



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

MASTERCRAFT CADRE

FRONT OFFICE RECEPTIONIST/RESERVATIONIST

LEVEL 3

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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TABLE OF CONTENTS

- 0.0 TABLE OF CONTENTS.
- 1.0 GENERAL INFORMATION
- 2.0 NSQ LEVEL 3: FRONT OFFICE OPERATIONS

UNIT	TITLE
Unit 01	Maintenance safe, hygienic and secure environments
Unit 02	Team work at hospitality workplace
Unit 03	Maintain communication at reception function
Unit 04	Monitor and handle arrival of customer
Unit 05	Handle guest bookings
Unit 06	Monitor customer account and deal with departures
Unit 07	Observe Ethics in hospitality, leisure, travel and tourism sectors
Unit 08	Observe Employment rights and responsibilities in hospitality, leisure, travel and tourism sectors
Unit 09	Provide customer service
Unit 10	Maintain front office procedures
Unit 11	Inspect, receive, store, deliver and secure guest, employee and Organization's property
Unit 12	Maintain positive impression at front office workplace

GENERAL INFORMATION

1.0 GENERAL INFORMATION

1.1 The NSQ Framework

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

1.2 Context and Goals

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

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

1.3 Vision of the Occupational Trade Standards

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

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

1.4 Aim of the Occupational Trade Standards

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

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

1.5 Design, Level and Credit of the Occupational Trade Standard

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

1.6 Validation of Occupational Standards

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

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

1.7 Enabling Learners with Special Needs

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

1.8 Promoting Lifelong Learning

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

1.9 Placement of Occupational trade standard on the NSQ

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

1.10 Method of Assessment

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

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

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

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

1.12 Assessment/evidence requirements for Occupational Trade Standards

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

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

SECTOR: HOSPITALITY TRAVEL AND TOURISM
OCCUPATIONAL TRADE: ACCOMMODATION OPERATIONS
CADRE: MASTERCRAFT
CAREER PATH: RECEPTIONIST/RESERVATIONIST
NSQ LEVEL: 3

TABLE OF STANDARDS AND CREDIT LOAD

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
MANDATORY UNIT				
1.	Maintenance safe, hygienic and secure environments	HTTGP001L3	3	30
2.	Team work at hospitality workplace	HTTGP002L3	3	30
3.	Maintain communication at reception function	HTTGP003L3	3	30
OPTIONAL UNIT				
4	Monitor and handle arrival of customer	HTTRR001L3	4	40
5	Handle guest bookings	HTTRR002L3	4	40
6	Monitor customer account and deal with departures	HTTRR003L3	4	40
7	Observe Ethics in hospitality, leisure, travel and tourism sectors	HTTRR004L3	2	20
8	Observe Employment rights and responsibilities in hospitality, leisure, travel and tourism sectors	HTTRR005L3	2	20
9	Provide customer service	HTTRR006L3	2	20
10	Maintain front office procedures	HTTRR007L3	1	10
11	Inspect, receive, store, deliver and secure guest, employee and Organization's property	HTTRR008L3	4	40
12	Maintain positive impression at front office workplace	HTTRR009L3	4	40

Abbreviations: HTT= Hospitality Travel and Tourism Sector

GP= General Practice

RR= Receptionist/Reservationist

001= Unit number

L3= Level 3

Unit 01: MAINTAIN SAFE HYGIENIC AND SECURE ENVIRONMENT

Unit reference number: HTTGP001L3

NSQ level: 3

Credit value: 3

Guided learning hours: 30

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

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 & 2 by directly observing the candidate's Work
What you must do for outcome 3	<p>The assessor must assess criteria 1, 3, 4 & 5 by directly observing the candidate's Work</p> <p>The assessor may assess other criteria using questioning or witness testimony if no naturally occurring evidence is available</p>
What outcome 3 must COVER	<p>The Performance evidence from observation for LO3 must cover:</p> <ol style="list-style-type: none"> 1. At least one from hazards relating to: <ul style="list-style-type: none"> a) Equipment b) Work environment c) One's own Clothing 2. At least one way of dealing with hazards from these <ul style="list-style-type: none"> a) Equipment b) Work environment c) One's own Clothing 3. At least one from these emergency procedures <ul style="list-style-type: none"> a) Fire b) Safety Threats c) Security
Evidence	<p>Evidence for this unit will be:</p> <p>Questioning (QA)</p> <p>Direct Observation (Obs)</p> <p>Learner's Personal Statement (LPS)</p> <p>Work Product (WP)</p> <p>Witness Statement Witness Testimony (WT)</p> <p>Assignment (ASS)</p>

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 WORKPLACE

Unit reference number: HTTGP002L3
NSQ level: 3
Credit value: 3
Guided learning hours: 30

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

Unit assessment requirements/evidence requirements:

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

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 own work						
	1.2	Adhere to instructions accurately						
	1.3	Plan and organize place one's tasks in order of importance						
	1.4	Place everything needed for work within reach						
	1.5	Keep work areas clean and tidy						
	1.6	Keep waste to a minimum						
	1.7	Seek assistance if in need and from the relevant person						
	1.8	Provide work output in due time as agreed						
LO2 Work effectively with Members of own team	2.1	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 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 Know 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:
EQIA Signature (if sampled)	Date:

Unit 03: COMMUNICATE AS PART OF FRONT OFFICE FUNCTION

Unit reference number: HTTGP003L3

NSQ level: 3

Credit value: 3

Guided learning hours: 30

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

Assessment requirements/evidence requirements

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

LO (Learning outcome)	Criteria:-		Evidence Type					Evidence Ref	
			1	2	3	4	5	6	Page number
LO1 deal with incoming communication	1.1	Ensure incoming communication are promptly handled according to established organizations standards							
	1.2	Ensure identify of guests, find out their needs and provide assistance accordingly							
	1.3	Guide responses to enquiries and provide non confidential information							
	1.4	Monitor record and messages are clearly and accurately passed on as requested							
	1.5	Handle problems in an efficient manner							

LO2 know how to deal with incoming calls LO3	2.1	Ensure different methods of communication are used with other organization and people										
	2.2	Explain how to use communication equipment in the organization										
	2.3	Explain the standard communication style in your own organization										
	2.4	Handle unexpected situation and issues when communication you had to deal with customer										
	2.5	Explain importance of providing non confidential information										
	2.6	Explain why it is important to help everyone politely										
	2.7	Explain organization standards in receiving calls										
	2.8	Monitor taking of notes of those who made equerries										
	2.9	Guide relay of messages promptly and the procedure to follow up										
	3.1	Guide on the best method of handling outgoing communication										
LO3 deal with outgoing communication	3.2	Follow organisational standards in dealing with outgoing communication										
	3.3	Communicate in a way that positive impression of oneself and organization is maintained.										
	3.4	Explain personal identity and why contact is being made										
	3.5	Provide relevant and non confidential information										
	3.6	Leave accurate and complete message										
	3.7	Guide and deal with problems and issues promptly and according to organization standards										

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

Learners Signature:

Date:

Assessors Signature:

Date:

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

Unit 04: MONITOR AND HANDLE THE ARRIVAL OF CUSTOMERS

Unit reference number: HTTRR001L3
 NSQ level: 3
 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. Monitoring and 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 04: Assessment requirements/evidence requirements

Learning Outcome 1 criteria 1.1-1.7 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
- iv.

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: Questioning (QA) Direct Observation (Obs) Learner's Personal Statement (LPS) Work Product (WP) Witness Statement Witness Testimony (WT) Assignment (ASS)
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Unit 004: Monitor and Handle the arrival of customers

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number	
LO1 deal with customer arrival	1.1	Ensure retrieval, preparation and update of customer bookings for the day							
	1.2	Guide identification of customer requirements							
	1.3	Provide and offer alternatives for any services that are not available as requested							
	1.4	Ensure completion of the registration process correctly							
	1.5	Ensure accurate information required by the customer are provided							
	1.6	Promote the products and services whenever appropriate							
	1.7	Ensure customer details to the relevant departments in line with the organization procedures are passed on							
LO2 know how to									

deal with customers arrival	2.1	Explain the organization standards for customer care and why it is important									
	2.2	Explain the organization booking procedure and why it is important to follow correctly									
	2.3	Guide and explain the organization check-in procedure and important to follow correctly									
	2.4	Provide the legal requirements relating to sale of rooms, goods and services									
LO 3 Monitor for unexpected situations and problems encounter in dealing with customer	2.5	Monitor for unexpected situations and problems one may encounter in dealing with customer arrivals and how to deal with them									
	2.6	Complete registration document correctly									
	2.7	Apply the specific requirements for registration of an overseas visitors									
	2.8	Provide the organization standards and procedures in room allocation									
	2.9	Provide accurate information to customer									
	2.10	Identify correctly the specific customer requirement									
	2.11	Obtain registration information in order to comply with legislation									
	2.12	Make available all correspondence relating to bookings									

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

Unit 05: HANDLE GUEST BOOKING

Unit reference number: HTTRR002L3
NSQ level: 3
Credit value: 3
Guided learning hours: 30

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

Unit 5: assessment requirements/evidence requirements

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

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

- i. Routine requirement
- ii. Special needs

At least 1 booking system

- i. Computerized
- ii. Manual

Booking cancellation and amendments:

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

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

Evidence	<p>Evidence for this unit will be:</p> <p>Questioning (QA) Direct Observation (Obs) Learner's Personal Statement (LPS) Work Product (WP) Witness Statement Witness Testimony (WT) Assignment (ASS)</p>
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Unit 005: Supervise and deal with guest bookings

LO (Learning outcome)		Criteria:-		Evidence Type				Evidence Ref Page number	
LO1	deal with booking enquiries	1.1	Ensure polite and helpful gestures when dealing with customer enquiries						
		1.2	Find out the needs of customer and provide accurate information						
		1.3	Promote and sell other products and services						
		1.4	Invite to customer to make the booking and take records of their details						
		1.5							
LO2	know how to deal with booking								
		2.1	Explain the importance of dealing with customer in a polite and helpful way during the inquiry booking process						
		2.2	State why it is important to provide accurate written and spoken information						
		2.3	Deal with unexpected situations in handling bookings and how to deal with them						
		2.4	Provide the basic legal requirements in						

		relation to goods and services for sale when receiving, confirming, amending and cancelling booking requirements									
	2.5	Ensure compliance with organization booking procedures and systems									
	2.6	Explain the importance of up-selling room/products rates/yield management and how these apply to your own work performance									
	2.7	Explain why it is important to record booking accurately									
	2.8	Explain why it is important to take advantage of the opportunity to sell products and services									
LO3	confirm, cancel and amend booking										
	3.1	Monitor and deal with confirmed booking according to organization standards									
	3.2	Ensure the identify, check and follow-up of unconfirmed booking in the booking system									
	3.3	Monitor booking amendments, cancel and maintain records according to the organization system									
LO4	know how to confirm, cancel, and amend booking										
	4.1	Ensure compliance with organization cancellation policies and procedures									
	4.2	Monitor and ensure confirmation and deposits as required from customers									
	4.3	Monitor and follow up unconfirmed bookings									

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

Unit 06: MONITOR CUSTOMER ACCOUNT AND DEAL WITH THE DEPARTURES

Unit reference number: HTTRR003L3
NSQ level: 3
Credit value: 4
Guided learning hours: 40

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

Unit assessment requirements/evidence requirements

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

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

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

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

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

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

Other remaining criteria may be assessed through questioning or witness testimony

Evidence	Evidence for this unit will be: Questioning (QA) Direct Observation (Obs) Learner's Personal Statement (LPS) Work Product (WP) Witness Statement Witness Testimony (WT) Assignment (ASS)
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Unit 006: Monitor customer account and deal with the departures

LO (Learning outcome)			Criteria:-		Evidence Type			Evidence Ref Page number	
LO1 prepare customer account and deal with departures	1.1	Monitor records of customer expenses regularly and accurately							
	1.2	Ensure immediate effecting of any account adjustments							
	1.3	Ensure files and account document are correctly stored							
	1.4	Monitor presentation of account to customer							
	1.5	Ensure proper keeping of customer account safe and should not be accessed by unauthorized person							
LO2 understand how to prepare and maintain customer account									
	2.1	Provide basic legal requirements relating to preparing and maintaining customer accounts							
	2.2	Provide organisational standards for customer account							
	2.3	Explain why customer account must be updated regularly with charges and adjustments							
	2.4	Explain why it is important to give verbal and written information to customer							
	2.5	Explain why customer account should be secured from any unauthorized access							
	2.6	Watch out for different issues and problems that may arise in recording customer account and how to solve them							
LO3 deal with the departures of customer									
	3.1	Ensure preparation of all the necessary documents in before the departure of customer							
	3.2	Monitor the presentation of account to customer for confirmation							
	3.3	Check customer account detail and request for payment							
	3.4	Ensure completion of documentation and close account using the booking system							
	3.5	Ensure completion of all other procedure for customer departure							
	3.6	Monitor recording of customer comments, complaints and suggestions and pass on the appropriate departments or person concerned							
	3.7	Promote and sell organization products and services.							
LO4 understand how to deal with the departures of customer									
	4.1	Provide the basic legal requirements concerning to accommodation, goods and services for sale							
	4.2	provide the organization for handling customer departures							

	4.3	Ensure comments, complaints and suggestions are recorded and reported to the appropriate persons										
	4.4	Ensure explanation to the customer when there is an extra charge in the account										
	4.5	Monitor for issues and problems one may encounter in dealing with departures of customers and how to solve them										
	4.6	Promote and sell other goods and services										
	4.7	Maintain safe and hygienic working practice when dealing with customer departures										

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

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

Unit reference number: HTTRR004L3
 NSQ level: 3
 Credit value: 2
 Guided learning hours: 20

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

Evidence	Evidence for this unit will be: Questioning (QA) Direct Observation (Obs) Learner's Personal Statement (LPS) Work Product (WP) Witness Statement Witness Testimony (WT) Assignment (ASS)
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Unit 3: assessment requirements/evidence requirements

LO (Learning outcome)	Criteria:-		Evidence Type				Evidence Ref Page number	
LO1 know the organization culture and code of ethics	1.1	Ensure compliance with organization culture and code of ethics						
	1.2	Keep to organization culture and code of ethics						
	1.3	State the relationship between organization culture and code ethics						
LO2 know common ethical principles and issues in hospitality, leisure, travel and tourism	2.1	Maintain common ethical principles in hospitality, leisure, travel and tourism						
	2.2	Ensure adherence to organization procedures for handling ethical issues						
	2.3	Ensure code of ethics must be part of the value system that permeate your own culture and that of the organization						
	2.4	keep to ethical issues in the employees, employer, customer and industry						

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

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

Unit reference number: HTTRR005L3
 NSQ level: L3
 Credit value: 2
 Guided learning hours: 20

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

Unit 8: Assessment requirements/evidence requirements

Learner must be assessed in all the criteria from the learning outcome 1 and 2 through questioning or and written test.

Evidence	Evidence for this unit will be: Questioning (QA) Direct Observation (Obs) Learner's Personal Statement (LPS) Work Product (WP) Witness Statement Witness Testimony (WT) Assignment (ASS)
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Unit: 08: Employment rights & responsibilities in hospitality, leisure, travel and tourism sector

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

		affect own organization and industry.									
LO 3 Apply work procedures	3.1	Comply with employer and employees rights and responsibilities under employment law, including disability, discrimination act, health and safety and other relevant regulations									
	3.2	Observe employment rights and responsibilities.									
	3.3	Follow established procedures in handling health and safety issues including documentation are observed									
	3.4	Apply established procedures in handling issues on equality and diversity including documentation									
	3.5	Use sources of information to advice on employment rights and responsibility including access to work and additional learning support									

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

Unit 09: PROVIDE CUSTOMER SERVICE

Unit reference number:	HTTRR006L3
NSQ level:	3
Credit value:	2
Guided learning hours:	20

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

Unit 9: Assessment requirements/evidence requirements

Unit	Provide basic customer service
What you must DO for outcomes 1, 2,3 and 4	<p>The assessor must assess all the criteria from outcomes 1 and 3 by directly observing the learner. The assessor may assess all the criteria in outcomes 1, 2, 3 and 4 through assignments, oral questioning, personal statement and witness testimony.</p>
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> <ol style="list-style-type: none"> 1. Direct Observation (Obs) 2. Learner's Personal Statement (PS) 3. Work Product (WP) 4. Witness Statement (WT) 5. Assignment (ASS) 6. Questioning (QA)

UNIT 9: PROVIDE BASIC CUSTOMER SERVICE

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

grooming		numbers of some departments etc									
	1.2	Find out what information is needed									
	1.3	Identify the right source for the information									
	1.4	Obtain 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	Provide 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	Ensure availability of 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	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									
	2.3	Ensure asking an appropriate Staff for help when information cannot be found and politely explaining to the customer if information cannot be found									
	2.4	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											

Understand how to assist in dealing with customer complaints	4.1	Explain the importance of maintaining focus on the customer, listening and recognizing the problem from the customer's point of view										
	4.2	Explain the importance of apologizing while empathizing with the customer and re-assuring the customer that the problem will be dealt with										
	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:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit 10: OBSERVE FRONT OFFICE PROCEDURES

Unit reference number: HTTRR007L3
NSQ level: 3
Credit value: 1
Guided learning hours: 10

Unit Purpose: This Standard comprises of the Cover Sheet and the Nigerian unit of competency. People credited with this standard are able to describe front office procedures. This unit provides the learner with a basic understanding 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 10: Assessment requirements/evidence requirements

Unit	Describe front office procedures
What you must DO for outcomes 1, 2 and 3	The assessor must assess all the criteria from outcome 1 by directly observing the learner. The assessor may assess all the criteria in outcomes 1, 2 and 3 through assignments, oral questioning, personal statement and witness testimony
COVER for outcomes 1,2,3	There must be performance evidence gathered through observing the learner's work in "describe front office procedures" <ol style="list-style-type: none"> 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	Evidence for this unit will be; <ol style="list-style-type: none"> 1. Direct Observation (Obs) 2. Learner's Personal Statement (PS) 3. Work Product (WP) 4. Witness Statement (WT) 5. Assignment (ASS) 6. Questioning (QA)

Unit 7: DESCRIBE FRONT OFFICE PROCEDURES

LO (Learning outcome)	Criteria:-		Evidence Type				Evidence Ref Page number	
LO1 Identify the materials and equipment used in the Front Office and by front office staff	1.1	Operate and guide the application of electronic equipment used in the front office e.g Computers, scanners, telephone, printers, POS, Key card configuration machines etc						
	1.2	Ensure the rightful use of manual Storage equipment e.g Key racks, shelves, safety deposit boxes, drawers etc						
	1.3	Guide the use of writing and filing materials such as Stationeries, log books,						

		files and folders etc									
	1.4	Ensure the proper use of internet facilities and furniture used in front office operations such as the front desk									
	1.5	Supervise and monitor the operation of basic facilities such as the elevator, electronic key cards, photocopiers, key locks etc									
LO2 Understand the uses of materials and equipment used in the front office and by front office staff	2.1	Guide and monitor the use of electronic equipment in the front office e.g Computers, scanners, telephone, printers, POS, Key card configuration machines etc									
	2.2	Guide and monitor the use of manual Storage equipment e.g Key racks, shelves, safety deposit boxes, drawers etc									
	2.3	Guide and monitor the use of writing and filing materials such as Stationeries, log books, files and folders etc									
	2.4	Guide and monitor the use of internet facilities and furniture used in front office operations such as the front desk									
	2.5	Guide and monitor the operation of basic facilities such as the elevator, electronic key cards, photocopiers, key locks etc and how to use them									
LO3 Understand the Functions of the front office and attributes of front office staff	3.1	supervise and monitor the day-to-day activities carried out in the front office.									
	3.2	Ensure the effective and efficient functions of the front office									
	3.3	Observe and ensure the exhibition of attributes of front office personnel and the importance of having these attributes									
	3.4	Ensure working relationship between the sub-departments of the front office									

Learners Signature:

Date:

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

Unit 11: INSPECT, RECEIVE, STORE, DELIVER AND SECURE GUEST, EMPLOYEE AND ORGANIZATION'S PROPERTY

Unit reference number: HTTRR008L3
 NSQ level: 3
 Credit value: 4
 Guided learning hours: 40 hours

Unit Purpose: This Standard comprises of the Cover Sheet and the Nigerian unit of competency. Trainees 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 aspire to work as supervisors in front desk personnel, office assistants, security personnel and other job positions related to this field.

Unit assessment requirements/evidence requirements

Unit	Inspect, receive, store, deliver and secure guest, employee and organization's property
What you must DO for outcomes 1, 2,3 and 4	The assessor must assess all the criteria from outcomes 1and 3 by directly observing the learner. The assessor may assess all the criteria in outcomes 1, 2, 3 and 4 through assignments, oral questioning, personal statement and witness testimony.
COVER for outcome 1,2,3 and 4	There must be performance evidence gathered through observing the learner's work in "Inspect receive, store, deliver and secure guest, employee and organization's property" <ol style="list-style-type: none"> 1. Ensure dealing with customers quickly and politely 2. Confirm issuance of receipts and fill in storage records 3. Monitor filling in delivery records 4. Confirm delivery of the right item to the right person 5. Secure items
Evidence	Evidence for this unit will be; Direct Observation (Obs) Learner's Personal Statement (PS) Work Product (WP) Witness Statement (WT) Assignment (ASS) Questioning (QA)

Unit 11: INSPECT, RECEIVE, STORE, DELIVER AND SECURE GUEST, EMPLOYEE AND ORGANIZATION'S PROPERTY

LO (Learning outcome)	Criteria:-		Evidence Type					Evidence Ref Page number	
LO 1 Receive guest, employee and	1.1	Ensure dealing with customer quickly, politely and helpfully							
	1.2	Monitor receiving, checking and sorting							

organization's property	the item										
	1.3 Monitor issuance of receipts to the customer and record the item according to organization's standards										
	1.4 Investigate report on any suspicious property to relevant staff										
	1.5										
LO 2 Understand how to receive guest, employee and organization's property											
	2.1 Explain the importance of dealing with customer quickly, politely and helpfully										
	2.2 Describe and ensure recording of items and issuance of receipts to customers and the importance of doing this										
	2.3 Ensure receipt, check and sorting of the item										
	2.4 Explain and ensure the importance of reporting any suspicious property to the relevant staff										
LO 3 Store, deliver and secure guest, employee and organization's property											
	3.1 supervise movement of items (without causing damage) to the right place of storage										
	3.2 Secure item following organization's procedure										
	3.3 Monitor storage of items appropriately and keep storage areas free of dirt and dust										
	3.4 Monitor delivery of items to the appropriate person and fill in delivery records.										
LO 4 Understand how to store, deliver and secure guest, employee and organization's property											
	4.1 Monitor how to move item (without causing damage) to the right place of storage										
	4.2 Ensure security of items following the organization's procedure										
	4.3 Supervise storing items appropriately and keeping storage areas free from dust and dirt										
	4.4 Ensure delivery of items to the appropriate person and filling in delivery records.										

Learners Signature:

Date:

Assessors Signature:

Date

IQA Signature (if sampled)

Date:

EQA Signature (if sampled)

Date:

Unit 12: MAINTAIN POSITIVE IMPRESSION AT FRONT OFFICE WORKPLACE

Unit reference number: HTTRR009L3

NSQ level: 3

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	<p>Evidence for this unit will be:</p> <p>Questioning (QA) Direct Observation (Obs) Learner's Personal Statement (LPS) Work Product (WP) Witness Statement Witness Testimony (WT) Assignment (ASS)</p>
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Unit assessment requirements/evidence requirements	
<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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: <p>Using appropriate language</p> <p>Any other means of communications</p> 	

Unit: 12: 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: IQA Signature (if sampled)	Date: Date:
EQA Signature (if sampled)	Date: