<p>There must be performance evidence gathered through observing the learner’s work in “Provide basic customer service”</p> <ol style="list-style-type: none"> <li>1. Deal with customers quickly and politely</li> <li>2. Give out information without giving out confidential information</li> <li>3. Take care of dressing, appearance and personal grooming</li> <li>4. Listen, apologise and empathize with customers</li> <li>5. Direct complaints to appropriate member of staff.</li> </ol>					
Evidence	<p>Evidence for this unit will be;</p> <ol style="list-style-type: none"> <li>1. Observation (OBS)</li> <li>2. Personal Statement (PS)</li> <li>3. Work Product (WP)</li> <li>4. Witness Statement (WT)</li> <li>5. Assignment (ASS)</li> <li>6. Questioning (QA)</li> <li>7. Learning Journal (LJ)</li> </ol>					

**Unit 009: PROVIDE BASIC CUSTOMER SERVICE**

LO (Learning outcome)	Criteria:-		Evidence Type				Evidence Ref Page number	
LO 1 Support Give out information to customers and take care of personal	1.1	Possess the most basic product knowledge of your department and organization such as; services provided, directions to certain offices, phone numbers of some departments etc						

grooming	1.2	Find out what information is needed									
	1.3	Identify the right source for the information									
	1.4	Get the information, organize it clearly and give the information to the customer within the agreed time limits									
	1.5	Avoid giving out confidential information									
	1.6	Ask an appropriate Staff for help when information cannot be found and politely explain to the customer if information cannot be found									
	1.7	Deal with customers quickly and politely									
	1.8	Take care of dressing, appearance and personal grooming such as; having clean nails, shaved beards, decent hair-dos, light and attractive make up, non-sensitive/non-strong perfumes etc									
LO2 Understand how to give out information to customers and take care of personal grooming	2.1	Explain the importance of possessing the most basic product knowledge of your department and organization such as; services provided, directions to certain offices, phone numbers of some departments etc									
	2.2	Explain the importance of taking care of dressing, appearance and personal grooming such as; having clean nails, shaved beards, decent hair-dos, light and attractive make up, non-sensitive/non-strong perfumes etc									
	2.3	Explain the importance of asking an appropriate Staff for help when information cannot be found and politely explaining to the customer if information cannot be found									
	2.4	Describe how to give out information to customers, what sort of information to give and the type of information not to give.									
LO3 Support deal with Customer complaints	3.1	Maintain focus on the customer, listen and recognize the problem from the customer's point of view									
	3.2	Apologize while empathizing with customer and re-assure the customer that the problem will be dealt with									
	3.3	Direct problems to an appropriate member of staff									

	3.4	Follow up with Staff and customer until the problem is dealt with										
LO4 Support follow up with Staff and customer until the problem is dealt with	4.1	maintain focus on the customer, listening and recognizing the problem from the customer's point of view										
	4.2	Apologizing while empathizing with the customer and re-assuring the customer that the problem will be dealt with										
	4.3	Assist direct problems to an appropriate member of staff										
	4.4	Support follow up with Staff and customer until the problem is dealt with										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit 10:

OBSERVE FRONT OFFICE PROCEDURES

Unit reference number:	HTTSR007L2
NSQ level:	2
Credit value:	1
Guided learning hours:	10

**Unit Purpose:** This Standard comprises of the Cover Sheet and the Nigerian unit of competency. People credited with this standard are able to describe front office procedures. This unit provides the learner with a basic understanding and skills of supporting tasks on the materials and equipment used in the front office as well as gaining an insight into the functions of the front office and the attributes expected of staff in the front office. This unit is appropriate for learners who are aspiring to work in the front office department in the hospitality industry and in other sectors.

Unit assessment requirements/evidence requirements

Unit	Describe front office procedures
What you must DO for outcomes 1, 2 and 3	The assessor must assess all the criteria from outcome 1 by directly observing the learner. The assessor may assess all the criteria in outcomes 1, 2 and 3 through assignments, oral questioning, personal statement and witness testimony
COVER for outcomes 1,2,3	There must be performance evidence gathered through observing the learner's work in "describe front office procedures" <ol style="list-style-type: none"> <li>1. Electronic equipment, Manual Storage equipment, Writing and filing materials and Internet facilities</li> <li>2. Functions of the front office</li> <li>3. Day-to-day activities of the front office and the attributes of Staff</li> </ol>
Evidence	Evidence for this unit will be; <ol style="list-style-type: none"> <li>1. Observation (OBS)</li> <li>2. Personal Statement (PS)</li> <li>3. Work Product (WP)</li> <li>4. Witness Statement (WT)</li> <li>5. Assignment (ASS)</li> <li>6. Questioning (QA)</li> <li>7. Learning Journal (LJ)</li> </ol>

LO (Learning outcome)	Criteria:-		Evidence Type				Evidence Ref	
							Page number	
LO1 Know the materials and equipment used in the Front Office and by front office staff	1.1	Identify the electronic equipment used in the front office e.g Computers, scanners, telephone, printers, POS, Key card configuration machines etc						
	1.2	Identify the Manual Storage equipment e.g Key racks, shelves, safety deposit						

	boxes, drawers etc								
1.3	Identify writing and filing materials such as Stationeries, log books, files and folders etc								
1.4	Identify internet facilities and furniture used in front office operations such as the front desk								
1.5	Identify and operate basic facilities such as the elevator, electronic key cards, photocopiers, key locks etc								
LO2 Support use materials and equipment in the front office and by front office staff									
2.1	electronic equipment used in the front office e.g Computers, scanners, telephone, printers, POS, Key card configuration machines etc								
2.2	Describe Manual Storage equipment e.g Key racks, shelves, safety deposit boxes, drawers etc								
2.3	Describe writing and filing materials such as Stationeries, log books, files and folders etc								
2.4	Describe internet facilities and furniture used in front office operations such as the front desk								
	2.5	Describe basic facilities such as the elevator, electronic key cards, photocopiers, key locks etc and how to use them							
LO3 exhibit front office and attributes of front office staff									
3.1	Assist carry day-to-day activities carried out in the front office.								
3.2	Perform support front office receptionist functions								
3.3	Exhibit attributes of front office personnel								
3.4	Support tasks across the sub-departments of the front office								

Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

Unit 11: MAINTAIN POSITIVE IMPRESSION AT FRONT OFFICE WORKPLACE

Unit reference number: HTTSR008L2  
 NSQ level: 2  
 Credit value: 4  
 Guided learning hours: 40

**Unit Purpose:** This unit is about communicating to the first positive impression about the learner and the organisation by being pro-active and able to anticipate customer needs and expectations at all times.

Unit assessment requirements/evidence requirements	
1. Evidence should be collected from real job experience in any type of business environments such as paying or non paying jobs with real customer.	2. Simulation is not allowed.
3. Evidence should be gathered over sufficient number of occasions. 4. Communication with customer will be gathered using different methods such as: i. Face to face ii. Written iii. Telephone iv. Text messaging v. E-mail vi. Internet vii. Social media viii. Intranet 5. Provide positive impressions of oneself to customer maybe gathered when delivering customer service: i. attending to customer during busy moment ii. quiet moments iii. when there are challenges or issues 6. Provide evidence that learner can communicate effectively by: Using appropriate language Any other means of communications	
Evidence	<b>Evidence for this unit will be:</b> Question And Answer(QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ)

Give customer a positive impression about yourself and your organization

LO (Learning outcome)	Criterion:	Evidence Type					Evidence Ref Page number
LO1 establish rapport with customer	1.1	Present positive image according to establishments standards					
	1.2	Greet costumer with welcoming smile, respect and recognition					
	1.3	Identify and confirm guest expectations					
	1.4	Treat customer in a courteous manner					
	1.5	Keep customer informed and assured that their needs and expectations will be attended to					

	1.6	Adapt their own behavior to respond to different ethnic groups									
LO2 respond appropriately to customer	2.1	Anticipate needs by responding to customer seeking assistance									
	2.2	Choose the most appropriate way of communication									
	2.3	Confirm with customer that their needs and expectations have been fully understood									
	2.4	Respond promptly to customer queries and questions									
	2.5	Allow customer time to consider their response and provide further explanations when appropriate									
	3.1	Provide complete and necessary information to customer									
LO3 communicate information to customer	3.2	Give customer information they need about the products and services of the establishment									
	3.3	Recognize information that may be difficult for the customer to understand and provide assistance									
	3.4	Explain to customer when certain needs and expectations cannot be met									
	4.1	Describe organization standards on how to provide customer positive image of oneself and organization									
LO4 understand how to provide positive image of oneself and that of the organisation	4.2	Explain organization guidelines how to recognize customer needs and expectations									
	4.3	State the organization rules and procedures regarding different methods of communications									
	4.4	Explain how to recognize when customer is dissatisfied and unhappy									
	4.5	State the organization standards for timelines in responding to customer requests.									

Learners Signature: Assessors Signature: IQA Signature (if sampled)	Date:
	Date: Date:
EQA Signature (if sampled)	Date: