

Curriculum

for

Receptionist

(Diploma Level - 6 months)

Code: VH71S004

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Overall objective of the Course

The curriculum for Receptionist has been designed to meet the needs of applicants considering entry into the Front Office management positions in the hospitality industry. This comprehensive curriculum provides the students with a broad understanding of front office operations. A combination of theory and practical, the course equips the students with the skills and knowledge to undertake supervisory and managerial positions in the Hospitality Industry. It also provides an opportunity for industry practitioners to up skill and or refresh their knowledge base.

Competencies:

- 1- Follow the system of the front office department
- 2- Maintain the room inventory
- 3- Use the office equipments
- 4- Handle reservations and implement check in procedures
- 5- Provide effective guest services and coordinate guests
- 6- Implement check out procedures
- 7- Maintain personal grooming and hygiene
- 8- Communicate with the guests and co-workers
- 9- Work in team socially-diverse environment
- 10- Manage time
- 11- Observe occupational health & safety regulations

Knowledge and skills proficiency details:

On successful completion of course, the trainees will attain the following knowledge & skills competencies:

1. Register guests and assign rooms
2. Accommodate special requests whenever possible
3. Assist in pre-registration and blocking of rooms for reservation
4. Thoroughly understand and adhere to proper credit , cheque cashing and cash handling policies and procedures
5. Understand room status and room status tracking
6. Know room locations, types of rooms available and room rates
7. Use suggestive selling techniques to sell rooms and other services of the hotel
8. Coordinate room status updates with the housekeeping department by notifying housekeeping of all check outs, early check ins, special requests and part-day rooms
9. Possess a working knowledge of the reservations department
10. Take same day reservations and future reservations when necessary
11. Know cancellation procedures
12. File room keys
13. Know how to use Front Office equipment
14. Process guest check outs
15. Post and file all charges to guests, master and city ledger accounts
16. Follow procedures for issuing and closing safe deposit boxes used by guests
17. Use proper telephone etiquette Use proper mail, package, and message handling procedure
18. Read and initial the pass on log and bulletin board daily
19. Be aware of daily activities and meetings taking place in the hotel
20. Attend department meetings
21. Coordinate guest room maintenance work with engineering department
22. Report any unusual occurrences to the manager
23. Know all safety and emergency procedures

24. Maintain the cleanliness of the front office area
25. Understand that business demands sometimes make it necessary to move employees from their accustomed shift to another shift

Job Opportunities available in the hospitality industry:

Opportunities exist in supervisory and managerial roles across the hospitality industry internationally. The demand of the supervisory level professionals is multiplying day by day due to the ever-expanding hospitality industry across the world. Successful students are likely to find the best employment opportunities in important roles in the rooms division in the leading hotel chains of the world. After completion of the training, candidates can find the employment opportunities in the following channels of the hospitality industry:

1. Hotels
2. Motels
3. Clubs
4. Resorts
5. Cruise ships

Entry requirements:

- Intermediate

Minimum qualification of trainer:

- Graduate Diploma in Hospitality Management
- 3 Years Teaching Experience

Medium of Instruction:

- English/Urdu

Timeframe of assessment:

Duration of Course	Six Months
Total Hours	800 hrs.
Training Hours	730 hrs.
Assessment/testing	70 hrs.
Per Week Hours	30 hrs.
Per Day Hours	05 hrs. (6 days a week)

Overview of the Program - Curriculum for Receptionist

Module Title	Learning Units	Theory hours	Institution/ workplace Practical hours	Total Hours
M1) Follow the system of the Front Office department	LU1.1-Check reports and memos issued from different departments of the hotel LU1.2-Follow the policy & procedures LU1.3- Deal with guests LU1.4-Inventory and requisition front desk supplies LU1.5- Complete and turn in the shift checklist LU1.6-Respond to situation requiring first aid LU1.7-Respond to Emergency alarms	70	30	100
M2)Maintain the room inventory	LU2.1- Maintain the property fact sheet LU2.2-Check availability report LU2.3- Coordinate the housekeeping department for room status	20	10	30
M3)Use office equipment's	LU3.1-Use the front desk computer system LU3.2-Use the front desk printers LU3.3-Use the front desk telephone system LU3.4-Use the facsimile machine LU3.5-Use the photocopy machine LU3.6-Use the Scanner	20	80	100
M4)Handle reservations and implement check in procedures	LU4.1-Organize the front office and prepare for check ins LU4.2-Use the front office log book LU4.3-Prepare and use an arrival list LU4.4 Block and unblock rooms LU4.5-Set up pre-registrations LU4.6-Begin guest check in LU4.7-Establish the payment methods during the check in LU4.8-Secure authorization for credit cards LU4.9-issue and control guest room keys LU4.10-Finish guest check in	30	70	100
M5) Provide effective guest services and coordinate guests	LU5.1 Pre-register and check in group arrivals LU 5.2 Show rooms to potential guests LU5.3 Use a waiting list when the rooms are not ready LU5.4 –Relocate guests in sold out situations & Bring Them Back LU5.5-Use a manual room rack system LU5.6 –Process room changes LU5.7 –Process safe-deposit box transactions for guests LU5.8 –Prepare a cash only report for outlets LU5.9-Run a follow up on credit check reports LU5.10-Process guest mail, packages, telegrams and faxes LU5.11-Maintain a guest in formation directory LU5.12-Prepare maps and provide directions LU5.13-Help guests with special requests LU5.14-Respond to questions about services and events LU5.15-Handle guest service problems LU5.16-Cash checks for guests	50	150	200

	LU5.17- Post guest charges and payments LU5.18- Follow guest privacy and security measures LU5.19- Process Wake up calls			
M6) Implement check out procedures	LU6.1- Process guest check out at the desk LU6.2-Adjust disputed guest charges LU6.3 –Transfer allowable guest charges LU6.4 Process automatic check outs LU6.5-Handle late guest check outs LU6.6-Process late charges	20	40	60
M7) Maintain personal grooming and hygiene	LU7.1 Maintain personal appearance LU7.2 Maintain personal hygiene LU7.3 Dress-up according to the set standards of the organization LU7.4 Use light deodorant	20	10	30
M8) Communicate with the guests and co-workers	LU8.1-Adopt effective Communication and behaviour with co-workers LU8.2-Interpret work related instructions correctly LU8.3-Produce reports and prepare work related documents in a proper form	20	20	40
M9) Work in team socially-diverse environment	LU9.1Perform duties and responsibilities in a positive manner to promote cooperation and goodwill LU9.2 Deal with customers and colleagues from diverse backgrounds to identify and meet their needs LU9.3 Participate in group work activities to achieve organizational goals	20	05	25
M10) Manage time	LU10.1- Manage time to complete the assigned work within the stipulated time frame LU10.2- Manage work load as required by the management LU10.3- Prioritize tasks in accordance with the importance of the tasks LU10.4- Meet the specified deadlines LU10.5- Handle the co-workers using effective time management	20	0	20
M11)Observe occupational health & safety regulations	LU11.1-Deal with emergency situations promptly as per set procedures LU11.2 Maintain safe personal presentation standards including wearing appropriate clothing LU11.3 Provide feedback on health, safety, and security to appropriate personnel	20	05	25
Total Hours		310	420	730
Assessment Hours		35	35	70
Grand Total				800

Receptionist Curriculum Contents

Module 1: Follow the system of the Front Office department

Objective of the Module: To be able to learn the system, policy and procedures of the front office

Duration: 100 hours

Theory: 70 hours

Practice: 30 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU1.1-Check reports and memos issued from different departments of the hotel	<p>Read and understand the reporting and communication</p> <p>Understand the importance of communication system between the front office and the other departments of a hotel</p>	<p>Knowledge of front office reporting system</p> <p>Knowledge of inter-department communication</p> <p>Ability to understand and implement the</p>	15	<p>Sample memos and reports</p> <p>Multimedia</p> <p>Hand outs</p> <p>Video</p>	Institution /workplace
LU1.2-Follow the policy & procedures	<p>Understand the policy and procedures of the front office department</p>	<p>Knowledge of the policy and procedures of the front office operations</p> <p>Ability to carry out and implement the policy and procedures</p>	15	<p>Multimedia</p> <p>Hand outs</p> <p>Video</p>	Institution /workplace
LU1.3- Deal with guests	<p>Understand the importance of guest</p> <p>Understand the set standards of guest handling</p>	<p>Knowledge of customer services</p> <p>Knowledge of standards of courtesy in the hospitality operations</p> <p>Ability to communicate with the guests</p>	10	<p>Hand outs</p> <p>Video</p>	Institution /workplace
LU1.4-Inventory and requisition front desk supplies	<p>Understand the inventory system of the front office supplies</p> <p>Understand the importance of front office supplies for managing efficient front office operations</p> <p>Do not misuse</p>	<p>Knowledge of the supplies of the front office</p> <p>Knowledge of maintaining the par level system of the front office supplies</p> <p>Ability to carry out procedures of requisitioning the front office supplies</p>	15	<p>Hand outs</p> <p>Par stock list</p> <p>Supply requisition</p> <p>Pen</p>	Institution /workplace

LU1.5- Complete and turn in the shift checklist	Understand the procedures for maintaining the shift checklist for a smooth handing over of the shift to the in-coming supervisor	Knowledge of maintaining the shift checklist Ability to follow the step by step procedures to work from the checklist Ability to use the shift logbook to turn in to the supervisor	15	Hand outs Shift checklists Front office logbook Pen	Institution /workplace
LU1.6-Respond to situation requiring first aid	Understand the importance of first aid Understand the procedures of handling situations requiring first aid	Knowledge of the first aid Ability to call a person trained in first aid to handle the situation Ability to call Rescues 1122 / Ambulance Ability to help the	10	Hand outs Telephone First aid kit Video	Institution /workplace
LU1.7-Respond to Emergency alarms	Understand the importance of emergency alarms Understand the system and procedures to respond to the emergency alarms	Knowledge of the emergency alarm system Ability to remain calm and act during the emergencies Ability to reassure guests	20	Hand outs Emergency procedures manual Telephone Master key card Wireless set	Institution /workplace

Module 2: Maintain the room inventory

Objective of the Module: To be able to effectively manage the inventory of rooms

Duration: 30 hours

Theory: 20 hours

Practical: 10hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU2.1- Maintain the property fact sheet	Understand the importance of the property fact sheet	Knowledge of the types of rooms Ability to maintain explain the property fact sheet	10	Sample of property fact sheet	Institution /workplace
LU2.2-Check availability report	Understand the system for maintaining the availability report	Knowledge of the availability report Ability to read the availability report	10	Hand outs Sample of availability report Pen	Institution /workplace

LU2.3- Coordinate the housekeeping department for room status	Understand the importance of coordinating with the housekeeping department	<p>Knowledge of the procedures to coordinate with the housekeeping department</p> <p>Ability to check room status with the housekeeping department</p>	10	<p>Hand outs</p> <p>Housekeeping room status report</p>	Institution /workplace

Module 3: Use office equipments

Objective of the Module: To become adept in use of office equipments

Duration: 100 hours

Theory: 50 hours

Practical: 50 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU3.1-Use the front desk computer system	Understand as to how to use the computer system of the front office	<p>Knowledge of the computer system</p> <p>Ability to access and use the computer system</p> <p>Ability to maintain the access code of the computer system</p> <p>Ability to read the menu on the screen and select the task for use</p> <p>Ability to exit the system after completing the tasks</p> <p>Ability to interact with guests while working at the computers</p>	20	<p>Hand outs</p> <p>A computer terminal</p> <p>Computer training manual</p>	Institution /workplace
LU3.2-Use the front desk printers	Understand the use of front desk printers	<p>Knowledge of the various types and use of front desk printers</p> <p>Ability to turn on the front desk printers</p> <p>Ability to load papers into the printer</p> <p>Ability to print documents</p> <p>Ability to handle print quality problems</p>	20	<p>Printers</p> <p>Computer papers and forms</p> <p>Operator's manual</p> <p>Toner</p> <p>Ink cartridge</p>	Institution /workplace
LU3.3-Use the front desk	Understand the use of	Ability to handle incoming calls	20	Telephone console	Institution

telephone system	front desk telephone system	<p>Knowledge of placing callers on hold when necessary</p> <p>Ability to take messages</p> <p>Ability to store or deliver messages</p> <p>Ability to make outgoing calls</p> <p>Ability to perform special telephone functions</p> <p>Knowledge of charges for telephone use</p>		<p>Telephones</p> <p>Operating manuals</p> <p>Message pads</p> <p>Pen</p>	/workplace
LU3.4-Use the facsimile machine	Understand the use of facsimile machine	<p>Knowledge of facsimile operation</p> <p>Ability to prepare and send a fax message</p> <p>Ability to receive fax messages</p> <p>Ability to deliver fax messages</p> <p>Ability to re-fill the paper supply in fax</p> <p>Ability to replace the toner if the print on the fax is light</p>	20	<p>Facsimile machine</p> <p>Operating manual</p> <p>Fax paper</p> <p>Toner</p>	Institution /workplace
LU3.5-Use the photocopier machine	Understand the use of photocopier machine	<p>Knowledge of the operations of photocopier machine</p> <p>Ability to prepare the photocopier machine for use</p> <p>Ability to make copies</p> <p>Knowledge and ability to clean up after using the machine</p> <p>Ability to handle problems</p>	20	<p>Photocopier machine</p> <p>Operating manual</p> <p>Paper</p> <p>Toner</p> <p>Cleaning cloths</p> <p>Pen</p> <p>Logbook</p> <p>Hand outs</p>	Institution /workplace

Module 4: Handle reservations and implement check in procedures

Objective of the Module: To be able to handle reservations and perform check in procedures as per set standards

Duration: 100 hours

Theory: 30 hours

Practical: 70 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
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LU4.1-Organize the front office and prepare for check ins	Understand the requirements for working at the front desk	<p>Ability to keep the work station and the entire front desk tidy</p> <p>Ability to maintain the required cash while at duty</p> <p>Knowledge of the day's room count</p> <p>Knowledge of how to check and maintain the VIP list</p> <p>Knowledge of the required front office supplies</p>	10	<p>VIP list</p> <p>Front desk supplies (forms, pens, printer papers etc.)</p>	Institution /workplace
LU4.2-Use the front office log book	Understand the use of logbook	<p>Knowledge and ability to use the logbook</p> <p>Ability to review and initial the front office logbook</p> <p>Ability to make new entries into the logbook as needed</p>	10	<p>Front office logbook</p> <p>Pen</p> <p>Computer</p>	Institution /workplace
LU4.3-Prepare and use an arrival list	Understand the use of the arrival list	<p>Knowledge and ability to use computer to prepare an arrival list</p> <p>Ability to check the arrivals list for errors, including duplicate or misspelled names and VIPs who are not identified</p> <p>Ability to use the arrivals list to plan the day's activities</p>	10	<p>Reservation record</p> <p>Computer</p> <p>Computer paper</p> <p>Pen</p>	Institution /workplace
LU4.4 Block and unblock rooms	Understand the procedures to block and unblock the rooms	<p>Knowledge and ability to block rooms</p> <p>Knowledge and ability to un-block rooms</p>	10	<p>Computer</p> <p>Reservation record</p>	Institution /workplace
LU4.5-Set up pre-registrations	Understand the process and procedures to set up pre-registrations	<p>Knowledge and ability to determine preregistration</p> <p>Ability to create registration cards</p> <p>Knowledge and ability to pre-assigns rooms</p> <p>Ability to notify the housekeeping of all rooms assigned</p> <p>Ability to file pre-registration envelopes by date in alphabetical order</p>	10	<p>Arrivals list</p> <p>Reservation record</p> <p>Computer</p> <p>Printer</p> <p>Registration card</p> <p>Pen</p> <p>Room Keys</p> <p>Pre-registration envelopes</p>	

		based on guest's last name Ability to cancel pre-registration			
LU4.6-Begin guest check in	Understand the guest check in procedure	<p>Ability to greet the guest</p> <p>Ability to ask the guest if the property is holding the reservation for them</p> <p>Identify the Guest (visiting Card / CNIC / PP)</p> <p>Strong follow-ups, maintained guest history, follow next day checkouts</p> <p>Indicate low advance Rooms</p> <p>Coordinate airport pickups</p> <p>Ability to check the occupancy if the guest does not have reservation</p> <p>Ability to confirm information on the registration cards</p> <p>Ability to create registration cards</p> <p>Ability to handle guests with special room requests</p> <p>Ability to handle guests with special room rates</p> <p>Ability to assign rooms</p> <p>Ability to issue room keys</p> <p>Ability to handle VIP guests</p> <p>Ability to handle minors</p>	20	<p>Current status report</p> <p>Reservation record</p> <p>Registration cards</p> <p>Pre-registration envelopes</p> <p>Computer</p> <p>Guest room keys</p> <p>Pen</p>	
LU4.7-Establish the payment methods during the check in	Understand the policy and procedures to establish the payment methods during the check in	<p>Knowledge and ability to handle cash or personal cheque payments</p> <p>Knowledge and ability to handle credit card payments</p> <p>Knowledge and ability to handle direct bill payments</p> <p>Knowledge and ability to handle coupon, voucher or gift certificate payment</p> <p>Knowledge and ability to handle master account payments</p>	05	<p>Reservation record</p> <p>Registration cards</p> <p>Credit card vouchers</p> <p>Credit card imprinter</p> <p>Computer</p> <p>Cash bank</p> <p>Group resume</p> <p>Bill to Company letter</p> <p>Pen</p>	

LU4.8-Secure authorization for credit cards	Understand the policy and procedures of securing authorization for credit cards	<p>Knowledge and ability to check validity of a credit card</p> <p>Ability to ensure the approval of the amount of a purchase</p> <p>Knowledge and ability to handle an invalid credit card</p>	10	<p>Credit card authorization equipment</p> <p>Credit card</p> <p>Credit card list</p> <p>Telephone</p>	
LU4.9-issue and control guest room keys	Understand the policy and procedures of issue and control of guestroom keys	<p>Knowledge of the policy and procedures to issue and control the guest room keys</p> <p>Ability to issue guestroom keys</p> <p>Ability to replace keys</p> <p>Ability to collect keys during the check out and return them to the key rack</p> <p>Ability to handle keys returned by the housekeeping department</p> <p>Ability to maintain inventory and resupply keys</p>	15	<p>Key cards</p> <p>Key rack</p>	
LU4.10-Finish guest check in	Understand the procedures of completing the check in process	<p>Knowledge and ability to give guests any waiting messages, mail, packages or faxes</p> <p>Knowledge and ability to explain the parking policies</p> <p>Ability to provide bell attendant assistance</p> <p>Ability to note Standing Instructions</p> <p>Ability to note special needs of guests with disabilities</p> <p>Ability to file registration paperwork and follow through on guest requests</p>	10	<p>Incoming mail logbook</p> <p>Reservation records</p> <p>Registration cards</p> <p>Pen</p>	

Module 5: Provide personalized effective guest services and coordinate guests

Objective of the Module: To be able to learn to provide excellent guest services

Duration: 200 hours

Theory:50 hours

Practical: 150 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU5.1 Pre-register and check in group arrivals	Understand the procedures of pre-registration and group check in	<p>Knowledge and ability to prepare for group arrivals</p> <p>Ability to block rooms for group arrivals</p> <p>Ability to prepare pre-registration envelopes for group members</p> <p>Ability to register guests</p> <p>Ability to handle guest luggage in coordination with the bell captain</p>	15	<p>Reservation records</p> <p>Registration cards</p> <p>Pens</p> <p>Group resume</p> <p>Arrivals list</p> <p>Guestroom keys</p> <p>Pre-registration envelopes</p>	Institution /workplace
LU 5.2 Show rooms to potential guests	Understand the policy and procedures for showing the room to potential guests	<p>Knowledge of the types of rooms / Product Knowledge</p> <p>Ability to show and describe the features of the room</p> <p>Knowledge and ability to use effective sales techniques</p> <p>Ability to suggest sale of the room</p>	10	<p>Guest room keys</p> <p>Room status report</p>	Institution /workplace
LU5.3 Use a waiting list when the rooms are not ready	Understand the techniques to request guests to wait when rooms are not ready for check in	<p>Knowledge and ability to handle guests when rooms are not ready for check in</p>	10	<p>Waiting list</p> <p>Reservations record</p> <p>Pre-registration envelope</p>	Institution /workplace

		<p>Ability to maintain a waiting list and process registrations during that time</p> <p>Ability to make guests comfortable when they are waiting</p> <p>Entertainment</p>			
LU5.4 – Relocate guests in sold out situations	Understand the policy and procedures in situations of sold out for efficiently re-locating the guests and adding value to your services	<p>Knowledge of the local lodging properties</p> <p>Ability to check availability of rooms on sold out days</p> <p>Ability to handle situation when a guest cannot be accommodated</p> <p>Ability to encourage guest to return the next day</p> <p>Ability to ensure quality guest services if the guest returns the next day</p>	10	<p>A list of similar lodging properties</p> <p>Telephone</p> <p>Courtesy vehicle</p>	
LU5.5-Use a manual room rack system	Understand the use of a manual room rack system	<p>Knowledge and ability to use a manual room rack system</p> <p>Ability to mark the room status</p> <p>Ability to update the rack as necessary</p>	10	<p>Room rack</p> <p>Guest folios</p> <p>Color coded racktabs</p>	
LU5.6 – Process room changes	Understand the policy and procedures for room changes in case of dissatisfied guests	<p>Knowledge and ability to handle room changes in case of dissatisfied guests</p> <p>Ability to seek bell captain’s assistance for room changes</p> <p>Ability to handle documentation process in case of room changes</p> <p>Ability to coordinate the housekeeping department of the</p>	10	<p>Guestroom keys</p> <p>Room status report</p> <p>Registration cards</p>	

		changes			
LU5.7 – Process safe-deposit box transactions for guests	Understand the policy and procedures for assigning safe deposit boxes to the guests	<p>Knowledge and ability to assign safe deposit boxes</p> <p>Ability to secure the safe-deposit boxes</p> <p>Knowledge of providing access to safe deposit boxes whenever the guests require</p> <p>Knowledge and ability to close out the boxes</p>	10	<p>Safe deposit box card</p> <p>Safe deposit boxes</p> <p>Safe deposit box keys</p> <p>Pen</p> <p>File box</p>	
LU5.8 – Prepare a cash only report for outlets Cash at the time of services	Understand the procedures to handle the cash only guests	<p>Knowledge and ability to inform property outlets of cash-only guests</p>	10	<p>Telephone</p> <p>Front desk computer system</p> <p>Point of sale unit</p> <p>Pen</p> <p>Paper</p>	
LU5.9-Run and follow up on credit check reports	Understand the policy and procedures on the credit limit	<p>Knowledge of the credit limit policy</p> <p>Ability to run a credit check report</p> <p>Ability to follow up on cash only guests who make charges</p> <p>Knowledge of arranging additional credit if a credit card account is higher than the floor limit or the guest's credit limit</p>	10	<p>Credit check report</p> <p>Computer</p> <p>Guest accounts</p> <p>Guest high balance report</p> <p>Telephone</p>	
LU5.10- Process guest mail, packages, Email and faxes	Understand the procedures to process guest mail, packages, and faxes on arrival of the guest	<p>Knowledge and ability to log in all guest mails, packages and faxes</p> <p>Knowledge of the arrival and check in of guest</p> <p>Ability to process deliveries for arriving</p>	15	<p>Incoming mail logbook</p> <p>Pen</p> <p>Time stamp</p> <p>Envelopes</p> <p>Pre-registration envelopes</p>	

		<p>guests</p> <p>Help guests mail items, send faxes or couriers</p>		<p>Telephone</p> <p>Scale</p> <p>Delivery service logbook</p> <p>Receipts</p> <p>Miscellaneous charge voucher</p>	
LU5.11- Maintain a guest information directory	Understand the use of directory for guest information	<p>Be familiar with the guest information directory</p> <p>Update and complete the directory</p>	10	<p>Guest information directory</p> <p>Local telephone book</p> <p>Brochures</p> <p>Map</p> <p>Computer</p>	
LU5.12- Prepare maps and provide directions	Knowledge of the local maps and directions	<p>Know how to get a clear local map</p> <p>Knowledge of the best routes to popular places</p> <p>Ability to provide directions to the guests</p>	10	<p>Local map</p> <p>Highlighter pen</p> <p>Photocopy machine</p> <p>Telephone numbers</p> <p>Pen</p> <p>Papers</p>	
LU5.13-Help guests with special requests	Understand how to respond to the special request from the guests	<p>Ability to forward guest requests to the correct department</p> <p>Ability to be positive when helping guests</p>	10	<p>Telephone</p> <p>Papers</p> <p>Pen</p>	
LU5.14- Respond to questions about services and events	Knowledge of how to respond to guest queries about services and events	<p>Knowledge of the services and events</p> <p>Ability to help guests choose restaurants, attractions and entertainment sites</p> <p>Ability to provide directions</p> <p>Ability to answer questions about function times and locations</p> <p>Ability to explain the operation of guestroom</p>	10	<p>Guest information directory</p> <p>Daily and weekly function sheet</p> <p>Staff telephone directory</p> <p>Brochures</p> <p>Menus</p> <p>Promotional materials</p> <p>Pen</p> <p>Paper</p> <p>Map</p>	

		<p>equipments</p> <p>Ability to handle problems with guestroom equipment</p>			
LU5.15-Handle guest service problems	Knowledge of how to handle problems related to guest services	<p>Ability to listen to the guest explain the problem</p> <p>Ability to respond to the guest</p> <p>Ability to resolve the problem and guest satisfaction</p> <p>Ability to handle angry guest</p>	10	<p>Video</p> <p>Hand outs</p>	
LU5.16-Cash checks for guests	Know the policy and procedure for cashing cheque	<p>Ability to make sure the person cashing the cheque is a registered guest</p> <p>Ability to make sure personal cheques are valid</p> <p>Record the necessary information on personal cheque</p> <p>Sign initials on the cheque</p> <p>Provide guest the money</p> <p>Keep track of personal cheque cashed for each guest</p>	10	<p>Pen</p> <p>Endorsement stamp</p> <p>Cheque cashing form</p> <p>Cash drawer</p> <p>Registration cards</p>	
LU5.17- Post guest charges and payments	Know the procedures to post guest charges	<p>Ability to access the point-of-sale equipment</p> <p>Set up a guest account</p> <p>Ability to access the guest's account</p> <p>Post guest charges using a manual/computerized system</p> <p>File back-up documents with the registration card or guest folio</p>	10	<p>Point of sale equipment</p> <p>Guest folios</p> <p>Charge and payment vouchers</p> <p>Registration cards</p>	
LU5.18- Follow guest privacy	Understand the importance of the	Do not give room number to	10	Front office logbook and pen	

and security measures	guest privacy and security system	<p>unauthorized people</p> <p>Protect all guest information</p> <p>Ability to act on guest's complaint or information about some suspicious person</p> <p>Make an entry into the front office logbook if any information is received about some suspicious person</p>			
LU5.19- Process Wake up calls	Knowledge of how to handle wake up calls	<p>Ability to take and record wakeup call requests</p> <p>Make manual or automated wake up calls</p> <p>Keep track of manual wake up calls</p> <p>Follow up on wake up calls that are not answered</p> <p>File guest call sheets</p>	10	<p>Guest call sheet</p> <p>Pen</p> <p>Phone</p> <p>Automated wake p call system</p>	

Module 6: Implement check out procedures

Objective of the Module: To be able to perform check out procedures as per the set standards

Duration: 60 hours

Theory:20 hours

Practical: 40

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU6.1- Process guest check out at the desk	Understand the procedures of guest check out	<p>Knowledge and ability of how to greet guests immediately as they approach the front desk, and ask how you can help</p> <p>Use the guest's name throughout the check out process</p> <p>Review accounts with the guests</p> <p>Locate the guest's registration card and write the date, time and initials</p>	10	<p>Computer</p> <p>Printer</p> <p>Registration card</p> <p>Comments Cards</p> <p>Credit card vouchers</p> <p>Paid out vouchers</p> <p>Group resume</p> <p>Guest folios</p>	Institution /workplace

		<p>Check for remaining mails or messages Close out the guest's safe deposit box</p> <p>Collect room keys Settle the payment of the account balance</p> <p>Process group check outs Post payments and provide receipts</p> <p>Thank guests for visiting and invite them back</p> <p>File the check out paperwork</p>		Stapler	
LU6.2-Adjust disputed guest charges	Know how to adjust the disputed charges	<p>Apologize the guest for the problem</p> <p>Research the challenged charges</p> <p>Adjust the guest's account</p>	10	<p>Adjustment voucher</p> <p>Pen</p> <p>Back up documentation</p> <p>A "posted" stamp</p>	Institution /workplace
LU6.3 –Transfer allowable guest charges	Understand the policy and procedure of transfer of allowable guest charges	<p>Collect charges not covered by master accounts</p> <p>Separate charges for one guestroom into more than one account</p> <p>Transfer charges from one guestroom to another account</p>	10	<p>Master account folios</p> <p>Group resume</p> <p>Guest folios</p> <p>Receipts</p>	Institution /workplace
LU6.4 Process automatic check outs	Understand the process of automatic check out	<p>Handle express check outs</p> <p>Process video check outs</p>	10	<p>Express Check out carriers</p> <p>Guest folios</p> <p>Guest comment cards</p> <p>Credit card vouchers</p> <p>Property promotional material</p>	Institution /workplace
LU6.5-Handle late guest check outs	Understand the procedures of late check outs	<p>Determine whether a late checkout can be granted</p> <p>Inform guests of the late checkout policy</p> <p>Inform the late checkout guests of additional late charges</p> <p>Maintain a list of late check outs and keep housekeeping informed of it</p>	10	<p>Occupancy report</p> <p>Arrivals list</p> <p>Late check out list</p> <p>Late checkout approval form</p>	Institution /workplace

LU6.6-Process late charges	Understand the process of handling late charges	Find out if the guest settled the account with a credit card Knowledge of handling the account of late charges	10	Credit card voucher Guest ledger City ledger	Institution /workplace
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Module 7: Maintain personal grooming and hygiene

Objective of the Module: To be able to meet the minimum standards of personal grooming and hygiene

Duration: 30hours

Theory: 20 hours

Practical: 10 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU7.1 Maintain personal appearance	Understand the importance of personal grooming	Knowledge of personal grooming Ability to maintain personal grooming	10	Hand outs Multimedia Video Personal grooming checklist Pen	Institution /workplace
LU7.2 Maintain personal hygiene	Understand the importance of personal hygiene	Knowledge of personal hygiene Ability to maintain personal hygiene	10	Hand outs Multimedia Personal hygiene checklist Video Pen	Institution /workplace
LU7.3 Dress-up according to the set standards of the organization	Understand the importance of dressing as per the set standards of the organization	Knowledge of the set standards of dressing Ability to wear dress as per the set standards	05	Hand out Video Dress code samples	Institution /workplace
LU7.4 Use light deodorant	Know how to maintain freshness at work place	Knowledge and ability of maintaining freshness at work place Use light deodorants to avoid odors	05	Hand out	

Module 8: Communicate with the guests and co-workers

Objective of the Module: To be able to achieve organizational goals through effective communication

Duration: 40 hours

Theory: 20 hours

Practical: 20 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU8.1-Adopt effective Communication and behaviour with co-workers	Understand the importance of effective communication at workplace	Knowledge of effective communication at workplace Ability to communicate effectively with colleagues and guests	20	Hand outs Video	Institution /workplace
LU8.2-Interpret work related instructions correctly	Able to understand and interpret work related instructions accurately as required	Explain work related instruction correctly	10	Hand outs Video	Institution /workplace
LU8.3-Produce reports and prepare work related documents in a proper form	Able to produce reports and required work related documents as per requirement	Explain report writing skills as per requirements	10	Hand outs	Institution /workplace

Module 9: Work in team socially-diverse environment

Objective of the Module: To be able to work in with people coming from various back grounds

Duration: 25hours

Theory: 20 hours

Practical: 05 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU9.1Perform duties and responsibilities in a positive manner to promote cooperation and goodwill	Ability to understand the job duties and responsibilities so as to cooperate with co-workers effectively	Explain job description form and its link with co-workers for goodwill	10	Hand outs Sample of employee handbook Job Description	Institution /workplace
LU9.2 Deal with customers and colleagues from diverse backgrounds to identify and meet their needs	Understand the sensitivity of cultural diversity	Knowledge of cultural diversity and sensitivity Ability to deal with guests and colleagues keeping mind the differences of beliefs, race, creed and religion	10	Hand outs Sample of employee handbook	Institution /workplace
LU9.3 Participate in group work activities to achieve organizational	Understand the importance of group work	Explain benefits of team work and its application with in workplace Able to understand the	05	Hand outs	Institution /workplace

goals		concept of team work Able to contribute in group work activities			
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Module 10:Manage time

Objective of the Module: To learn to manage time effectively

Duration: 20 hours

Theory: 20 hours

Practical: 0 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU10.1- Manage time to complete the assigned work within the stipulated time frame	Able to understand self-management and time management skills	Explain time management and self-management skills Able to manage time as per the requirement	4	Handouts	Classroom
LU10.2- Manage work load as required by the management	Able to understand the work load management techniques as per the requirement	Explain work load management techniques	4	Handouts	Classroom
LU10.3- Prioritize tasks in accordance with the importance of the tasks	Able to prioritize the task i.e. high, medium and low priority tasks.	Explain importance and methods of task prioritization at work place	4	Handouts	Classroom
LU10.4- Meet the specified deadlines / thing done before one hour ahead.	Able to meet the required and specified deadlines of a task	Explain how to meet the required and specified deadline of a task	4	Handouts	Classroom
LU10.5- Handle the co-workers using effective time management	Able to handle co-workers by using effective time management techniques	Explain how to handle co-workers with effective time management for better coordination and productivity	4	Hand outs	Class room

Module 11 Title: Observe occupational health & safety regulations

Objective of the Module: To be able to adopt occupational health and safety regulations for safe work environment

Duration: 25 hours

Theory: 20 hours

Practical: 05 hours

Learning	Learning	Learning	Duration (Hours)	Material	Learning
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Unit	Outcome	Elements		Required	Place
LU11.1-Deal with emergency situations promptly as per set procedures	Understand the procedures to deal with emergency situations	Knowledge of occupational health and safety procedures and handling emergency situations Ability to act in accordance with the set procedures	10	Handouts Video	Classroom
LU11.2 Maintain safe personal presentation standards including wearing appropriate clothing	Understand the importance of personal safety	Knowledge of wearing correct clothing at workplace Ability to follow the policy and procedures on safe clothing at workplace	10	Hand outs Video	Classroom
LU11.3 Provide feedback on health, safety, and security to appropriate personnel	Understand how to report in emergency situations	Communicate promptly in the event of emergency Log in the emergency and report to the appropriate personnel	05	Handouts Multimedia	Classroom

Curriculum Assessment

Module 1: Follow the system of the Front Office department

Objective of the Module: To be able to learn the system, policy and procedures of the front office

Duration: 100 hours

Theory: 70 hours

Practical: 30 hours

Learning Unit	Theory Hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU1.1-Check reports and memos issued from different departments of the hotel	70	30	<p>The trainee will</p> <p>Describe various kinds of memos and letters issued from different departments</p> <p>Explain the importance of inter-departmental communication</p>	<ul style="list-style-type: none"> • Oral • Practical/ • Demonstration • MCQs • Written test 	
LU1.2-Follow the policy & procedures			<p>The trainee will</p> <p>Describe the policy and procedures of the front office to implement the minimum standards of service</p>		
LU1.3- Deal with guests			<p>The trainee will</p> <p>Describe the importance of guest</p> <p>Explain the key elements of guest handling</p>		
LU1.4-Inventory and requisition front desk supplies			<p>The trainee will</p> <p>Describe the supplies used at the front desk</p> <p>Describe the procedures to maintain front desk supplies</p>		
LU1.5- Complete and turn in the shift checklist			<p>The trainee will</p> <p>Describe the shift checklist and explain its key components</p>		
LU1.6-Respond to situation requiring first aid			<p>The trainee will</p> <p>Describe the importance of first aid</p> <p>Explain key steps for providing first aid</p>		
LU1.7-Respond to Emergency alarms			<p>The trainee will</p> <p>Describe the procedures of responding to the emergency alarms</p>		

Module 2: Maintain the room inventory

Objective of the Module: To be able to effectively manage the inventory of rooms

Duration: 30 hours

Theory: 20 hours

Practical: 10 hours

Learning Unit	Theory Hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU2.1- Maintain the property fact sheet	20	10	The trainee will Describe the property fact sheet The use of property fact sheet	<ul style="list-style-type: none"> • Oral • Practical/ • Demonstration • MCQs • Written test 	
LU2.2-Check availability report			Trainee will Describe as to how to prepare the availability report How to use the availability report		
LU2.3- Coordinate the housekeeping department for room status			Trainee will Describe the role of housekeeping department in maintaining the room status		

Module 3: Use office equipments

Objective of the Module: To become adept in use of office equipments

Duration: 100 hours

Theory: 20 hours

Practical: 80 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU3.1-Use the front desk computer system	20	80	The trainee will Describe the use of front desk computer system Demonstrate the use of front office computer system	<ul style="list-style-type: none"> • Oral • Practical/ • Demonstration • MCQs • Written test 	At the end of module
LU3.2-Use the front desk printers			The trainee will Describe the use of front desk printer Demonstrate the use of front desk printer		
LU3.3-Use the front desk telephone system			The trainee will Describe the use of telephone system Demonstrate the use of telephone system		

LU3.4-Use the facsimile machine			The trainee will Describe the use of facsimile Demonstrate the use of facsimile		
LU3.5-Use the photocopy machine			The trainee will Describe the use of photocopy machine Demonstrate the use of photocopy machine		

Module 4: Handle reservations and implement check in procedures

Objective of the Module: To be able to handle reservations and perform check in procedures as per set standards

Duration: 100 hours

Theory: 30 hours

Practical: 70 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU4.1-Organize the front office and prepare for check ins	30	70	The trainee will Describe the check in procedures	<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	At the end of module
LU4.2-Use the front office log book			The trainee will Describe the use of logbook Key elements of logbook		
LU4.3-Prepare and use an arrival list			The trainee will Describe the arrivals list Explain how to maintain it How to use it		
LU4.4 Block and unblock rooms			The trainee will Describe the block and unblock room procedures		
LU4.5-Set up pre-registrations			The trainee will Describe the process of pre-registration		
LU4.6-Begin guest check in			The trainee will Describe the procedures of guest check in Demonstrate the step by step process of check in		

LU4.7-Establish the payment methods during the check in			The trainee will Describe the procedures of payments		
LU4.8-Secure authorization for credit cards			The trainee will Describe the method of charging credit card		
LU4.9-issue and control guest room keys			The trainee will Describe the process of issuing and control system for the room key		
LU4.10-Finish guest check in			The trainee will Describe the process of completion of guest check in		

Module 5: Provide effective guest services and coordinate guests

Objective of the Module: To be able to learn to provide excellent guest services

Duration: 200 hours

Theory:50 hours

Practical: 150 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU5.1 Pre-register and check in group arrivals	50	150	<p>The trainee will</p> <p>Describe the procedure of group check in</p> <p>Demonstrate the procedure of handling group pre-registration and check in</p>	<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	At the end of module
LU 5.2 Show rooms to potential guests			<p>The trainee will</p> <p>Describe the key elements for showing room to the potential guest</p>		
LU5.3 Use a waiting list when the rooms are not ready			<p>The trainee will</p> <p>Describe the procedure of preparing the waiting list when rooms are not ready for check in</p>		
LU5.4 –Relocate guests in sold out situations			<p>The trainee will</p> <p>Describe the sold out situation</p> <p>Explain strategy</p> <p>Explain how to relocate guests</p>		
LU5.5-Use a manual room rack system			<p>The trainee will</p> <p>Describe how to prepare manual room rack system</p>		
LU5.6 –Process room changes			<p>The trainee will</p> <p>Explain the reasons for room changes</p>		
LU5.7 –Process safe-deposit box transactions for guests			<p>The trainee will</p> <p>Explain the policy and procedure for issuing safe deposit box</p>		
LU5.8 –Prepare a cash only report for outlets			<p>The trainee will</p> <p>Describe the process of preparing a cash only report</p> <p>Explain reasons</p>		
LU5.9-Run a follow up on credit check reports			<p>The trainee will</p> <p>Describe the credit limit policy and explain the process of follow up</p>		
LU5.10-Process guest mail, packages, telegrams and faxes			<p>The trainee will</p> <p>Describe the procedures for guest mail, packages and faxes handling</p>		
LU5.11-Maintain a guest information directory			<p>The trainee will</p> <p>Describe the use of guest information directory</p>		

LU5.12-Prepare maps and provide directions			The trainee will Explain the use of maps for the guests and explain how to guide them as to directions		
LU5.13-Help guests with special requests			The trainee will Explain the policy for meeting special requests of the guests		
LU5.14-Respond to questions about services and events			The trainee will Describe the strategy as to how to respond to the guest queries about services and events		
LU5.15-Handle guest service problems			The trainee will Describe techniques of complaint handling		
LU5.16-Cash checks for guests			The trainee will Describe the procedures for cashing cheque for the guests		
LU5.17- Post guest charges and payments			The trainee will Explain the process of posting guest charges and settling payments		
LU5.18- Follow guest privacy and security measures			The trainee will Explain the system for ensuring guest security and privacy		
LU5.19- Process Wake up calls			The trainee will Explain the process of making wake up calls		

Module 6: Implement check out procedures

Objective of the Module: To be able to perform check out procedures as per the set standards

Duration: 60 hours

Theory: 20 hours

Practical: 40 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU6.1- Process guest check out at the desk	20	40	The trainee will Describe the process of guest check out	<ul style="list-style-type: none"> • Oral • Practical/ 	At the end of module

LU6.2-Adjust disputed guest charges			The trainee will Describe the process of handling disputed charges	Demonstration <ul style="list-style-type: none"> • MCQs • Written test 	
LU6.3 –Transfer allowable guest charges			The trainee will Describe the allowable charges and the process of settlement		
LU6.4 Process automatic check outs			The trainee will Describe the process of automatic check outs		
LU6.5-Handle late guest check outs			The trainee will Describe the policy and procedure for late guest check out		
LU6.6-Process late charges			The trainee will Explain the process of late checkoutcharges		

Module 7: Maintain personal grooming and hygiene

Objective of the Module: To be able to meet the minimum standards of personal grooming and hygiene

Duration:30 hours

Theory: 20 hours

Practical: 10 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU7.1 Maintain personal appearance	20	10	The trainee will Describe the key elements of personal grooming Describe the importance of personal grooming in the hospitality industry	<ul style="list-style-type: none"> • Oral • Practical/ • Demonstration • MCQs • Written test 	At the end of module
LU7.2 Maintain personal hygiene			The trainee will Describe the importance of personal hygiene		
LU7.3 Dress-up according to the set standards of the organization			The trainee will Describe the standards of dress code		
LU7.4 Use light deodorant			The trainee will Describe the reasons for using deodorants		

Module 8: Communicate with the guests and co-workers

Objective of the Module: To be able to achieve organizational goals through effective communication

Duration: 40 hours

Theory: 20 hours

Practical: 20 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU8.1-Adopt effective communication and behaviour with co-workers	20	20	The trainee will Describe the importance of communication at workplace Describe key elements of professional behavior	<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	At the end of module
LU8.2-Interpret work related instructions correctly			The trainee will Explain the key elements of work related instructions		
LU8.3-Produce reports and prepare work related documents in a proper form			The trainee will Describe various important reports Explain key components of documentation		

Module 9: Work in team socially-diverse environment

Objective of the Module: To be able to work with people coming from various back grounds

Duration: 25 hours

Theory: 20 hours

Practical: 05 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU9.1 Perform duties and responsibilities in a positive manner to promote cooperation and goodwill	20	05	The trainee will Describe important actors of working I team to promote goodwill	<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	At the end of module
LU9.2 Deal with customers and colleagues from diverse backgrounds to identify and meet their needs			The trainee will Describe strategies to work in a culturally diverse environment		
LU9.3 Participate in group work activities to achieve organizational goals			The trainee will Describe the role of effective communication in achieving organizational goals		

Module 10: Manage time

Objective of the Module: To learn to manage time effectively

Duration: 20 hours

Theory: 20 hours

Practical: 0 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU10.1- Manage time to complete the assigned work within the stipulated time frame	20	0	The trainee will: Explain the importance of time management Explain key element of effective time management	<ul style="list-style-type: none"> • Oral • Practical/ • Demonstration • MCQs • Written test 	At the end of module
LU10.2- Manage work load as required by the management			The trainee will: Explain the strategies to manage work loads		
LU10.3- Prioritize tasks in accordance with the importance of the tasks			The trainee will: Explain the task prioritization to manage time effectively		
LU10.4- Meet the specified deadlines			The trainee will: Explain strategies for meeting deadlines and targets		
LU10.5- Handle the co-workers using effective time management			The trainee will: Explain how to deal with co-workers for efficient time management		

Module 11: Observe occupational health and safety regulations

Objective of the Module: To be able to adopt occupational health and safety regulations for safe work environment

Duration: 25 hours

Theory: 20 hours

Practice: 05 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU11.1-Deal with emergency situations promptly as per set procedures	20	05	Trainee will: Explain and demonstrate occupational health and safety procedures and how to act in emergency situations	<ul style="list-style-type: none"> • Oral • Practical/ 	At the end of module

<p>LU11.2 Maintain safe personal presentation standards including wearing appropriate clothing</p>			<p>Trainee will:</p> <p>Explain and demonstrate workplace health, safety and security requirement</p>	<p>Demonstration</p> <ul style="list-style-type: none"> • MCQs • Written test 	
<p>LU11.3 Provide feedback on health, safety, and security to appropriate personnel</p>			<p>Trainee will:</p> <p>Explain about safe work techniques and reporting system</p>		

List of Equipment/Tools

(For a Class of 25 Students)

NAME OF TRADE	Receptionist
Duration of Course	6 Months

Sr. No	Nomenclature of Equipment/Tools	Quantity
1	Fully equipped Reception area for practical work	1
2	Computer lab having hotel front office software	25
3	Fax Machine	1
4	Photocopier	1
5	Printer	2
6	Scanner	1

List of Consumable Materials

(For a Class of 25 Students)

Sr. No	Name of Material/Items	Quantity/Student	For 25 students
1	Stationery	As required by the instructor	
2			
3			
4			
5			
6			
7			
8			
9			

Reference Material

1. **Managing Front Office Operations (By American Hotel & Lodging Educational Institute)**
2. **Front Office Operations (By PEARSON)**

Additional Information for Receptionist

Worker traits:

Self-confident
Polite
Physically strong
Punctual
Disciplined

Entry Requirements

Intermediate

Duration of Training Required

6-Months

Career Paths

Front Office Management

Future Trends

Demanding

Related Knowledge

1. Must be able to speak, read, write and understand the primary language used in the workplace.
 2. Must be able to speak and understand the primary language used by guests who visit the workplace
 3. Must be aware of major attractions, popular places, shopping centers, tourist sites, local directions etc.
 4. Must be computer literate
 5. Must be able to operate fax machine, use photocopy machine, printer
 6. Must be able to operate PBX system
 7. Should have the knowledge of current affairs
 8. Should have awareness of cultural diversity
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SCHEME OF STUDIES

Receptionist

Sr #	Modules	Theory Hours	Practical Hours	Total Hours
1	Follow the system of the front office department	20	80	100
2	Maintain the room inventory	10	20	30
3	Use office equipments	20	80	100
4	Handle reservation and implement check in procedures	10	90	100
5	Provide effective guest services and coordinate guest	20	180	200
6	Implement check out procedures	10	50	60
7	Maintain personal grooming and hygiene	10	20	30
8	Communicate with the guests and co-workers	5	35	40
9	Work in team socially diverse environment	5	20	25
10	Manage time	5	15	20
11	Observe occupational health and safety regulations	10	15	25
	Exams	35	35	70
TOTAL HOURS		160	640	800