



Federal Ministry of Education



Regulatory Body



Sector Skills Council

NIGERIA SKILLS QUALIFICATION FRAMEWORK

NATIONAL OCCUPATIONAL STANDARDS FOR HOSPITALITY TRAVEL AND TOURISM SECTOR

ACCOMMODATION SERVICES TRADE

CRAFTSMAN CADRE

ASSISTANT FRONT OFFICE RECEPTIONIST

LEVEL 1

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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20.	Maryam Yusha'u Abubakar	NSQF Regulatory Agency personnel	National Board for Technical Education (NBTE)	Observer
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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 by 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

CADRE: MASTERCRAFT

CAREER PATH: RECEPTIONIST/RESERVATIONIST

NSQ LEVEL: 1

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	HTTGP002L1	3	30
3.	Communicate at work environment	HTTGP003L1	1	10
OPTIONAL UNIT				
4	Comply with front office procedures	HTTRA001L1	1	10
5	Assist Make and receive telephone calls	HTTRA002L1	3	30
6	Assist maintain manual filling system	HTTRA003L1	2	20
7	Assist Receive guest and handle guest luggage	HTTRA004L1	1	10
8	Assist Receive, store, deliver and secure guest, employee and organisation's properties	HTTRA005L1	2	20
9	Provide basic customer service	HTTRA006L1	2	20
10	Observe Ethics in Hospitality , Leisure, Travel and Tourism operations Deal with customer arrival	HTTRA007L1	2	20
11	Assist Deal With The Arrival Of Customers	HTTRA008L1	2	20
12	Maintain positive impression at front office workplace	HTTGP009L1	3	30

Abbreviations: HTT= Hospitality Travel and Tourism Sector

GP= General Practice

RA= Reception/Reservation Assistant

001= Unit number

L1= Level

Unit 01: MAINTAIN SAFE HYGIENIC AND SECURE ENVIRONMENT

Unit reference number: **HTTGP001L1**

NSQ level: **1**

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 safe, hygienic and secure work environment. This unit is appropriate to a learner that directly perform front office tasks.

Unit assessment requirements/evidence requirements

Unit	Maintain a Safe Hygienic and Secure Environment
What you must do for Outcome 1	The assessor must assess criteria 1 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 The assessor may assess other criteria using questioning or witness testimony if no naturally occurring evidence is available
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 from 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: Observation (OBS) Question & Answer (QA) Witnesses Testimony (WT) Personal Statement (PS) Learning Journal (LJ) Assignments (ASS) Recognition of Prior learning (RPL)

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 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									
	4.3	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 AT HOSPITALITY WORK PLACE

Unit reference number: HTTGP002L1
NSQ level: 1
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 in the workplace, in such a way that one contributes to the team's effectiveness. 'Team' here includes 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 co-workers and receiving constructive feedback for 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 you must do for Outcomes 1, 2 & 3	<p>The assessor must assess criteria 1, 2, 3, by directly observing the candidates' work.</p> <p>The other criteria may be assessed through questioning or witness testimony if no naturally occurring evidence is available</p>
What you must COVER for Outcome 1, 2 & 3	<p>There must be performance evidence gathered through observing the learner's work and discussing with him to show his competence in</p> <p>At least five from the following</p> <ul style="list-style-type: none"> a) Planning b) Organizing c) Time Management d) Team Spirit e) Minimizing waste f) Commitment to Personal Development g) Hygiene and Sanitation
Evidence	<p>Evidence for this unit will be:</p> <p>Questioning (QA) Direct Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Statement Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Recognition of Prior learning (RPL)</p>

Unit:

LO (Learning outcome)	Criteria:-		Evidence Type					Evidence Ref Page number	
LO1 Organize own work	1.1	Understands one's own work at workplace							
	1.2	Adhere to instructions accurately							

	1.3	Place everything needed for work within reach.									
	1.4	Keep work areas clean and tidy.									
	1.5	Keep waste to a minimum.									
	1.6	Seek assistance if in need and from the relevant person.									
	1.7	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 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 the work and be able to use the feedback constructively.									
	3.2	Identify with appropriate persons to work with.									
	3.3	Agree on what to do to improve on the work.									
	3.4	Agree on a learning Plan with the appropriate person.									
	3.5	Seek opportunities to review instructed work.									

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 at workplace.							
	4.2	Explain how to 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 work area while working.							
	4.5	Explain why it is important to minimize waste.							
	4.6	Explain the need to ask for help and 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 team and their roles.									
	5.3	State what is required of the team in the Whole Organization and why.									
	5.4	Explain how to 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 to assist others and when not possible so as to complete own work in time.									
	5.7	Explain why important information should be communicated to others in the 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 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 own workplace and development.									
	6.4	Explain why learning plan should be improved frequently.									

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

Unit 03: COMMUNICATE AT WORK ENVIRONMENT

Unit reference number: HTTGP003L1
NSQ level: 1
Credit value: 1
Guided learning hours: 10

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 own 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 03		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		<p>The assessor must assess criteria 1, 2, & 3 by directly observing the candidates' work.</p> <p>The other criteria may be assessed through questioning or witness testimony if no naturally occurring evidence is available</p>
What you must COVER for Outcomes 2 & 3		<p>The performance evidence gathered through observing the candidate's work must cover the following</p> <ol style="list-style-type: none"> 1. Ways of Communicating 2. Verbal b) Non-verbal c) Signs/symbols 3. Means of Communication <ol style="list-style-type: none"> a. Telephone b) Memo c) Letters
Evidence		<p>Evidence for this unit will be:</p> <p>Questioning (QA) Direct Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Statement /Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Recognition of Prior learning (RPL)</p>

Unit CRITERIA

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number			
LO1 Use a Non-complex Communication	1.1	Use simple verbal means to pass on necessary information									
	1.2	Use non-verbal means to pass on necessary information									

System in a Work Environment	1.3	Interpret symbols and signs appropriately									
LO2 Develop the ability to identify the source of information in a Work Environment	2.1	Locate the Source of information in an Organization or Work Environment									
	2.2	Relate appropriately with the source of 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: Assessors Signature: IQA Signature (if sampled)	Date: Date: Date:
EQA Signature (if sampled)	Date:

Unit 04: COMPLY WITH FRONT OFFICE PROCEDURES

Unit reference number: HTTRA001L1
NSQ level: 1
Credit value: 1
Guided learning hours: 10

Unit Purpose: This unit provides the learner with a basic understanding of 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 04	Describe front office procedures	
What you must DO for outcomes 1 and 2	The assessor must assess all the criteria from outcome 1 by directly observing the learner.	
COVER for outcomes 1,2	<p>There must be performance evidence gathered through observing the learner's work in "describe front office procedures"</p> <ol style="list-style-type: none"> 1. Electronic equipment, Manual Storage equipment, Writing and filing materials and Internet facilities 2. Functions of the front office 3. Day-to-day activities of the front office and the attributes of Staff 	
Evidence	<p>Evidence for this unit will be;</p> <ol style="list-style-type: none"> 1. Observation (OBS) 2. Personal Statement (PS) 3. Work Product (WP) 4. Witness Testimony (WT) 5. Assignment (ASS) 6. Question And Answer (QA) 7. Learning Journal (LJ) 8. Recognition of Prior learning (RPL) 	

Unit 04: COMPLIANCE WITH FRONT OFFICE PROCEDURES

LO (Learning outcome)	Criteria:-		Evidence Type					Evidence Ref Page number		
LO1 DemonstrateBasicunderstanding of front office materials, equipment and 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									
	1.6	Explain the day-to-day activities carried out in the front office.									
	1.7	Describe the functions of the front office.									
	1.8	Explain the attributes of front office personnel and the importance of having these attributes.									
	1.9	Explain the sub-sections of the front office.									
	1.10	Understand the use of internet and social media in online marketing e.g OTA (Online Travel Agent, Hotel Bookman.									
LO2 Demonstrate skills in the uses of basic materials and equipment in the front office work	2.1	Assist in use of electronic equipment in the front office e.g Computers, scanners, telephone, printers, POS, Key card, configuration machines etc									
	2.2	Carry out simple tasks on manual storage equipment e.g Key racks, shelves, safety deposit boxes, drawers etc									
	2.3	Verbally report or write and filing materials on Stationeries, log books, files and folders etc									
LO 3 Comply with front office procedures	3.1	Assist apply use of facilities such as the elevator, electronic key cards, photocopiers, key locks etc and how to use them									
	3.2	Carry out simple tasks on internet facilities and furniture used in front office operations such as the front desk									
	3.3	Carry out simple tasks on internet facilities and furniture used in front office operations such as the front desk									

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

Unit 05: ASSIST MAKE AND RECEIVE TELEPHONE CALLS

Unit reference number: HTTRA002L1
NSQ level: 1
Credit value: 3
Guided learning hours: 30hours

Unit Purpose: This unit provides the learner with the knowledge and ability of picking up calls promptly, addressing the caller with the right name and title, providing the caller with the right basic information as well as writing down messages appropriately and achieving the purpose of making calls. This unit is appropriate for learners who are aspiring to work as front desk personnel, receptionists, customer care agents, guest relations officers and other job positions that entail making and receiving telephone calls.

Unit assessment requirements/evidence requirements

Unit 05	Make and receive telephone calls
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.
COVER for outcome 1,2,3 and 4	<p>There must be performance evidence gathered through observing the learner's work in "make and receive telephone calls"</p> <ol style="list-style-type: none"> 1. Pick calls promptly 2. Report telephone faults 3. Write down messages appropriately 4. Give the right basic information 5. Listen and empathize with caller, do not interrupt 6. Request caller's permission before placing on hold 7. Transfer calls appropriately
Evidence	<p>Evidence for this unit will be;</p> <p>Questioning (QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Recognition of Prior learning (RPL)</p>

LO (Learning outcome)	Criteria:-	Evidence Type					Evidence Ref Page number	
LO1	2.1 Explain the features of telephone and							

Understand how to make a telephone call		its various uses.									
	2.2	Explain the importance of following the organization's procedure for making calls such as greeting, mentioning your name and department/organization, maintaining a pleasant and cheerful tone etc.									
	2.3	Explain the importance of Communicating information to achieve the purpose of the call.									
	2.4	Explain the importance of recapitulating information after a call and writing down messages when necessary									
	2.5	Explain the importance of reporting any fault with the telephone system to the relevant personnel.									
LO 2 Make a telephone call											
	1.1	Identify the features of a telephone and how to use them.									
	1.2	Follow the organization's procedure for making calls such as greeting, mentioning your name and department/organization, maintaining a pleasant and cheerful tone etc.									
	1.3	Identify the purpose of making the call and communicate information to achieve the purpose of the call									
	1.4	Recapitulate information after a call and write down messages when necessary									
	1.5	Report any fault with the telephone system to the relevant personnel.									
LO3 Understand how to receive a telephone call											
	3.1	Explain the importance of following organization's procedure for receiving calls.									
	3.2	Explain the importance of picking up calls within the first three rings.									
	3.3	Explain how to speak politely and vary tone when receiving a call.									
	3.4	Explain the importance of listening and empathizing with the caller and the need to avoid slangs									

	3.5	Explain how to take down details of the caller and how to write down messages, recapitulating the message to the caller.									
	3.6	Explain the importance of asking the caller's permission before placing on hold and the need to avoid hanging up on callers.									
	3.7	Explain how to transfer calls to the appropriate department.									
	3.8	Explain the importance of addressing the caller by the correct name and title.									
	3.9	Explain the importance of protecting the confidentiality and security of the caller									
LO4 Receive a telephone call	4.1	Pick up telephone call within the first three rings.									
	4.2	Greet the Caller; introduce yourself and your organization, ask for the caller's details and purpose of call according to organization's standards.									
	4.3	Speak politely and vary your tone when receiving a call and do not use slangs.									
	4.4	Listen and do not interrupt the callerEmpathize with the caller when necessary									
	4.5	Give the Caller the information required and report important enquiries to relevant personnel									
	4.6	Receive and write down message. Recapitulate the caller's message									
	4.7	Ask the caller's permission before placing on hold and avoid hanging up on callers.									
	4.8	Transfer calls to the appropriate department.									
	4.9	Address caller by the correct name and title throughout the call and protect the confidentiality and the security of the caller									

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

Unit 06: ASSIST MAINTAIN MANUAL FILING SYSTEM

Unit reference number: **HTTRA003L1**

NSQ level: **1**

Credit value: **2**

Guided learning hours: **20hours**

Unit Purpose: This unit provides the learner with a basic understanding and ability of labelling, arranging, filing and retrieving documents. It also emphasizes the need to follow the format of writing in the log book using a simple language appropriate for this level. This unit is appropriate for learners who are aspiring to work as front office personnel in the hospitality industry and as secretaries and office assistants in other sectors.

Unit assessment requirements/evidence requirements

Unit06	Use and maintain a manual filing system
What you must DO for outcomes 1, 2 and 3	The assessor must assess all the criteria from outcomes 1 and 3 (3.1 &3.2) 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 outcome 1,2,3	<p>There must be performance evidence gathered through observing the learner's work in "Use and maintain a manual filing system"</p> <ol style="list-style-type: none"> 1. Label, arrange, file and retrieve documents. 2. Write happenings in a shift using simple and clear language in the log book 3. Secure confidential information
Evidence	<p>Evidence for this unit will be;</p> <p>Questioning (QA) Direct Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Statement Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Recognition of Prior learning (RPL)</p>

LO (Learning outcome)			Criteria:-		Evidence Type			Evidence Ref Page number	
LO 1 File and retrieve documents manually	1.1	Label and arrange files appropriately according to organization's standards							
	1.2	Identify documents to be filed and file them appropriately in approved locations.							
	1.3	Follow procedures for security and confidentiality of information							
	1.4	Locate files and retrieve the appropriate documents							
	1.5	Identify any problem and report to the relevant personnel and keep files clean, free from dirt and dust							
LO 2 Understand how to file and retrieve documents manually									
	2.1	Describe methods of labelling, arranging, filing and retrieving documents							
	2.2	Describe procedures to be followed for labelling, arranging filling and retrieving documents							
	2.3	Describe legal and organisational procedures for security and confidentiality of information							
	2.4	Explain the importance of reporting problem to the relevant person and keeping files clean, free from dirt and dust.							
LO 3 Assist Document information in the log book	3.1	Identify and use the format of writing in a log book							
	3.2	Write a summary of all the happenings in a shift in the log book (in simple language) according to organization's standards							
	3.3	Describe and explain the format of writing in the log book							
	3.4	Describe and explain the importance of writing a summary of the happenings in a shift.							

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

Unit 07: ASSIST RECEIVE GUESTS AND HANDLE GUEST LUGGAGE.

Unit reference number: HTTRA004L1
NSQ level: 1
Credit value: 1
Guided learning hours: 10hours

Unit Purpose: This unit provides the learner with a broad understanding and ability of receiving guests by greeting and smiling at them, identifying and carrying their luggage to the appropriate destination, giving the guest directives on how to use certain facilities and engaging guests in a simple and meaningful conversation. This unit is appropriate for learners who are aspiring to work as doormen, bell boys, porters and other jobs related to this field.

Unit assessment requirements/evidence requirements

Unit: 07	Receive guests and handle guest luggage
What you must DO for outcomes 1 and 2	The assessor must assess all the criteria from outcomes 1 by directly observing the learner.
COVER for outcome 1,2,3	There must be performance evidence gathered through observing the learner's work in "Receive guests and handle guest luggage" <ol style="list-style-type: none">1. Greet and smile at Guests2. Identify, collect and carry guest luggage to the appropriate destination3. Tag guest luggage when necessary4. Engage guest in simple and meaningful conversation5. Direct Guest on how to use basic hotel facilities.
Evidence	Evidence for this unit will be; Questioning (QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Recognition of Prior learning (RPL)

Unit 07: RECEIVE GUESTS AND HANDLE GUEST LUGGAGE

LO (Learning outcome)			Criteria:-		Evidence Type			Evidence Ref Page number	
LO 1 Receive Guests and handle guest luggage	1.1	Receive guest following the organization's procedure such as greeting and smiling, inquiring about guests' trip etc							
	1.2	Identify, collect and carry guest luggage							
	1.3	Wait for guest to check in.							
	1.4	Carry and deliver luggage to the appropriate destination: tag luggage if necessary.							
	1.5	Engage guest in meaningful conversation and give directive on using certain hotel facilities such as the elevator, electronic key card etc							
LO2 Understand how to receive guests and handle guest luggage									
	2.1	Explain how to receive guests according to organization's standards.							
	2.2	Explain the importance of identifying, collecting and carrying guest luggage.							
	2.3	Explain the importance of waiting for the guest to check in and tagging guest luggage when necessary.							
	2.4	Explain the importance of carrying and delivering luggage to the appropriate destination.							
	2.5	Explain the importance of engaging guest in meaningful conversation and giving directive on using certain hotel facilities such as the elevator, electronic key card etc							

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

Unit 08: ASSIST RECEIVE, STORE, DELIVER AND SECURE GUEST, EMPLOYEE AND ORGANIZATION'S PROPERTY

Unit reference number: **HTTRA005L1**

NSQ level: **1**

Credit value: **2**

Guided learning hours: **20 hours**

Unit Purpose: This Standard comprises of the Cover Sheet and the Nigerian unit of competency. People credited with this standard are able to receive, store, deliver and secure guest, employee and organization's property. This unit provides the learner with the knowledge and ability of keeping records of items, issuing receipts to persons, keeping property secure and delivering items to the right person. This unit is appropriate for learners who are aspiring to work as front desk personnel, office assistants, security personnel and other job positions related to this field.

Unit assessment requirements/evidence requirements

Unit 08	Receive, store, deliver and secure guest, employee and organization's property
What-assessor 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.
COVER for outcome 1,2,3 and 4	There must be performance evidence gathered through observing the learner's work in "Receive, store, deliver and secure guest, employee and organization's property" <ol style="list-style-type: none">1. Deal with customers quickly and politely2. Issue receipts and fill in storage records3. Fill in delivery records4. Deliver the right item to the right person5. Secure items
Evidence	Evidence for this unit will be; Questioning (QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Recognition of Prior learning (RPL)

Unit 08: RECEIVE, STORE, DELIVER AND SECURE GUEST, EMPLOYEE AND ORGANIZATION'S PROPERTY

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number	
LO 1 Understand how to receive guest, employee and organization's property	1.1	Assist deal with customer quickly, politely and helpfully.						
	1.2	Receive, check and sort the items.						
	1.3	Issue receipts to the customer and record the item according to organization's standards						
	1.4	Report any suspicious property to relevant staff.						
	1.5	Deliver item securely to guests.						
LO 2 Understand how to receive and store guest, employee and organization's property								
	2.1	Explain the importance of dealing with customer quickly, politely and helpfully						
	2.2	Describe how to record items and issue receipts to customers and the importance of doing this						
	2.3	Describe how to receive, check and sort the item						
	2.4	Explain the importance of reporting any suspicious property to the relevant staff						
	2.5	Describe how to move item (without causing damage) to the right place of storage						
	2.6	Explain the importance of securing items following the organization's procedure						
	2.7	Explain the importance of storing items appropriately and keeping storage areas free from dust and dirt						
LO 3 Store, deliver and secure guest, employee and organization's property								
	3.1	Move item (without causing damage) to the right place of storage						
	3.2	Secure item following organization's procedure						
	3.3	Store item appropriately and keep storage areas free of dirt and dust						
	3.4	Deliver the item to the appropriate person and fill in delivery records.						

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

Unit 09: ASSIST PROVIDE BASIC CUSTOMER SERVICE

Unit reference number: HTTRA006L1
NSQ level: 1
Credit value: 2
Guided learning hours: 20hours

Unit Purpose: 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 assistants, security personnel and other job positions related to this field.

Unit assessment requirements/evidence requirements

Unit 09	Provide basic customer service
What assessor 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.
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"> 1. Deal with customers quickly and politely 2. Give out information without giving out confidential information 3. Take care of dressing, appearance and personal grooming 4. Listen, apologise and empathize with customers 5. Direct complaints to appropriate member of staff.
Evidence	<p>Evidence for this unit will be;</p> <p>Questioning (QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Recognition of prior learning (RPL)</p>

Unit 09: PROVIDE BASIC CUSTOMER SERVICE

LO (Learning outcome)			Criteria:-				Evidence Type			Evidence Ref Page number	
LO 1 Assist give information to customers and take care of personal grooming	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									
	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 Assist in dealing 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 Exhibit skills in assist in dealing with customer complaints	4.1	listen and recognise the problem from the customer's point of view										
	4.2	Apologise while empathizing with the customer and re-assuring the customer that the problem will be dealt with (where problem is identified)										
	4.3	Direct problems to an appropriate member of staff										
	4.4	Follow up with Staff and customer until the problem is dealt with.										

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

Unit 10: OBSERVE ETHICS IN HOSPITALITY, LEISURE, TRAVEL AND TOURISM SECTOR

Unit reference number: HTTRA007L1

NSQ level: 1

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 a **knowledge unit only**.

Unit assessment requirements/evidence requirements

Evidence	Evidence for this unit will be; Question And Answer(QA) Personal Statement (PS) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ)					
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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 Demonstrate understanding in exhibiting ethical traits in hospitality, leisure, travel and tourism services	2.1	Describe how to express ethical traits while undertaking tasks in hospitality, leisure, travel and tourism					
	2.2	Explain how to act in compliance with organization procedures for handling ethical issues					
	2.3	Mention code of ethics as part of the value system that permeate your own culture and that of the organization					
	2.4	Explain ethical traits as expected to employees, employer, customer and industry					
	2.1	Express ethical traits while					

LO 3 Demonstrate skills in exhibiting ethical traits in hospitality, leisure, travel and tourism services		undertaking tasks in hospitality, leisure, travel and tourism									
	2.2	Act in compliance with organization procedures for handling ethical issues									
	2.3	Adhere to code of ethics as part of the value system that permeate your own culture and that of the organization									
	2.4	Exhibit ethical traits as expected to employees, employer, customer and industry									

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

Unit 11: ASSIST DEAL WITH THE ARRIVAL OF CUSTOMERS

Unit reference number: HTTRA008L1
NSQ level: 1
Credit value: 3
Guided learning hours: 30

Unit Purpose: This unit covers the front office operation in 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

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)
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Unit 11: Deal with the arrival of customers

LO (Learning outcome)		Criteria:-		Evidence Type			Evidence Ref Page number	
LO1 Assist deal with customer arrival	1.1	Assist Retrieve, prepare and update customer bookings for the day						
	1.2	Identify customer requirements						
	1.3	Assist Provide and offer alternatives for any services that are not available as requested						
	1.4	Assist complete the registration process correctly						
	1.5	Assist provide accurate information required by the customer						
	1.6	Assist promote the products and services whenever appropriate						
	1.7	Assist 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 oversea 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 Assist handle correctly the specific customer requirement	2.8	Observe organization standards and procedures in room allocation										
	2.9	Assist provide accurate information to customer										
	2.10	Identify correctly the specific customer requirement										
	2.11	Assist obtain registration information in order to comply with legislation										
	2.12	Assist make available correspondence relating to bookings										

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

Unit 12: MAINTAIN POSITIVE IMPRESSION AT FRONT OFFICE WORKPLACE

Unit reference number: HTTGP009L1

NSQ level: 1

Credit value: 3

Guided learning hours: 30

Unit Purpose: This unit is about communicating 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	
<ol style="list-style-type: none">1. Evidence should be collected from real job experience in any type of Hospitality business environments.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:<ol style="list-style-type: none">i. Face to faceii. Writteniii. Telephoneiv. Text messagingv. e-mailvi. internetvii. social mediaviii. intranet5. provide positive impressions of oneself to customer maybe gathered when delivering customer service:<ol style="list-style-type: none">i. attending to customer during busy momentii. quiet momentsiii. when there are challenges or issues6. Provide evidence that learner can communicate effectively by: Using appropriate language Any other means of communications	

Evidence	Evidence for this unit will be: Questioning (QA) Direct Observation (DO) Personal Statement (LPS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ)
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Unit12: Give customer a positive impression about self and organization

LO (Learning outcome)	Criterion:	Evidence Type					Evidence Ref Page number	
LO1 Assist 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 Assist Respond to customer needs								
	2.1 Respond 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.							
LO3 Assist communicate information to customer								
	3.1 Assist provide necessary information to customer.							
	3.2 Give customer information they need about the products and services of the establishment.							
	3.3 Recognize basic information that may be difficult for the customer to understand and provide assistance.							
LO4 understand how to provide								
	4.1 Describe organization standards on							

positive image of oneself and that of the organisation		how to provide customer positive image of oneself and organization.										
	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 organizations standards for timelines in responding to customer requests.										

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