Federal Ministry of Education   **Regulatory Body**   **Sector Skills Council**

NIGERIA SKILLS QUALIFICATION FRAMEWORK

NATIONAL OCCUPATIONAL STANDARDS
FOR
HOSPITALITY TRAVEL AND TOURISM SECTOR

ACCOMMODATION OPERATIONS TRADE

SUPERVISORY CADRE

SUPERVISOR FRONT OFFICE RECEPTION/ RESERVATION

LEVEL 4

REVIEWED BY

HOSPITALITY & TOURISM SECTOR SKILLS COUNCIL OF NIGERIA (HTSSCN)

Federal Republic of Nigeria

27-28 AUGUST 2024

MEMBERS IN ATTENDANCE

S/N	NAME	DESIGNATION	ORGANISATION/ ASSOCIATION/UNION	POSITION
		LIST OF NOS REVIEWERS		
1.	Prof. Bassey Esu	Trainer	Institute of Tourism Professionals of Nigeria (ITPN)	Chairman
2.	Nura Sani Kangiwa	Director General/CEO	NIHOTOUR/ HT Sector Skills Council Secretariat	Member
3.	Chief Abiodun Odusanwo	Operator/Employer (Chairman BoD HT Sector Skills Council of Nigeria	Institute of Tourism Professionals of Nigeria (ITPN	Member
4.	Ieren A. Emmanuel	Operator/Employer	Owende Catering School Abuja FCT	Member
5.	Katto Ola Emmanuel	Operator/Employer	Mastermind Catering and Culinary Institute, Abuja FCT	Member
6.	Amos Opoola	Operator/Employer	Hospitality & Tourism Management Association of Nigeria (HATMAN)	Member
7.	Tongrit Julie	Operator/Employer	Orit Travel & Tours, Abuja FCT	Member
8.	Aturu Samson	Operator/Employer	Hospitality & Tourism Management Association of Nigeria (HATMAN)	Member
9.	Chef Fatima Haruna	Operator/Employer	Chef Fatima Culinary Academy	Member
10.	Libabatu Timohy Avong	Operator/Employer	Event Worth, Abuja	Member
11.	Abinbola Ogunlusi	Operator/Employer	QMDCI Hospitality	Member
12.	Florence Oyelade Adedayo-Tayo	Operator/Employer	QMDCI Hospitality	Member
13.	Babayomi Omojola	Operator/Employer	Institute of Tourism Professionals of Nigeria (ITPN)	Member
14.	Ibrahim Baba	Trainer	National Institute for Hospitality & Tourism, Abuja FCT	Member
15.	Foluke Okoroma	Trainer	National Institute for Hospitality & Tourism, (NIHOTOUR) Abuja FCT	Member
16.	Asufi Stella	Trainer	National Institute for Hospitality & Tourism (NIHOTOUR)	Member

			Abuja FCT	
17.	Kazeem Kayode	Trainer	National Institute for Hospitality & Tourism, (NIHOTOUR) Abuja FCT	Member
18.	Tina Ejiofor Ogonna	Trainer	National Institute for Hospitality & Tourism, (NIHOTOUR) Abuja FCT	Member
19.	Muhammad Bilyaminu Musa	NSQF Regulatory Agency personnel	National Board for Technical Education (NBTE)	Observer
20.	Maryam Yusha'u Abubakar	NSQF Regulatory Agency personnel	National Board for Technical Education (NBTE)	Observer
21.	Elijah Dabak Sheleph	Trainer	NIHOTOUR/ HT Sector Skills Council Secretariat	Member
22.	Philip Egga Maga	Council Under-Secretary	NIHOTOUR/ HT Sector Skills Council Secretariat	Member/Secretary

TABLE OF CONTENTS

UNIT	TITLE
Unit 01	Maintain safe, hygienic and secure environments
Unit 02	Team Work at hospitality workplace
Unit 03	Communicate effectively at work place
Unit 04	Supervise Guest Expectations and Needs
Unit 05	Achieving Service Quality and Competitive Advantage in front office operations
Unit 06	Supervise front office operations from pre-arrival to arrival
Unit 07	Supervise front office operations from check-in to check-out
Unit 08	Carryout Customer Service In Front Operations
Unit 09	Maintain positive impression at front office workplace

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 Witten 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 OPERATIONS
CADRE: SUPERVISORY
CAREER PATH: FRONT OFFICE RECEPTIONIST/RESERVATION
NSQ LEVEL: 4

TABLE OF STANDARDS AND CREDIT LOAD

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
MANDATORY UNIT				
1.	Maintain safe, hygienic and secure environments	HTTGP001L1	3	30
2.	Team Work at hospitality workplace	HTTGPO02L1	3	30
3.	Communicate effectively at work place	HTTGP003L1	1	10
OPTIONAL UNIT				
4	Supervise Guest Expectations and Needs	HTTRS001L4	8	80
5	Achieving Service Quality and Competitive Advantage in front office operations	HTTRS002L4	10	10
6	Supervise front office operations from pre-arrival to arrival	HTTRS003L4	8	80
7	Supervise front office operations from check-in to check-out	HTTRS004L4	8	80
8	Carryout Customer Service In Front Operations	HTTRS005L4	9	90
9	Maintain positive impression at front office workplace	HTTRS006L3	4	40

Abbreviations: **HTT=** Hospitality Travel and Tourism Sector
  GP= General Practice
  RS= Reception/ Reservation/Front Office Supervisor
  001= Unit number
  L4= Level 4

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

Unit reference number: **HTTGP001L4**
NSQ level: **4**
Credit value: **3**
Guided learning hours: **30**

Unit Purpose: This unit is about personal hygiene, environmental sanitation and ensuring one's 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 safety.

Unit assessment requirements/evidence requirements

Unit 1	Maintain a Safe Hygienic and Secure Environment
Whatassessormust do for Outcome 1	The assessor must assess criteria 1 & 2 by directly observing the candidate's Work
Whatassessormust 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	The Performance evidence from observation for LO3 must cover:
	1. At least one from hazards relating to:
	  a) Equipment b) Work environment c) One's own Clothing
	2. At least one way of dealing with hazards form these
	  a) Equipment b) Work environment c) One's own Clothing
	3. At least one from these emergency procedures
	  a) Fire b) Safety Threats c) Security

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) Recognition of prior Learning Knowledge

Unit 01: MAINTAIN A SAFE HYGIENIC AND SECURE ENVIRONMENT

LO (Learning outcome)		Criteria:-	Evidence Type						Evidence Ref Page number				
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 jewellery, 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													
	2.1	State your responsibilities under the health and Safety act.											
	2.2	State the general rules of hygiene that you should follow.											

LO		Criteria										
Security	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.										
	4.3	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	4.4	Describe the types of hazards that can occur in your workplace and how to deal with them.									
	4.5	State hazards that you can deal with personally and hazards that must be reported to someone else.									
	4.6	Describe how to warn other people about hazards and why this is important.									
	4.7	Explain why accidents and near accidents should be reported and who these should be reported to.									
	4.8	Describe the type of emergencies that may happen in the Workplace and how to handle them.									
	4.9	Identify first aid equipment and the registered first-aider in the workplace.									
	4.10	State ways of lifting and handling items safely.									
	4.11	State other ways of working safely that are relevant to your									

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

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

Unit 02:   **TEAM WORK IN HOSPITALITY WORKPLACE**

Unit reference number: **HTTGP002L4**
NSQ level: **4**
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 for improvement. This unit is appropriate for a person at are as on able 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 evidencegatheredthroughobserving the learner'swork and discussingwithhim or her to show his or her competence in at least five of the following :
	      a) Planning b) Organizing c) Time Management
	      d) Team Spirit e) Minimizingwaste
	      f) Commitment to PersonalDevelopment
	      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) Recognition of prior Learning Knowledge.

Unit 002: Work effectively as part of a Hospitality Team

LO (Learning outcome)		Criteria:-	Evidence Type						Evidence Ref Page number				
LO1 Plan and organize own work	1.1	Ensure that one understands what is required for one's own work.											
	1.2	Adhere to instructions accurately.											
	1.3	Plan and organize one's tasks and place 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.											

LO (Learning outcome)		Criteria:-	Evidence Type						Evidence Ref Page number				
	1.8	Provide work output in due time as agreed.											
LO2 Work effectively with Members of own team	2.1	Assist team members when they ask.											
	2.2	Ensure that any assistance given is within limits of one's own responsibilities.											
	2.3	Manage time well in spite of assisting others.											
	2.4	Ensure information transmitted 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.										

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

Unit 03: COMMUNICATE AT FRONT OFFICE WORK ENVIRONMENT

Unit reference number: HTTGP003L4
NSQ level: 4
Credit value: 3
Guided learning hours: 30

Unit Purpose: This unit deals with basic communication that is effective and timely in such a way that one contributes to the team's effectiveness. It focuses on using words, body language and symbols to communicate with the people in owns work place, identifying sources of information needed for an efficient work flow and passing on information clearly and effectively. This unit is appropriate for a learner at a basic level of engagement in the Hospitality Industry.

Unit assessment requirements/evidence requirements

Unit 3	Communication System in a Work Environment
What you must do for Outcome 1	The assessor must assess criteria 1 & 3 by directly observing the candidates' work.
What you must do for Outcomes 2 & 3	The assessor must assess criteria 1, 2, & 3 by directly observing the candidates' work. The other criteria may be assessed through questioning or witness testimony if no naturally occurring evidence is available
What you must COVER for Outcomes 2 & 3	The performance evidence gathered through observing the candidate's work must cover the following 1. Ways of Communicating 2. Verbal b) Non-verbal c) Signs/symbols 3. Means of Communication a) Telephone b) Memo c) Letters
Evidence	Evidence for this unit will be: 1. Observation (OBS) 2. Personal Statement (PS) 3. Work Product (WP) 4. Witness Statement (WT) 5. Assignment (ASS) 6. Questioning (QA) 7. Learning Journal (LJ)

Unit 03: Communication System in a Work Environment

LO (Learning outcome)	Criteria:-		Evidence Type						Evidence Ref Page number				
LO1 Use a Non-complex Communication System in a Work Environment	1.1	Use simple verbal means to pass on necessary information											
	1.2	Use non-verbal means to pass on necessary information											
	1.3	Interpret symbols and signs appropriately											
LO2 Develop the ability to identify the source of													
	2.1	Locate the Source of information in an Organization or Work Environment											
	2.2	Relate appropriately with the source of											

information in a Work Environment		information											
	2.3	Use the various information flow systems in a work environment											
	2.4	Use information to avoid challenges in a Work situation											
	2.5	Report findings in accordance to procedure in a Work environment											
LO3 Demonstrate the various use of means of communication in a work environment													
	3.1	Locate the various communication equipment in the Work environment											
	3.2	Use effectively the various communication equipment in a work environment											
	3.3	Pass information effectively to the right personnel											
	3.4	Pass information effectively using symbols, signs and codes											
	3.5	Follow instructions in line with ethics of the work environment											

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

Unit 04: **MANAGE GUEST EXPECTATIONS AND NEEDS**

Unit reference number:	**HTTRS001L4**
NSQ level:	**4**
Credit value:	**8**
Guided learning hours:	**80**

Unit Purpose: This unit is about managing guest expectations and needs in front office operations. It focuses on the learner's ability to identify, elicit and even anticipate guest needs and expectations in order to meet them and exceed them. Moreover, it provides the learner with a broader understanding of managing guest needs in relation to guest satisfaction.

Assessment requirements/evidence requirements

Unit 04	Managing guest expectations and needs
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) Case Studies (CS) Professional Discussion (PD) Recognition of prior Learning Knowledge (RPL)
	Simulations are not allowed. This unit should be strictly a WORK BASED unit. The **knowledge based outcomes** can be assessed using; Case studies, Questioning, Assignments and Professional Discussion while **Skill based outcomes** should be assessed using; Observation, Learning Journal, Questioning and Personal Statement.

Unit 04: MANAGING GUEST EXPECTATIONS AND NEEDS

Learning Outcome		Performance Criteria	Evidence Type					Evidence Reference Page Number			
LO 1: Demonstrate knowledge on how to meet customer expectation.	1.1	Define customer expectations.									
	1.2	Define customer perceptions.									
	1.3	State factors that influence customer expectations and standards such as pre-existing experience and knowledge etc.									
	1.4	State types of customer expectations such as explicit, implicit, interpersonal, digital and dynamic performance etc.									
	1.5	Derive guest expectations.									
	1.6	Meet guest expectations and close gaps using tips such as: getting to know your customers,									

		reaching the right buyers, looking for new ways to meet customer needs, setting clear standards for your support team, being transparent and clarifying unrealistic guest expectations, developing customer centric culture and collecting feedback regularly.											
LO 2: Demonstrate ability to handle customer needs and meet them	2.1	State popular customer needs such as; price, quality, choice, convenience, location etc.											
	2.2	Identify guest satisfaction objectives and key performance metrics.											
	2.3	Implement strategies, tools and processes for achieving objectives.											
	2.4	Get feedback, monitor and analyze customer feedback and performance.											
	2.5	Resolve guest issues with improvement in quality of service.											
	2.6	Share feedback with staff as a constructive learning tool.											
LO 3 set Assistant and Support service guides for staff and other support team for transparent, clarity unrealistic guest expectations	3.1	Develop schedules for customer needs such as; price, quality, choice, convenience, location etc											
	3.2	Set standards support team to observe transparent and clarifying unrealistic guest expectations											
	3.3	Handle different types of customer expectations such as explicit, implicit, interpersonal, digital and dynamic performance											

Learner's Signature:	Date**:**	
Assessor's Signature:	Date:	
IQA Signature (if sampled):	Date:	
EQA Signature (if Sampled):	Date**:**	

Unit 05: MAINTAIN SERVICE QUALITY IN FRONT OFFICE OPERATIONS

Unit reference number: **HTTRS002L4**
NSQ level: **4**
Credit value: **10**
Guided learning hours: **10**

Unit Purpose: This unit is about achieving service quality and competitive advantage in front office operations. It focuses on the learner's ability to develop the service package, establish dimensions and scope of service quality and apply all these in reaching a clear competitive advantage.
Unit assessment requirements/evidence requirements

Unit 5	Achieving service quality and competitive advantage in front office operations
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) Case Studies (CS) Professional Discussion (PD) Recognition of prior Learning Knowledge (RPL)
	Simulations are not allowed. This unit should be strictly a WORK BASED unit. The **knowledge based outcomes** can be assessed using; Case studies, Questioning, Assignments and Professional Discussion while **Skill based outcomes** should be assessed using; Observation, Learning Journal, Questioning and Personal Statement.

Learning Outcome		Performance Criteria	Evidence Type						Evidence Reference Page Number				
LO 1: Demonstrate the use of the Service Package in Service Quality.	1.1	Identify and state the elements of the service package.											
	1.2	Produce a service and derive the implicit and explicit benefit from the guest.											
	1.3	Give out information to guest on a particular service.											
	1.4	Provide a supporting facility for a particular service.											
LO 2: Provide service Quality with Dimensions.	2.1	State the dimensions of service quality.											
	2.2	Demonstrate the use of reliability in service quality.											
	2.3	Demonstrate the use of responsiveness in service											

		quality.									
	2.4	Demonstrate the use of assurance in service quality.									
	2.5	Demonstrate the use of empathy in service quality.									
	2.6	Demonstrate the use of tangibles in service quality.									
LO 3: Create a competitive advantage using service quality.	3.1	State the factors influencing competitive advantage and how they influence it especially in the areas of quality, price, location and speed of service.									
	3.2	State the attributes of competitive advantage and how they contribute to it especially in the areas of cost advantage.									
	3.3	Create competitive advantage using cost in the delivery of service.									
	3.4	Create competitive advantage using value added services.									
	3.5	Create competitive advantage using process differentiation.									
	3.6	Create competitive advantage using speed.									
LO 4: Provide service quality in its scope.	4.1	Define the scope of service quality.									
	4.2	Provide service quality with the content of the service (Are standards being followed?).									
	4.3	Provide service quality with the process of the service (Is the sequence of events in the service process appropriate?).									
	4.4	Provide service quality with the structure (Are the physical facilities and organizational design adequate to the service?).									
	4.5	Determine the outcome of the service quality (what change in the status has the service affected? Is the consumer satisfied?									
	4.6	Determine the impact of the services in service quality									

		(what is the long range effect of the service on the consumer?).									

Learner's Signature:	**Date:**
Assessor's Signature:	Date:
IQA Signature (if sampled):	Date:
EQA Signature (if Sampled):	**Date:**

Unit 06: SUPERVISE FRONT OFFICE OPERATIONS FROM PRE-ARRIVAL TO ARRIVAL

Unit reference number:	**HTTRS003L4**
NSQ level:	**4**
Credit value:	**8**
Guided learning hours:	**80**

Unit Purpose: This unit is about supervising front office operations from pre-arrival to arrival. It focuses on the learner's ability to develop the skill of supervising and coordinating all the activities from reservation to checking in of guests and resolving every eventuality that may occur.

Unit assessment requirements/evidence requirements

Unit 06	Supervise front office operations from pre-arrival to arrival
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) Case Studies (CS) Professional Discussion (PD) Recognition of prior Learning Knowledge (RPL)
	Simulations are not allowed. This unit should be strictly a WORK BASED unit. The **knowledge based outcomes** can be assessed using; Case studies, Questioning, Assignments and Professional Discussion while **Skill based outcomes** should be assessed using; Observation, Learning Journal, Questioning and Personal Statement.

Unit 06: SUPERVISE FRONT OFFICE OPERATIONS FROM PRE-ARRIVAL TO ARRIVAL

Learning Outcome		Performance Criteria	Evidence Type						Evidence Reference Page Number			
LO 1: Supervise front office operations in the pre-arrival stage.	1.1	Ensure that all calls are picked within the first three rings.										
	1.2	Ensure that all emails are replied promptly.										
	1.3	Ensure that all reservations enquiries are responded to promptly with the appropriate response given as regards room rates, special requests,										

		cancellation policy, number of nights, arrival date, departure date, means of guaranteeing reservation and facilities/services available.									
	1.4	Ensure that reservations are guaranteed and forwarded to the front desk for preparation of guest arrival.									
	1.5	Ensure that all complaints and discrepancies are resolved.									
	1.6	Ensure that staff maintain a friendly, professional, cheerful and courteous demeanor at all times.									
	1.7	Use suggestive selling techniques to sell room rates close to the rack rate thereby increasing occupancy and revenue.									
	1.8	Supervise daily shift process ensuring all team members adhere to standard operating procedures and are friendly and attentive to guest enquiries.									
	1.9	Adhere to company credit limit policies.									
LO 2: Supervise Front Office Operations at Arrival Stage.	2.1	Ensure that all reservations are received and treated urgently with guest information properly imputed in the software.									
	2.2	Ensure that the arrival list is drafted and housekeeping is informed of all guests expected in order to prepare rooms according to set standards.									
	2.3	Receive guests appropriately and check for appropriate information depending on guests with reservation, walk-in Guest, Group Guests or Corporate Guests.									
LO 3 Supervise handling of guests in-house	3.1	Ensure that Guests are checked in appropriately by filling the registration form, confirming									

activitiy documentations		identity cards, collecting and/or confirming payments, imputing details in the computer, presenting the welcome card, configuring the electronic room key card and giving a breakfast coupon (if necessary) as well as collecting special guest requests such as "a wakeup call" and any other standard procedure for check in.									
	3.2	Ensure that the necessary payments are made using the appropriate and accepted means.									
	3.3	Ensure that Guests' luggage are handled with care and each guest is escorted to their rooms according to set standards.									

Learner's Signature:	**Date:**
Assessor's Signature:	Date:
IQA Signature (if sampled):	Date:
EQA Signature (if Sampled):	**Date:**

Unit 07: SUPERVISE FRONT OFFICE OPERATIONS FROM CHECK-IN TO CHECK-OUT

Unit reference number: **HTTRS004L4**
NSQ level: **4**
Credit value: **8**
Guided learning hours: **80**

Unit Purpose: This unit is about supervising front office operations from occupancy to departure. It focuses on the learner's ability to develop the skill of supervising and coordinating all the activities from the point after the checking in of guests to the point of departure and resolving every eventuality that may occur.

Unit assessment requirements/evidence requirements

Unit 07	Supervise Front Office Operations from Occupancy to Departure
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) Case Studies (CS) Professional Discussion (PD) Recognition of prior Learning Knowledge (RPL)
	Simulations are not allowed. This unit should be strictly a WORK BASED unit. The **knowledge based outcomes** can be assessed using; Case studies, Questioning, Assignments and Professional Discussion while **Skill based outcomes** should be assessed using; Observation, Learning Journal, Questioning and Personal Statement.

Unit 07: Supervise Front Office Operations from Occupancy to Departure

Learning Outcome		Performance Criteria	Evidence Type					Evidence Reference Page Number				
LO 1: Supervise Front Office Operations during Occupancy.	1.1	Ensure that all guest requests are attended to promptly especially as regards mails, messages, transportation, calls, business Centre, news, requests as concerns the concierge etc.										
	1.2	Ensure that all requests from other departments are attended to promptly and appropriately.										

LO	No.	Task									
	1.3	Cross check that all guest folios are updated constantly.									
	1.4	Coordinate all other duties assigned, requested and deemed necessary by staff and guests.									
	1.5	Build strong relationships with guests and upsell Hotel facilities and services as well collecting relevant feedback from guests.									
	1.6	Attend to guests and other visitors of the hotel or hospitality outfit appropriately.									
	1.7	Update log book as appropriate in attending to guest request and follow-up.									
LO 2: Supervise Front Office Operations at departure.	2.1	Ensure that guest bills are appropriately prepared and verified.									
	2.2	Ensure that guests for check-outs are called for confirmation 24 hours before check-out.									
	2.3	Ensure that housekeeping or the appropriate staff goes to ensure that the rooms are inspected and reports afterwards.									
	2.4	Ensure that all other requirements for guest check-out are met.									
LO 3 Demonstrate ability to handle and elicit feedback from the guest and an invitation for future patronage	3.1	Ensure that the bill is presented, verified and paid/settled by the guest.									
	3.2	Ensure that feedback is elicited from the guest and an invitation for future patronage is extended to the guest.									
	3.3	Ensure that transportation is coordinated/prepared for the guest.									
	3.4	Ensure that all necessary details of guests at check-out are imputed in the computer.									

		27										

Learner's Signature:	**Date:**
Assessor's Signature:	Date:
IQA Signature (if sampled):	Date:
EQA Signature (if Sampled):	**Date:**

Unit 08:   CARRYOUT CUSTOMER SERVICE IN FRONT OPERATIONS

Unit reference number: **HTTRS005L4**
NSQ level: **4**
Credit value: **9**
Guided learning hours: **90**

Unit Purpose: This unit is about carrying out and achieving customer service in front office operations. It enables the learner to expand his or her capacity in delivering customer service by employing certain skills in resolving complaints, offering alternatives and meeting guest's need in achieving more patronage and attaining customer loyalty.

Unit assessment requirements/evidence requirements

Unit 08	Carryout Customer Service in Front Operations.
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) Case Studies (CS) Professional Discussion (PD) Recognition of prior Learning Knowledge (RPL)
	Simulations are not allowed. This unit should be strictly a WORK BASED unit. The **knowledge based outcomes** can be assessed using; Case studies, Questioning, Assignments and Professional Discussion while **Skill based outcomes** should be assessed using; Observation, Learning Journal, Questioning and Personal Statement.

Learning Outcome		Performance Criteria	Evidence Type					Evidence Reference Page Number			
LO 1: Deal with Customer needs and complaints.	1.1	Identify and elicit needs of customers.									
	1.2	Attend to the customer needs discovered promptly.									
	1.3	Identify and elicit customer complaints.									
	1.4	Attend to customer complaints promptly.									
	1.5	Resolve conflicts related to customer needs.									
	1.6	Carryout service recovery in the event of service failure.									
	1.7	Offer alternatives to customer needs using persuasive skills.									

LO 2: Communicate appropriately in Customer Service.	2.1	Handle information using verbal and non-verbal styles of communication.									
	2.2	Demonstrate listening skills in customer service.									
	2.3	Demonstrate patience and persuasive skills in customer service.									
	2.4	Be courteous, friendly, effable, and patient while giving and/or receiving information.									
	2.5	Communicate using written styles (formal and/or informal).									
	2.6	Communicate and handle enquiry with truthfulness, tact and kindness.									
LO 3: Upsell and Develop Customer Relationship.	3.1	Sell products using various sales techniques.									
	3.2	Anticipate guest needs and deliver appropriately.									
	3.3	Project the image of organization by going an extra mile to build customer relationships.									
	3.4	Demonstrate a sound product knowledge and use initiative to win customers loyalty.									
	3.5	Elicit feedback and follow up by drafting relevant reports while sending this to all concerned.									
	3.6	Ensure that quality service is delivered to customers.									

Learner's Signature: **Date:**
Assessor's Signature: Date:
IQA Signature (if sampled):   Date:
EQA Signature (if Sampled):   **Date:**

Unit 09:   MAINTAIN POSITIVE IMPRESSION AT FRONT OFFICE WORKPLACE

Unit reference number: HTTRS006L4
NSQ level: 4
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.

Evidence	Evidence for this unit will be: Questioning (QA) Direct Observation (DO/OBS) Learner's Personals Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Reflective Journal (RJ) Recognition of Prior Learning (RPL)

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

Unit: 09: 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	Promote 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	Ensure prompt respond promptly to customer queries and questions											
	2.5	Guide and allow customer time to consider their response and provide further explanations when appropriate											
LO3 communicate information to customer													
	3.1	Ensure complete and necessary information provided 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											
LO4 understand how to provide positive image of oneself and that of the organisation													
	4.1	Provide organization standards on how to provide customer positive image of oneself and organization											
	4.2	Explain organization guidelines how to recognize customer needs and expectations											
	4.3	Provide the organization rules and procedures regarding different methods of communications											
	4.4	Explain how to recognize when customer is dissatisfied and unhappy											
	4.5	Ensure compliance to organizations standards for timelines in responding to customer requests.											

Learners Signature: Date:

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

EQA Signature (if sampled)   Date: