

RECEPTION – LEVEL 1 – CCA001 02

To achieve the full award, candidates must complete all **Twelve (12) Mandatory units.**

<u>Mandatory Units</u>	<u>Unit Number</u>
1 Create and maintain effective working relationships	U00106
1.1 Gain the trust and support of colleagues and team members	
1.2 Gain the trust and support of one's immediate manager	
2 Maintain customer care	U00206
2.1 Handle customers	
2.2 Handle customer complaints	
2.3 Handle customer incidents	
3 Maintain a safe and secure working environment	U00306
3.1 Maintain personal health and hygiene	
3.2 Carry out procedures in the event of fire	
3.3 Deal with the discovery of suspicious items/packages	
3.4 Carry out procedures in the event of an accident	
3.5 Maintain a safe work environment for customers, staff and visitors	
3.6 Maintain a secure environment for customers, staff and visitors	
4 Deal with the arrival of guests and groups	U01002
4.1 Deal with the arrival of guests without advanced bookings	
4.2 Prepare for and deal with the arrival of guests with advanced bookings	
4.3 Prepare for and deal with arrival of groups	
5 Prepare guest accounts and deal with departures	U01102
5.1 Prepare and maintain guest accounts	
5.2 Deal with departure of guests	
6 Maintain information systems to support service delivery	U01202
6.1 Supply and respond to information	
6.2 Record and store information	

RECEPTION - LEVEL 2 – CCA001 02

<u>Mandatory Units/Continued</u>	<u>Unit Number</u>
7 Deal with bookings	U01302
7.1 Deal with bookings enquiries	
7.2 Confirm, cancel and amend bookings	
8 Deal with communications and book external services	U01402
8.1 Deal with incoming telephone calls	
8.2 Make telephone calls	
8.3 Handle mail, message and written communication	
8.4 Book external services	
9 Exchange foreign cash and travelers cheques	U01502
9.1 Exchange foreign cash	
9.2 Exchange foreign travelers cheques	
10 Maintain data in a computer system	U01602
10.1 Input data and text into computer system	
10.2 Locate and retrieve data from a computer system	
10.3 Print documents using a computer system	
11 Maintain payment point and handle cash and non-cash payments	U00406
11.1 Maintain payment point for cash and non-cash payments	
11.2 Handle cash and non-cash payments	
12 Operate organizational systems on behalf of customers	U01702
12.1 Record and store information	
12.2 Deliver products or services to customers	
12.3 Maintain service when systems go wrong	

U00106: Create and maintain effective working relationships

Unit Descriptor:

This unit describes the competence required to create and maintain effective working relationships.

The unit describes the essential abilities of:

- Communicating effectively
- Managing time
- Problem solving
- Developing new skills to improve performance
- Operating within organisational procedures.
- Meeting legal requirements

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

- | | | | |
|----|---|-----|---|
| 1. | Gain the trust and support of colleagues and team members | 1.1 | Communication with colleagues and team members about proposed activities take place at appropriate times and in a manner which encourages open, frank discussion. |
| | | 1.2 | Colleagues and team members are sufficiently informed about organization plans and activities. |
| | | 1.3 | Commitments made to colleagues and team members are realistic and honoured. |
| | | 1.4 | The manner in which colleagues and team members are treated shows respect for individuals and the need for confidentiality. |

- 1.5 Colleagues and team members receive sufficient support to achieve work objectives.
 - 1.6 Evaluations of output and behaviour at work are discussed with colleagues and team members promptly and directly.
 - 1.7 Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.
 - 1.8 All work is carried out in an organized and efficient manner in accordance with organizational procedures.
2. Gain the trust and support of one's immediate manager
- 2.1 The immediate manager receives timely and accurate reports on activities, issues, progress, results and achievements.
 - 2.2 The immediate manager receives clear, accurate and timely information about emerging threats and opportunities.
 - 2.3 The immediate manager is consulted about organizational policies and ways of working at appropriate times.
 - 2.4 Proposals for action are realistic, clear and presented at an appropriate time.
 - 2.5 Where there are disagreements with the immediate manager, constructive efforts are made to resolve them.
 - 2.6 Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.
 - 2.7 All work is carried out in an organized and efficient manner in accordance with organizational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Gain the trust and support of colleagues and team members

A. Colleagues:

- (i) persons working at a lower level
- (ii) persons working at a higher level
- (iii) persons working at the same level

B. Team members:

- (i) persons with whom individual works to fulfill line responsibilities
- (ii) persons with whom the individual works to fulfill functional responsibilities

Element 2: Gain the trust and support of one immediate manager

C. Immediate manager:

- (i) the persons to whom the individual reports;
- (ii) the organization or authority to which the person reports.

D. Proposals

- (i) oral
- (ii) written

E. Disagreements

- (i) actual
- (ii) potential

UNDERPINNING KNOWLEDGE AND SKILLS**Working relationships**

1. Why gaining the trust and support of colleagues and team members are important for effective performance.
2. How to encourage good working relationships and a feeling that colleagues and team members are respected.
3. Why gaining the trust and support of one's immediate manager is important to effective performance.
4. What types of emerging threats and opportunities the manager needs to be informed about and the degree of urgency attached to these.

Planning

5. Why commitments to colleagues need to be realistic and why they should be honoured.
6. What types of support colleagues and team members may require to achieve their objectives and how to respond effectively to these needs.

Communication

7. How to select appropriate times, methods and styles of consultation according to a range of issues and contexts.
8. What range of issues about which colleagues and team members need to be informed.
9. What range of communication methods is available and how to select methods appropriate to a range of issues and contexts.
10. What types of information concerning colleagues and team members need to be treated confidentially and what procedures need to be followed to achieve this.
11. How to provide feedback in a way which will lead to a constructive outcome.
12. What types of disagreements may occur with the immediate manager and what are the methods of handling these in any appropriate manner.
13. Why the immediate manager needs to be kept informed of activities, progress, results and achievements.
14. How to develop and present proposals in a way, which is realistic, clear and likely to influence the immediate manager's decision-making positively.

15. What range of communication methods can be used to keep the immediate manager informed and how to select an appropriate *method according to the range of issues and contexts*.
16. How to develop and present proposals in a way which is realistic, clear and likely to influence the immediate manager's decision-making positively.

Organisational Policies and Procedures

17. What types of organizational policies and way of working the manager needs to be informed about and what the appropriate methods of doing so are.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

- Totally through performance evidence in the form of observation and products of work or
- Performance evidence to cover all of the performance criteria and a minimum of **two (2)** items from the range of **A**, **one (1)** item from the range of **B**.
- By performance evidence to cover all of the performance criteria and a minimum of **one (1)** item from the range of **C**, **one (1)** item from the range of **D**, **one (1)** item from the range of **E**.
- By supplementary evidence in the form of questioning and/or personal statements and/or witness testimony to cover the rest of the range.
- Evidence to cover underpinning knowledge should be collected using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by your assessor of how you:
 - o gain the trust and support of colleagues and team members
 - o gain the trust and support of one's immediate manager
- Copies of written communication to and from:
 - o colleagues and team members
 - o one's immediate manager
- Answers to oral or written questions from your assessors.
- Witness statements from colleagues, line managers that provide evidence of how you:
 - o gain trust and support of colleagues and team members
 - o one's immediate manager
- A personal statement, describing how you :
 - o gain trust and support of colleagues and team members
 - o one's immediate manager

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U00206: Maintain customer care

Unit Descriptor:

This unit describes the competence required to maintain customer care.

The unit describes the essential abilities of:

- Responding to customer needs
- Communicating effectively
- Problem solving
- Operating within organizational procedures
- Meeting legal requirements

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

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|----|------------------|-----|--|
| 1. | Handle customers | 1.1 | Customers are dealt with in a polite and helpful manner at all times |
| | | 1.2 | Customers' needs and requirements are acted upon without delay. |
| | | 1.3 | Accurate information is given in answer to all customers' enquiries and/or information is sourced where necessary. |
| | | 1.4 | Information given is within scope of the individual's authority. |
| | | 1.5 | Customers' comments are politely acknowledged and passed on where appropriate. |
| | | 1.6 | Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary. |

- 1.7 All work is carried out in an organised and efficient manner in accordance with organisational procedures.
- 2. Handle customer complaints
 - 2.1 Dissatisfied customers are acknowledged immediately and are attended to without delay
 - 2.2 Customers are dealt with in a polite and helpful manner at all times.
 - 2.3 Nature of customer complaint is quickly identified and priorities are established.
 - 2.4 Guests are assured that complaints will receive immediate attention.
 - 2.5 Complaints which can be resolved within the individual's authority are dealt with immediately.
 - 2.6 Complaints which cannot be resolved within the individual's authority are referred to the appropriate person.
 - 2.7 Complaints are reported and dealt with in accordance with organisational procedures.
 - 2.8 Follow up action is taken in a timely manner and in accordance with organisational procedures.
 - 2.9 Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.
 - 2.10 All work is carried out in an organised and efficient manner in accordance with organisational procedures.
- 3. Handle customer incidents
 - 3.1 Nature of customer incident is quickly identified and priorities are established.
 - 3.2 Customers are dealt with in a polite and helpful manner at all times.
 - 3.3 Customers are assured that incidents will receive immediate attention.

- 3.4 Customers' incidents which can be resolved within the individual's authority are dealt with as soon as possible in a calm manner.
- 3.5 Customers' incidents which cannot be resolved within the individual's authority are referred to the appropriate authority.
- 3.6 Customers' incidents are dealt with and reported in accordance with organizational and legal requirements.
- 3.7 Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.
- 3.8 All work is carried out in an organized and efficient manner in accordance with organizational procedures and legal requirements.

RANGE STATEMENT

You must cover the items below:

Element 1: Handling customers

A. Customers: (Also applies to elements 2 and 3)

- (i) adults
- (ii) children
- (iii) persons with special needs (e.g. visually impaired, hearing impaired, mobility impaired, persons with medical conditions e.g. diabetic)

B. Unexpected situations:

- (i) customer complaints
- (ii) customer incidents

Element 2: Handling customer complaints

C. Complaints:

- (i) unusual situations e.g. weather
- (ii) service related incidents
- (iii) physical facilities

Element 3: Handling customer incidents

F. Customer Incidents:

- (i) spillage
- (ii) breakage
- (iii) lost property
- (iv) equipment faults
- (v) sudden illness/injury

G. Report Format:

- (i) written
- (ii) oral

UNDERPINNING KNOWLEDGE AND SKILLS**Health and Safety**

1. Why it is important to comply with health and safety regulations.
2. Where and from whom information on current health and safety regulations can be obtained.

Customer Care

3. Why it is important that information given to customers is accurate and disclosable.
4. Why customer comments should be reported to the appropriate person.
5. Why customer complaints should be dealt with without delay.
6. How to source relevant information to deal with customer enquiries.

Communication

7. When to seek assistance and when to use own initiative in meeting customer's needs.
8. What the formal and informal methods to satisfy customer needs within the resources available are and when it is appropriate to use them.
9. How to interpret customer feelings through body language, sensitive questioning and observation.
10. What customer complaints should be dealt with without delay.
11. Why it is important to establish priorities when dealing with customer complaints.

Customer Incidents

12. Why customer incidents should be dealt with without delay.
13. Why and to whom all customer incidents should be reported.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a significant period of time for your assessor to consider that you are competent.

- Totally through performance evidence in the form of observation or
- By performance evidence in the form of observation to cover **performance criteria 1.2, 1.2, 1.3** and a minimum of **two (2)** items from range **A**
- By performance evidence in the form of observation to cover **performance criteria 2.1 – 2.8** and a minimum of **two (2)** items from range **A** and relevant items from range **C**
- By supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge must be assessed using evidence which may oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you:
 - o deal with customers,
 - o dealt with customer complaints
 - o deal with customer incidents.
- Copies of written communication to and from customers.
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).
- Witness statement from customers, colleagues, line managers that provide evidence of how you:
 - o maintain personal health and hygiene,
 - o dealt with customer complaints
 - o deal with customer incidents.

- A personal statement describing how you:
 - o maintain customer care
 - o dealt with customer complaints
 - o deal with customer incidents

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U00306: Maintain a safe and secure working environment

Unit Descriptor:

This unit describes the competence required to maintain a safe and secure working environment.

The unit describes the essential abilities of:

- Communicating effectively
- Working in a safe and hygienic manner
- Problem solving
- Meeting legal requirements
- Operating within organizational procedures

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

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|----|--------------------------------------|-----|---|
| 1. | Maintain personal health and hygiene | 1.1 | Clean, smart and appropriate clothing, footwear and headgear are worn. |
| | | 1.2 | Hair is neat and tidy and worn in accordance with organizational requirements. |
| | | 1.3 | Jewellery, perfume and cosmetics are worn in line with organizational requirements. |
| | | 1.4 | Cuts, grazes and wounds are correctly treated by the appropriate person. |
| | | 1.5 | Illness and infections are reported promptly to the appropriate person. |
| | | 1.6 | All work is carried out in an efficient manner in line with appropriate organizational procedures and legal requirements. |

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|----|---|-----|--|
| 2. | Carry out procedures in the event of a fire | 2.1 | In the event of a fire, the alarm is raised immediately. |
| | | 2.2 | Fire fighting equipment is correctly used in accordance with manufacturer's instructions and organisation's procedures. |
| | | 2.3 | All safety and emergency signs and notices are adhered to. |
| | | 2.4 | Correct evacuation procedures are followed in a calm, orderly manner and in accordance with organizational procedures. |
| | | 2.5 | Designed assembly points are reached and registration done. |
| | | 2.6 | Unexpected situations are dealt with effectively and the appropriate person(s) where necessary. |
| | | 2.7 | All work is carried out in an organised and efficient manner in accordance with safety and health regulations and organisational procedures. |
| 3. | Handle the discovery of suspicious items/packages | 3.1 | Suspicious items and packages are left untouched. |
| | | 3.2 | Suspicious items and packages are reported in accordance with organizational procedures. |
| | | 3.3 | Correct safety and security procedures are followed in a calm and accordance with organizational procedures. |
| | | 3.4 | Unexpected situations are dealt with effectively and the appropriate person(s) where necessary. |
| | | 3.5 | All work is carried out in an organised and efficient manner in accordance with safety and health regulations and organisational procedures. |

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|---|---|
| 4. Carry out procedures in the event of an accident | 4.1 In the event of an accident, basic first aid is performed following recommended procedures. |
| | 4.2 Assistance from the appropriate person responsible for first aid is sought immediately. |
| | 4.3 Emergency services are contacted in accordance with organizational procedures |
| | 4.4 Appropriate action is taken to ensure safety of injured and uninjured persons. |
| | 4.5 Comfort and reassurance is given to injured persons. |
| | 4.6 Accidents are reported and documented in accordance with organisational procedures. |
| | 4.7 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary. |
| | 4.8 All work is carried out in an organised and efficient manner in accordance with safety and health regulations and organisational procedures |
| | . |
| 5. Maintain a safe work environment for customers, staff and visitors | 5.1 Hazard and potential hazards to the safety of customers, staff and visitors are promptly identified and rectified. |
| | 5.2 Customers, staff and visitors are made aware of all hazards and potential hazards in accordance with organizational procedures. |

- 5.3 Cautionary measures are taken to warn customers, staff and visitors of hazards and potential hazards.
 - 5.4 Accidents, damage and non-rectifiable hazards are reported promptly to the appropriate person.
 - 5.5 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
 - 5.6 All work is carried out in an organized and efficient manner in accordance with safety and health regulations and organizational procedures.
6. Maintain a secure work environment for customers, staff and visitors
- 6.1 Potential security risks are identified and reported to the appropriate person in line with organizational procedures.
 - 6.2 Customer and staff areas are correctly secured against unauthorised access.
 - 6.3 All establishment storage and security facilities are secured against unauthorized access.
 - 6.4 Establishment, staff or customer lost property is promptly reported to the appropriate person.
 - 6.5 Suspicious individuals are politely challenged or reported promptly to the appropriate person.
 - 6.6 Unexpected situations are dealt with efficiently and the appropriate person(s) are informed where necessary.
 - 6.7 All work is carried out in an organized and efficient manner in line with appropriate organizational procedures and legal requirements.

RANGE STATEMENT

You must cover the items below:

Element 1: Maintain personal health and hygiene

A. Regulations:

- (i) current relevant legislation relating to safe and hygienic working practices

Element 2: Carry out procedures in the event of a fire

B. Fire:

- (i) All types

C. Fire fighting equipment:

- (i) fire hose
- (ii) fire blanket
- (iii) foam extinguisher
- (iv) powder extinguisher
- (v) water extinguisher
- (vi) carbon dioxide extinguisher
- (vii) sand
- (viii) wet blanket

D. Regulations: (*Also applies to element 3*)

- (i) legislation
- (ii) manufacturer
- (iii) supplier

Element 3: Handle the discovery of suspicious items/packages

E. Suspicious items and packages:

- (i) all unattended bags, packages and parcels
- (ii) unusual and unaccounted for deliveries

Element 4: Carry out procedures in the event of an accident

F. Accidents:

- (i) all accidents involving injury

G. Basic first aid application:

- (i) bandaging
- (ii) cold pack
- (iii) Heimlich manoeuvre

H. Appropriate action:

- (i) removing and lifting injured person
- (ii) rendering basic first aid

I. Responsible person:

- (i) company nurse
- (ii) safety officer

Element 5: Maintain a safe work environment for customers, staff and visitors

J. Hazards and potential hazards:

- (i) areas and incidents which threatens the safety of customers, staff and visitors
- (ii) suspicious items

K. Accidents:

- (i) all accidents involving injury to customer, staff and visitors
- (ii) rendering basic first aid

L. Regulations:

- (i) current relevant legislation relating to safe and hygienic working practices when maintaining a safe environment for customers, staff and visitors
- (ii) manufacturer
- (iii) supplier

Element 6: Maintain a secure work environment for customers, staff and visitors

M. Security risks:

- (i) prohibited areas
- (ii) suspicious items
- (iii) unauthorized entrances/exits
- (iv) missing keys

N. Customer and staff area:

- (i) public facilities
- (ii) public areas
- (iii) work areas
- (iv) staff facilities

O. Storage facilities:

- (i) storerooms
- (ii) safes
- (iii) cash boxes

P. Legal requirements:

- (i) Current relevant legislation relating to safe and hygienic working practices when maintaining a secure environment for customers, staff and visitors

UNDERPINNING KNOWLEDGE AND SKILLS**Health and Safety**

1. Why it is important to comply with health and safety regulations.
2. Where and from whom information on current health and safety regulations can be obtained.
3. What the possible causes are of fire in the working environment.
4. What preventative actions can be taken to minimize risk of fire.
5. What organizational procedures should be followed in the event of fire.
6. Where alarms are located and how to activate them.
7. Why a fire should never be approached unless it is safe to do so.
8. Why it is important to comply with health and safety legislation.
9. Why suspicious items and packages should be left untouched.
10. Why suspicious items and packages should be reported.
11. What basic first aid should be applied in the event of an accident.
12. Who is the person responsible for first aid.
13. What emergency services are available in the event of an accident and why it is important to contact them.
14. What action should be taken to ensure the safety of the injured and uninjured.
15. What are the organisational procedures for reporting an accident.
16. What cautionary measures can be taken to warn customers, staff and visitors of potential hazards.
17. What the potential hazards are within own working environment.
18. Why suspicious items and packages must not be approached or tampered with.
19. Where first aid equipment and the accident register are located.
20. Why it is important to use correct lifting techniques.
21. Why it is important to comply with health and safety regulations.
22. Where and from whom information on current health and safety legislation can be obtained.

23. What the employee's responsibility is in relation to health and safety regulations.
24. Which keys, property and areas should be secured from unauthorized access at all times.
25. Why it is essential to be aware of potential security risks.
26. Why procedures relating to lost property must be adhered to.
27. Why it is important to comply with health and safety regulations.

Hygiene

28. What general hygiene practices must be adhered to in own work environment.
29. Why correct clothing, footwear and headgear should be worn at all times.
30. Why and to whom illness and infections should be reported.
31. Why it is important to maintain good personal hygiene.

Communication

32. Where and from whom information on current safety and health regulations can be obtained.
33. Why only disclosable information should be given to customers.
34. Why it is important to report all unusual/non-routine incidents to the appropriate person.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

You must provide evidence that shows have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

- Totally through performance evidence in the form of observation or
- Performance evidence in the form of observation to cover **performance criteria 1.1 – 1.3.**
- Totally by role-play and/or questioning to cover all the **performance criteria 2.1 – 2.7** and ranges **B, C** and **D.**
- By observation or by role-play and/or questioning to cover all of the **performance criteria 3.1 – 3.5** and ranges **D** and **E.**
- By observation or through role-play and/or questioning to cover all the performance criteria **4.1 – 4.7** and all the range **F, G, H** and **I.**
- By performance evidence in the form if observation to cover **performance criteria 6.2** and **6.3** and a minimum of **2** items from the range of **M**, **2** items from the range of **N** and **2** items from the range of **O.**
- Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and all the range.
- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessor of how you:
 - o maintain personal health and hygiene.
 - o carry out procedures in the event of a fire e.g: observing you taking responsibility for the evacuation
 - o deal with the discovery of suspicious items/packages
 - o carry out procedures in the event of an accident
 - o maintain a safe environment in the workplace
 - o maintain a secure environment in the workplace

- Copies of written communication to and from customers
- Photographs of yourself at work
- Entries made by you in the organisation's accident book.
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).
- Witness statements from customers, colleagues and line managers that provide evidence of how you:
 - o maintain personal health and hygiene.
 - o carry out procedures in the event of a fire e.g: observing you taking responsibility for the evacuation
 - o deal with the discovery of suspicious items/packages
- Witness testimony from persons who have seen you carry out procedures when an accident has occurred.
- Witness testimony from your manager or the person responsible for health and safety and security in the organisation describing and confirming your role in:
 - o monitoring and maintaining a safe working environment
- A case history report produced by you, giving details of a particular occasion when you contributed to maintaining a safe work environment.

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U01002: Deal with the arrival of guests and groups

Unit Descriptor:

This unit describes the competence required to deal with the arrival of guest and groups.

The unit describes the essential abilities of:

- Responding to customer needs
- Communicating effectively
- Problem solving
- Operating within organizational procedures
- Meeting legal requirements

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

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|----|---|-----|---|
| 1. | Deal with the arrival of guests without advanced bookings | 1.1 | Guests are greeted and dealt with in a polite and helpful manner at all times. |
| | | 1.2 | Guests' requirements are correctly identified. |
| | | 1.3 | Availability of services and facilities is correctly determined and communicated to guest and alternatives are identified and offered if those requested are not available. |
| | | 1.4 | Guests are invited to make a booking. |
| | | 1.5 | Registration documentation is completed correctly and entered into a booking system. |
| | | 1.6 | Payment method is established and appropriate action taken in line with organisational procedures. |

- 1.7 Accurate information is given to meet guests' needs.
 - 1.8 Information on arriving guests is distributed to relevant departments in line with service operations.
 - 1.9 Unexpected situations are dealt with effectively and the appropriate persons informed where necessary.
 - 1.10 All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
2. Prepare for and deal with the arrival of guests with advanced bookings
- 2.1 Documentation and other items required for guests' registration are prepared in advance of guests' arrival.
 - 2.2 Guest are greeted and dealt with in a polite and welcoming manner at all times and requirements are correctly identified.
 - 2.3 Guests' booking details are retrieved from the booking system and checked with the guests.
 - 2.4 Registration documentation is completed correctly.
 - 2.4 Payment method is established and appropriate action is taken in line with organisational procedures.
 - 2.5 Accurate information is given to meet guests' needs.
 - 2.6 Establishment's services and facilities are promoted at all appropriate times.
 - 2.7 Information on arriving guests is distributed to relevant departments in line with service operations.

- 2.8 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
- 2.9 All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Deal with the arrival of guests without advanced bookings

A. Guests:

- (i) adults
- (ii) children
- (iii) guests with disabilities (mobility, visual, speech, hearing)
- (iv) unexpected guests
- (v) regular guests
- (vi) VIP's
- (vii) locals

B. Services and facilities:

- (i) sleeping accommodation
- (ii) conference/functions/exhibition rooms

C. Booking systems: (*Also applies to element 2*)

- (i) computerized system
- (ii) manual system

D. Information:

- (i) services and facilities available
- (ii) features and benefits of services and facilities
- (iii) prices
- (iv) special offers and promotions available
- (v) locations of services and facilities
- (vi) key security and safety procedures

E. Payment method: *(Also applies to element 2)*

- (i) cash
- (ii) credit/debit cards
- (iii) travellers cheques

F. Unexpected situations: *(Also applies to element 2)*

- (i) problems with guests/visitors
- (ii) unavailability of services and facilities

G. Legal requirements:

- (i) current relevant legislation relating to accommodation goods and service for sale and safe and hygienic working practices when dealing with the arrival of customers

Element 2: Prepare for and deal with the arrival of guests with advanced bookings

H. Guests/visitors:

- (i) adults
- (ii) children
- (iii) guests with disabilities (mobility, visual, speech, hearing)
- (iv) unexpected

I. Information to guests:

- (i) services and facilities available
- (ii) features and benefits of services and facilities prices
- (iii) special offers and promotions available
- (iv) key security and safety procedures

J. Payment methods:

- (i) cash
- (ii) credit/debit card
- (iii) travellers cheques

K. Services and facilities:

- (i) sleeping accommodation
- (ii) conference/function/exhibition rooms

L. Unexpected situations:

- (i) problems with guests,
- (ii) unavailability of services and facilities, no advance reservation found

M. Regulations

- (i) legislation
- (ii) manufacturer
- (iii) supplier

UNDERPINNING KNOWLEDGE AND SKILLS**Organizational Procedures**

1. Why registration documents must be correctly completed by the guest.
2. What the organizational procedures are for allocation of rooms.
3. Why all correspondence relating to the booking should be available.

Customer Care

4. Why it is important to give accurate information to guests.

Legislation

5. Why registration documentation must be correctly completed by the guest.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

- Totally through performance evidence in the form of observation or
- By either performance evidence in the form of observation and products of work, e.g. registration documents to cover **performance evidence 1.1- 1.8** and a minimum of **four (4)** from the range of **A one (1)** from the range of **B, one (1)** from the range of **C, four (4)** from the range of **D, All** from the range of **E**
- By performance evidence in the form of observation and products or work, e.g. registration document to cover **performance criteria 2.1 – 2.8** and a minimum of **four (4)** from the range of **H, one (1)** from the range of **I, four (4)** from the range of **J, two (2)** from the range of **K** and all from the range of **L**
- Completed product of work e.g.: registration of documentation.
- By supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you:
 - o deal with the arrival of guests without advanced bookings
 - o prepare for and deal with the arrival of guests with advance bookings
- Copies of written communication to and from customers.
- Photographs of yourself at work
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor)
- Witness statement from customers, colleagues, line managers that provide evidence of how you:
 - o deal with the arrival of guests without advanced bookings
 - o prepare for and deal with the arrival of guests with advance bookings
- A personal statement describing how you:
 - o deal with the arrival of guests without advanced bookings
 - o prepare for and deal with the arrival of guests with advance bookings

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U01102: Prepare guest accounts and handle departures

Unit Descriptor:

This unit describes the competence required to prepare guest accounts and handle departures.

The unit describes the essential abilities of:

- Responding to customer needs
- Communicating effectively
- Problem solving
- Keeping records
- Operating within organizational procedures
- Meeting legal requirements

ELEMENT**PERFORMANCE CRITERIA**

ELEMENT	PERFORMANCE CRITERIA
	<i>To be competent you must achieve the following:</i>
1. Prepare and maintaining guest accounts	1.1 Charges are entered regularly and accurately against guest accounts in the account system.
	1.2 Account adjustments are recorded accurately against guests' accounts.
	1.3 Account documentation is correctly filed and stored at all times.
	1.4 Guest accounts reaching credit limits are identified and appropriate action is taken in line with service operations.
	1.5 Guest accounts are completed accurately for presentation to guests.
	1.6 Guest accounts are secured from unauthorized access.

- 1.7 Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.
- 1.8 All work is prioritized and carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.
2. Handle the departure of guests
 - 2.1 Documentation and other items required are prepared in advance of guest departure.
 - 2.2 Guest are greeted and dealt with in a polite manner at all times.
 - 2.3 Guest account details are discreetly checked with guest and payment requested as required.
 - 2.4 Departure documentation is completed and dealt with using correct account or booking systems.
 - 2.5 Keys and other establishment property are collected from guest before departure.
 - 2.6 Guests' complaints, comments and suggestions are recorded and fed back to the appropriate person or department.
 - 2.7 Establishment services and facilities are promoted at all appropriate times.
 - 2.8 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
 - 2.9 All work is prioritised and carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.

RANGE STATEMENT

Element 1: Prepare and maintain guests' accounts

A. Customer accounts:

- (i) those reaching/exceeding credit limits
- (ii) those within credit limits

B. Account system: (*Also applies to element 2*)

- (i) computerized systems
- (ii) manual systems

C. Account adjustments:

- (i) charges
- (ii) refunds
- (iii) allowances/discounts
- (iv) deposits/prepayments
- (v) transfers

D. Unexpected situations:

- (i) problems with systems

E. Legal requirements:

- (i) Current relevant legislation relating to preparing and maintaining customer accounts and safe, hygienic working practices

Element 2: Handle the departure of guests

F. Guest Account:

- (i) those where part payment is required
- (ii) those where full payment is required
- (iii) those where the account does not require immediate settlement

G. Unexpected situations

- (i) problems with guest
- (ii) problems with documentation

H. Legal requirements

- (i) current relevant legislation relating to accommodation, goods, services for sale and safe hygiene working practices when dealing with the departure of customers

UNDERPINNING KNOWLEDGE AND SKILLS**Organizational Procedures**

1. Why guest accounts must be updated regularly with charges and adjustments.

Customer Care

2. Why it is important to give accurate verbal and written information to guests.

Security

3. Why guest accounts must be secured from unauthorized access.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

- You must provide evidence that shows you have met the performance criteria over a significant period of time for your assessor to consider that you are competent.
- Totally through performance evidence in the form of observation and products of work, e.g. guest folio, bills, filing systems or
- By performance evidence in the form of observation and/or products of work to cover **performance criteria 1.1, 1.2, 1.3, 1.5, 1.6** and **all** from the range of **A**, **one (1)** from the range of **B**, **three (3)** from the range of **C**.
- By performance evidence in the form of observation and products of work to cover **performance criteria 2.1 – 2.7** and a minimum of **two (2)** from the range of **F** and **one (1)** from the range of **B**.
- By supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you prepare guests accounts and handle departures.
- Copies of written communication to and from customers.
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).
- Witness statement from customers, colleagues, line managers that provide evidence of how you:
 - o prepare and maintain guests' accounts
 - o handle the departure of guests
- A personal statement describing how you:
 - o prepare and maintain guests' accounts
 - o handle the departure of guests

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U01202: Maintain information systems to support service delivery

Unit Descriptor:

This unit describes the competence required to maintain information systems to support service.

The unit describes the essential abilities of:

- Communicating effectively
- Responding to customer needs
- Problem solving
- Keeping records
- Operating within organisational procedures
- Meeting legal requirements.

ELEMENT

PERFORMANCE CRITERIA

To be competent you must achieve the following:

1.	Supply and respond to information	1.1	Information supplied is current, relevant and accurate.
		1.2	Information likely to be of benefit to the organisation is passed promptly to the line manager.
		1.3	Information is supplied in the format requested and to required deadlines.
		1.4	Own responses to information provided from others are positive and timely.
		1.5	Information of a confidential nature is disclosed only to authorized persons.
		1.6	Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.

- 1.7 All work is carried out in an organized and efficient manner in accordance with organisational procedures.
- 2. Record and store information
 - 2.1 Information recorded is up-to-date, accurate, complete and legible.
 - 2.2 Recorded information is maintained in good condition and stored in the correct location.
 - 2.3 Information of a confidential nature is accessible only to authorized persons.
 - 2.4 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
 - 2.5 All work is carried out in an organized and efficient manner in accordance with organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Supply and respond to information

A. Information: *(Also applies to element 2)*

- (i) verbal
- (ii) written

B. Information supplied to and provided by: *(Also applies to element 2)*

- (i) line managers
- (ii) colleagues
- (iii) customers

C. Information: *(Also applies to element 2)*

- (i) personnel matters
- (ii) service provision
- (iii) health and safety

UNDERPINNING KNOWLEDGE AND SKILLS**Communication**

1. What are the lines and methods of communication.

Types of Information

2. What constitutes confidential information, the reasons why confidentiality must be maintained and the possible consequences of failing to maintain confidentiality.
3. To whom should confidential information be disclosed.
4. What are the types of specific information on personnel matters, service provision and health and safety which one would be expected to supply and respond to.

Organizational Policies and Procedures

5. What the recording and storing requirements and procedures are.
6. What constitutes confidential information, the reason why confidentiality must be maintained, and the possible consequences of failing to maintain confidentiality.
7. Who is authorized to access confidential information.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

- Totally through performance evidence in the form of observation and products of work e.g. memos or
- By performance evidence in the form of observation and products of work to cover **performance criteria 1.1 – 1.4** and **all** from the range of **A**, **two (2)** from the range of **B**.
- By performance in the form of observation and products of work to cover **performance criteria 2.1 -2.3** and **all** from the range of **A** and **two (2)** from the range of **B**.
- Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge must be assessed using evidence which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you:
 - o supply and respond to information.
 - o record and store information.
- Copies of written communication to and from customers.
- Photographs of yourself at work.
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor)
- Witness statements from customers, colleagues, line managers that provide evidence of how you:
 - o supply and respond to information.
 - o record and store information.
- A personal statement describing how you:
 - o supply and respond to information.
 - o record and store information.

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U01302: Handle bookings

Unit Descriptor:

This unit describes the competence required to ensure the efficient handling of bookings.

The unit describes the essential abilities of:

- Communicating effectively
- Responding to customer needs
- Problem solving
- Keeping records
- Operating within organizational procedures
- Meeting legal requirements

ELEMENT

PERFORMANCE CRITERIA

To be competent you must achieve the following:

- | | | | |
|----|-----------------------------|-----|---|
| 1. | Handling bookings enquiries | 1.1 | Guests' enquiries are dealt with in a polite and helpful manner at all times. |
| | | 1.2 | Guests' requirements are correctly identified and accurate information is given. |
| | | 1.3 | Guests are invited to make a booking. |
| | | 1.4 | Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary. |
| | | 1.5 | All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organisational procedures. |

-
- | | | | |
|----|------------------------------------|-----|---|
| 2. | Confirm, cancel and amend bookings | 2.1 | Guests/visitors are dealt with in a polite and helpful manner at all times. |
| | | 2.2 | Guests/visitors are provided with confirmation of bookings and deposit from guests or visitors are requested as appropriate. |
| | | 2.3 | Unconfirmed bookings are identified, checked and followed up in booking system. |
| | | 2.4 | Booking amendments and cancellations are dealt with and records of bookings are maintained in accordance with organisational procedures. |
| | | 2.5 | Information on the availability of services is communicated to relevant parties. |
| | | 2.6 | Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary. |
| | | 2.7 | Information of availability of services is communicated to relevant parties. |
| | | 2.8 | All work is prioritized and carried out in an organized and efficient manner in accordance with legal requirements and organisational procedures. |

RANGE STATEMENT

You must cover the items below:

Element 1: Handle booking enquires

A. Customers: (Also applies to element 2)

- (i) booking agencies
- (ii) adults with children
- (iii) customer with communication difficulties
- (iv) customers with mobility difficulties
- (v) regular customers or VIPs
- (vi) customers requiring bookings for groups

B. Enquiries:

- (i) telephone
- (ii) face-to-face
- (iii) written communication

C. Information:

- (i) services and facilities available
- (ii) features and benefits of services and facilities
- (iii) prices
- (iv) special offers and promotions available

D. Unexpected situations:

- (i) equipment failure
- (ii) problems with guests and visitors
- (iii) availability of facilities and services

E. Legal requirements:

- (i) current relevant legislation relating to goods and services for sale and safe and hygienic working practices when dealing with booking enquiries

Element 2: Confirm, cancel and amend bookings

F. Booking system:

- (i) computerized systems
- (ii) manual systems

G. Booking amendments and cancellations:

- (i) change in service or facilities required
- (ii) change in date or time required
- (iii) change in guest's personal details
- (iv) change in number of persons
- (v) booking cancellations

H. Records of bookings:

- (i) daily
- (ii) weekly
- (iii) monthly

I. Other parties:

- (i) booking agents
- (ii) collaborative organisations

J. Unexpected situations:

- (i) problems with guests and visitors
- (ii) availability of facilities and services
- (iii) problems with booking systems
- (iv) problems with other organisation's details

K. Legal requirements

- (i) current relevant legislation relating to confirming, canceling and amending bookings.

UNDERPINNING KNOWLEDGE AND SKILLS**Customer Care**

1. Why it is important to give accurate verbal and written information to guests/visitors.

Organisational Procedures

2. Why confirmation and deposits are required from guests/visitors.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

- Totally through performance evidence in the form of observation or
- By performance evidence in the form of observation to cover **performance criteria 1.1 – 1.3** and a minimum of **four (4)** from the range of **A**, **two (2)** from the range of **B**, **three (3)** from the range of **C**.
- By performance evidence in the form of observation to cover **performance criteria 2.1 - 2.5** and a minimum of **four (4)** from the range of **A**, **one (1)** from the range of **F**, **three (3)** from the range of **G**, **one (1)** from the range of **H**, **one (1)** from the range of **I**.
- By supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you:
 - o deal with booking enquiries
 - o confirm, cancel and amend bookings
- Copies of written communication to and from customers.
- Photographs of yourself at work
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor)
- Witness statement from customers, colleagues, line managers that provide evidence of how you:
 - o handle booking enquiries.
 - o confirm, cancel and amend bookings
- A personal statement describing how you:
 - o handle booking enquiries.
 - o confirm, cancel and amend bookings

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U01402: Handle communications and book external services

Unit Descriptor:

This unit describes that competence required to ensure the efficient handling of communication and booking of external services.

The unit describes the essential abilities of:

- Responding to customer needs
- Communicating effectively
- Keeping records
- Operating within organizational procedures
- Meeting legal requirements

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

- | | | | |
|----|-----------------------------------|-----|---|
| 1. | Handling incoming telephone calls | 1.1 | Telephone calls are answered promptly and clearly in a polite and helpful manner. |
| | | 1.2 | Callers are correctly identified, and their needs are established and dealt with. |
| | | 1.3 | Information given to callers is disclosable and accurate. |
| | | 1.4 | Messages taken are accurate, clearly written and communicated promptly to the appropriate person. |
| | | 1.5 | Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary. |
| | | 1.6 | All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organisational procedures. |

2. Make telephone calls
 - 2.1 Number required is correctly obtained and contact established in a polite and helpful manner.
 - 2.2 Identity of caller and purpose of telephone call is clearly conveyed.
 - 2.3 Persons contacted are given disclosable information in accordance with organizational guidelines.
 - 2.4 Clear and accurate messages are left where appropriate.
 - 2.5 Unexpected situations are dealt with effectively and the appropriate persons are informed where necessary.
 - 2.6 All work is prioritized and carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.
3. Handle mail, messages and written communication
 - 3.1 Written communications are collected correctly, sorted and distributed to the appropriate person or location.
 - 3.2 Written communications not collected or distributed are dealt with in line with operational requirements.
 - 3.3 Written communications are secured effectively against unauthorised access.
 - 3.4 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
 - 3.5 All work is prioritized and carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.

- 4. Book external services
 - 4.1 Guests and persons contacted are dealt with in a polite and helpful manner at all times.
 - 4.2 Guests' needs and requirements are correctly identified.
 - 4.3 Appropriate organization are correctly identified and contacted.
 - 4.4 Services are booked which meet guests' needs.
 - 4.5 Guests are provided with accurate written or verbal details of booking and relevant alternatives offered.
 - 4.6 Unexpected situations are dealt with effectively and the appropriate persons informed where necessary.
 - 4.7 All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organizational procedures.

RANGE STATEMENT

You must cover the items below

Element 1: Handle incoming telephone calls

A. Telephone calls: (Also applies to element 2)

- (i) routine/non-routine
- (ii) external calls
- (iii) internal calls

B. Callers:

- (i) those who can be dealt with
- (ii) those who need to be passed/transferred to another person/department
- (iii) those who need to be informed of delays

C. Messages:

- (i) those for guests/visitors
- (ii) those for internal persons

D. Unexpected situations: (Also applies to element 2)

- (i) equipment failure
- (ii) guest/visitor problems

E. Legal requirements:

- (i) current legislation relating to goods and services for sale and safe, hygienic working practices when dealing with incoming calls

Element 2: Make telephone calls

F. Messages for:

- (i) internal persons
- (ii) external persons
- (iii) customers

G. Legal requirements:

- (i) current relevant legislation relating to goods and services for sale
- (ii) safe and hygienic working practices when dealing with telephone calls

Element 3: Handle mail, messages and written communication

H. Written communications:

- (i) letters
- (ii) parcels registered/courier delivered post
- (iii) messages
- (iv) faxes/telexes
- (v) emails

I. Communications:

- (i) for customers/staff who can be located
- (ii) for customers/staff who cannot be located

J. Unexpected situations:

- (i) staff/customers' problems
- (ii) delivery problems
- (iii) suspicious items

K. Legal Requirements

- (i) current legislation relating to goods and services for sale and safe hygiene working practices when handling mail messages and written communication

Element 4: Book external services

L. Services:

- (i) transport
- (ii) items to be delivered from external organizations

M. Unexpected situations:

- (i) staff/guests problems
- (ii) unavailability of external services

N. Legal Requirements:

- (i) current relevant legislation relating to goods and services for sale
- (ii) safe and hygienic working practices when dealing with booking enquiries

UNDERPINNING KNOWLEDGE AND SKILLS**Customer Care**

- a. Why it is important to give only accurate and disclosable information to guests.

Communication

- b. Why it is important to relay messages promptly to those concerned.

Organizational procedures

- a. Why it is important to speak clearly using a tone and pace which can be easily understood.
- a. What the procedures for recording delivery and registered mail are.
- b. Why it is important to give accurate verbal and written information to guests.

Health and Safety

- c. Why suspicious items should be reported immediately.

Security

- d. Why written communications should be secured against unauthorized access.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

- Totally through performance evidence in the form of observation and products of work e.g. written message log, message pad or
- By performance evidence in the form of observation and products of work to cover **performance criteria 1.1 – 1.4** and a minimum of **two (2)** from the range of **B**, **All** from the range of **C**.
- By performance evidence in the form of observation to cover **performance criteria 2.1 - 2.4** and a minimum of **All** from the range of **A**, **two (2)** from the range of **F**.
- By performance evidence in the form of observation to cover **performance criteria 3.1 -3.3** and a minimum of **four (4)** from the range of **H**, **one (1)** from the range of **I**.
- Performance evidence in the form of observation to cover **performance criteria 4.1 – 4.5** and a minimum of **All** from the range of **L**.
- By supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you:
 - o deal with incoming telephone calls.
 - o make telephone calls.
 - o handle mail, messages and written communications.
 - o book external services.
- Copies of written communication to and from customers.
- Photographs of yourself at work.
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor)

- Witness statements from customers, colleagues, line managers that provide evidence of how you:
 - handle incoming telephone calls.
 - make telephone calls
 - handle mail, messages and written communications
 - book external services

- A personal statement describing how you:
 - handle incoming telephone calls.
 - make telephone calls
 - handle mail, messages and written communications
 - book external services

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U01502: Exchange foreign cash and travelers cheques

Unit Descriptor:

This unit describes the competence required to exchange foreign cash and travelers cheques.

The unit describes the essential abilities of:

- Responding to customer needs
- Problem solving
- Communicating effectively
- Keeping records
- Operating within organizational procedures
- Meeting legal requirements

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

- | | | | |
|----|-----------------------|-----|---|
| 1. | Exchange foreign cash | 1.1 | Guests are dealt with in a polite and helpful manner at all times. |
| | | 1.2 | Foreign cash is accepted and guests are informed of relevant exchange rates and commission charges. |
| | | 1.3 | Receipt of cash is acknowledged, counted and verified in front of guests. |
| | | 1.4 | Exchange calculations are completed accurately using an appropriate exchange rate calculation method and the correct exchange rate. |
| | | 1.5 | Documentation is completed accurately in line with organizational procedures. |

- 1.6 Correct money and receipts are given and cash received is stored in correct place.
 - 1.7 Exchange point is secured from unauthorized access.
 - 1.8 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
 - 1.9 All work is prioritized and carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.
2. Exchange foreign travellers cheques
- 2.1 Guests/visitors are dealt with in a polite and helpful manner.
 - 2.2 Identity of guests is established in line with organizational procedures.
 - 2.3 Receipt of travellers cheques is acknowledged, counted and verified in front of guest.
 - 2.4 Travellers cheques are accepted only in line with service operations.
 - 2.5 Guests/visitors are informed of relevant exchange rates and commission charges.
 - 2.6 Travellers cheques are validated, completed accurately and authorized in line with service operations.
 - 2.7 Exchange calculations are completed accurately using an appropriate exchange rate calculation method and the correct exchange rate.
 - 2.8 Correct money and receipt are given.
 - 2.9 Cheques received are stored in the correct place in line with service operations.

- 2.10 Exchange point is secured from unauthorized access.
- 2.11 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
- 2.12 All work is prioritized and carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Exchange foreign cash

A. Exchange rate calculation method: *(Also applies to element 2)*

- (i) manual
- (ii) calculator/computer

B. Unexpected situations: *(Also applies to element 2)*

C.

- (i) problems with guests
- (ii) problems securing exchange point

D. Legal Requirements

- (i) relevant legislation relating to exchanging foreign cash and safe and hygienic working practices when exchanging foreign cash

Element 2: Exchange foreign travelers cheques

E. Legal Requirements

- (i) current relevant legislation relating to exchanging foreign travelers cheques, and hygienic working practices when exchanging foreign travelers cheques

UNDERPINNING KNOWLEDGE AND SKILLS**Customer Care**

1. Why it is important to give customers accurate information concerning exchange rates and commission.

Operational Procedures

2. Why it is important to use the correct exchange rate and produce accurate calculations.

Security

3. Why exchange points must be secured from unauthorized access
4. Why it is important to establish identity of guest.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

- Totally through performance evidence in the form of observation and products of work e.g. foreign exchange receipt and cash drop receipt or
- By performance evidence in the form of observation and products at work to cover **performance criteria 1.1 – 1.7** and **All** from the range of A
- By performance evidence in the form of observation to cover **performance criteria 2.1 – 2.10** and **all** from the range of A and
- Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you:
 - o exchange foreign cash
 - o exchange foreign travelers cheques
- Copies of written communication to and from customers.
- Photographs of yourself at work.
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).
- Witness statements from customers, colleagues, line managers that provide evidence of how you:
 - o exchange foreign cash
 - o exchange foreign travelers cheques
- A personal statement describing how you:
 - o exchange foreign cash
 - o exchange foreign travelers cheques

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U01602: Maintain data in a computer system

Unit Descriptor:

This unit describes the competence required to maintain data in a computer system.

The unit describes the essential abilities of:

- Communicating effectively
- Problem solving
- Keeping records
- Using equipment correctly
- Operating within organizational procedures
- Meeting legal requirements

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

- | | | | |
|----|--|-----|---|
| 1. | Input data and text into a computer system | 1.1 | Correct computer software programme is used. |
| | | 1.2 | Data and text are correctly entered. |
| | | 1.3 | Where the source data is incomplete, clear directions are obtained from the appropriate person. |
| | | 1.4 | Where the source data is unauthorized, clear directions are obtained from the appropriate person. |
| | | 1.5 | Errors in inputting and coding are identified and corrected in accordance with organisational procedures. |
| | | 1.6 | Reference codes are generated as necessary. |
| | | 1.7 | Where work is not achievable within specified deadlines, reasons are promptly and accurately reported. |

- 1.8 Work is achieved within agreed deadlines.
 - 1.9 Organisational procedures for storing source material are followed.
 - 1.10 Equipment and data re safeguarded against damage.
 - 1.11 Confidentiality and security of data are in accordance with organisational requirements.
 - 1.12 Safe working practices are followed.
 - 1.13 Unexpected situations are dealt with effectively and the appropriate persons are informed where necessary.
 - 1.14 All work is prioritized and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
2. Locate and retrieve data from a computer system
- 2.1 Correct computer software programme is used for location and retrieval of data.
 - 2.2 Requested data is correctly located, accessed and retrieved within specified time constraints.
 - 2.3 Search methods are appropriate and effective.
 - 2.4 Confidential data is disclosed only to authorized persons.
 - 2.5 Equipment and data are safeguarded against damage.
 - 2.6 Safe working practices are followed.
 - 2.7 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.

- 2.8 All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organizational procedures.
 - 3.1 Printed document is correct and complete.
 - 3.2 Hard copy is clean, clearly printed and aligned correctly.
 - 3.3 Efforts are made to minimize the wastage of paper.
 - 3.4 Printer area is kept clean and tidy.
 - 3.5 Where work is not achievable within specified deadlines reasons are promptly and accurately reported.
 - 3.6 Work is achieved within agreed deadlines.
 - 3.7 Equipment and data are safeguarded against damage.
 - 3.8 Safe working practices are followed.
 - 3.9 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
 - 3.10 All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organizational procedures.
3. Print documents using a computer system

RANGE STATEMENT

You must cover the items below:

Element 1: Input data and text into a computer system

A. Computer software: *(Also applies to elements 2 & 3)*

- (i) text processing
- (ii) numerical processing

B. Sources data:

- (i) complete
- (ii) incomplete

C. Types of inputting:

- (i) addition of new data and text
- (ii) modification of existing data and text
- (iii) deletion of existing data and text

D. Unexpected situations:

- (i) problems securing exchange point, equipment failure

E. Regulations: *(Also applies to elements 2 & 3)*

- (i) legislation
- (ii) manufacturer
- (iii) supplier

Element 2: Locate and retrieve data from a computer system

F. Methods of locating details:

- (i) automatic searching
- (ii) manual searching
- (iii) multi-field searching

G. Methods of requesting items:

- (i) specification of reference codes
- (ii) specification of details

H. Unexpected situations: (Also applies to element 3)

- (i) equipment failure

Element 3: Print documents using a computer system

I. Form of produced document:

- (i) text
- (ii) tabular

UNDERPINNING KNOWLEDGE AND SKILLS**Operational Procedures**

1. What software and hardware is available, what the main uses are and how to operate them.
2. How to code data correctly and why it is important.
3. What the formatting procedures are and when to use them.
4. What the procedures for safeguarding equipment and data against damage are and why they are important.
5. How to back-up data and why it is important.
6. What the procedures for use and operation of relevant software/hardware are.
7. What the system reference codes are and why it is important to use them.
8. How to locate details in a computer system.
9. What the procedures to protect equipment and data against damage are and why it is important to use them.

10. What the procedures for use and operation of printers are.
11. What print characteristics are and when to use them.
12. What the organization's in-house style is and when it is important to use it.

Organizational Procedures

13. What the organizational procedures for storing and filing material are.
14. What the organizational procedures for maintaining the security and confidentiality of data are.
15. What the organization's retrieval procedures are and why they are important.

Legislation

16. What the relevant legal requirements are.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

- Totally through performance evidence in the form of observation and products of work or
- By performance evidence in the form of observation and products of work to cover **performance criteria 1.1, 1.2, 1.8, 1.9, 1.11, 1.12** and a minimum of **one** (1) from the range of A, **one** (1) from the range of B, **two** (2) from the range of C.
- By performance evidence in the form of observation and products of work (if appropriate) to cover **performance criteria 2.1, 2.2, 2.3, 2.6** and a minimum of **one** (1) from the range of A, **two** (2) from the range of F, **one** (1) from the range of G.
- Totally through performance evidence in the form of observation and products of work, e.g.: printed document (if appropriate).
- By performance evidence in the form of observation and products of work to cover **performance criteria 3.1, 3.2, 3.3, 3.4, 3.6, 3.8** and a minimum of one (1) from the range of A and All from the range of I.
- Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you:
 - o input data and text into a computer system.
 - o locate and retrieve data from a computer system
 - o print documents using a computer
- Copies of written communication to and from customers.
- Photographs of yourself at work.
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).

- Witness statements from customers, colleagues, line managers that provide evidence of how you:
 - input data and text into a computer system.
 - locate and retrieve data from a computer system
 - print documents using a computer system

- A personal statement describing how you:
 - input data and text into a computer system.
 - locate and retrieve data from a computer system
 - print documents using a computer system

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U00406: Maintain payment point and handle cash and non-cash payments

Unit Descriptor:

This unit describes the competence required to maintain payment point and handle cash and non-cash payments.

The unit describes the essential abilities of:

- Communicating effectively
- Responding to customer needs
- Problem solving
- Operating within organizational procedures
- Meeting legal requirements

ELEMENT

PERFORMANCE CRITERIA

To be competent you must achieve the following:

- | | | |
|----|---|---|
| 1. | Maintain payment point for cash and non-cash payments | 1.1 All customers are dealt with in a polite and helpful manner at all times. |
| | | 1.2 All equipment and relevant materials required in the payment point are available and ready for use. |
| | | 1.3 Payment point is maintained during service and replenished with relevant materials at the appropriate time. |
| | | 1.4 Payment point contents are made available for authorized collection during service. |
| | | 1.5 Customers are informed politely and promptly of any delays where appropriate. |

- 1.6 The payment point is closed down in accordance with appropriate organizational.
 - 1.7 Unexpected situations are dealt with effectively and the appropriate persons informed where necessary.
 - 1.8 All work is carried out in an organized and efficient manner in accordance with safety and health regulations and organizational procedures.
2. Handle cash and non-cash payments
- 2.1 Customers are dealt with in a polite and helpful manner at all times.
 - 2.2 All relevant information is entered into the payment point correctly.
 - 2.3 The customer is informed of the payment amount.
 - 2.4 Receipt of payment is acknowledged and validated where necessary.
 - 2.5 Non-cash payments are accepted, validated, completed accurately and authorized in accordance with organizational procedures.
 - 2.6 Cash payments are accurately transacted and in accordance with statutory regulations.
 - 2.7 Payment documents are stored in a secure, approved location in accordance with organisational procedures.
 - 2.8 The transaction is carried out in the optimum time and the relevant confirmation is given to the customer.
 - 2.9 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.

- 2.10 All work is carried out in an organized and efficient manner in accordance with safety and health regulations and organizational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Maintain payment point for cash and non-cash payments

A. Payment point: *(Also applies to element 2)*

- (i) computerized
- (ii) electronic
- (iii) manual

B. Relevant materials:

- (i) cash
- (ii) cash equivalents
- (iii) relevant stationery (e.g. receipt rolls, bills, audit rolls, note pads)

C. Unexpected situations: *(Also applies to element 2)*

- (i) discrepancy in payment
- (ii) discrepancy in change
- (iii) suspected fraud

D. Legal requirements: *(Also applies to element 2)*

- (i) current relevant legislation relating to dealing with cash and non-cash and safe and hygienic working practices

Element 2: Handling cash and non-cash payments

E. Payments:

- (i) cash
- (ii) cheques
- (iii) credit cards
- (iv) debit cards
- (v) cash equivalent
- (vi) charge cards

F. Relevant confirmation

- (i) receipt
- (ii) bill
- (iii) tokens/vouchers

UNDERPINNING KNOWLEDGE AND SKILLS**Health and Safety**

1. What security procedures are applicable to the operation of a payment point.

Working Practices

2. What appropriate organizational procedures must be adhered to when maintaining a payment point.
3. What the appropriate organizational procedures are regarding the handling of payments.
4. Why it is important to know the procedures to follow when dealing with errors in handling cash and non-cash payments.

Communication

5. What the consequences are of unreported errors when maintaining a payment point.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

- Totally through performance evidence in the form of observation or
- By performance evidence in the form of observation to cover **performance criteria 1.1, 1.2, 1.3, 1.4, 1.6** and a minimum of **one** (1) from the range of A, **two** (2) from the range of B.
- By performance evidence in the form of observation to cover **performance criteria 2.1 – 2.6** and a minimum of **two** (2) from the range of A, **one** (1) from the range of E, **one** (1) from the range of F.
- Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you:
 - o maintain payment point for cash and non-cash payments
 - o handle cash and non-cash payments.
- Copies of written communication to and from customers.
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).
- Witness statements from customers, colleagues, line managers that provide evidence of how you:
 - o maintain payment point for cash and non-cash payments
 - o handle cash and non-cash payments.
- A personal statement describing how you:
 - o maintain payment point for cash and non-cash payments
 - o handle cash and non-cash payments.

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U01702: Operate organisational systems on behalf of customers

Unit Descriptor:

This unit describes the competence required to ensure efficient operation of organisational systems on behalf of customers.

The unit describes the essential abilities of:

- Responding to customer needs
- Communicating effectively
- Solving problems
- Keeping records
- Operating within organizational procedures
- Meeting legal requirements

ELEMENT

PERFORMANCE CRITERIA

To be competent you must achieve the following:

- | | |
|---------------------------------|---|
| 1. Record and store information | 1.1 Information recorded is up-to-date, accurate, complete and legible. |
| | 1.2 Recorded information is maintained in good condition and stored in the correct location. |
| | 1.3 Information of a confidential nature is accessible only to authorized persons. |
| | 1.4 Unexpected situations are dealt with effectively and the appropriate persons informed where necessary. |
| | 1.5 All work is carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures. |

- | | |
|--|---|
| 2. Deliver products or services to customers | 2.1 Products or services of the organization are promptly supplied in keeping with the organisation's policy. |
| | 2.2 Other products or services are suggested to meet customer's needs. |
| | 2.3 Customer product or service needs are explored through sensitive questioning. |
| | 2.4 Own knowledge of products or services and processes is continually updated by using information from within the organization. |
| | 2.5 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary. |
| | 2.6 All work is carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures. |
| 3. Maintain service when systems go wrong | 3.1 Apologies for failure in service are offered immediately to the customer and reasons for failure explained in keeping with the organisation's policy. |
| | 3.2 Customers are kept updated about interruptions in service. |
| | 3.3 Information given to customers is designed to protect from unnecessary worry. |
| | 3.4 Service is maintained through unprompted extra efforts. |
| | 3.5 Practical help is offered to colleagues to maintain service to customers when systems go wrong. |
| | 3.6 Unexpected situations are dealt with effectively and the appropriate persons informed where necessary. |

- 3.7 All work is carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Record and store information

A. Information:

- (i) verbal
- (ii) written

B. Information supplied to and provided by:

- (i) line managers
- (ii) colleagues
- (iii) customers

C. Information:

- (i) personnel matters
- (ii) service provision
- (iii) health and safety

D. Legal:

- (i) current relevant legislation relating to recording and storing information and safe and hygienic working practices

Element 2: Deliver products or services to customers

E. Customer product or service needs:

- (i) stated products or services
- (ii) unstated products or services

F. Information:

- (i) from colleagues
- (ii) from storage
- (iii) systems
- (iv) from training materials

G. Legal:

- (i) current relevant legislation relating to delivering products or services to customers and safe and hygienic working practices

Element 3: Maintain service when systems go wrong

H. Information:

- (i) generated by own duties or responsibilities
- (ii) generated by others inside the organisation

I. Legal:

- (i) current relevant legislation relating to when systems go wrong and safe and hygienic working practices.

UNDERPINNING KNOWLEDGE AND SKILLS**Organizational policies and procedures**

1. What the recording and storing requirements and procedures are.
2. What constitutes confidential information, the reason why confidentiality must be maintained, and the possible consequences of failing to maintain confidentiality.
3. Who is authorized to access confidential information.

Product knowledge

4. What are the relevant products and services provided by the organisation.
5. What are the procedures and policies relating to products and services.

Communication

6. What questioning and listening techniques can be used.
7. How communication channels relating to systems can go wrong.

Legislation

8. What the customer's legal rights are.
9. What the statutory obligations in relation to emergencies and service failure are.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a significant period of time for your assessor to consider that you are competent.

- Totally through performance evidence in the form of observation and products of work or by performance evidence in the form of observation and products of work.
- By **performance evidence 1.1 -1.2** and a minimum of both from the range of A and **two (2)** from the range of B.
- By performance evidence to cover **performance criteria 2.1 – 2.3** and **all** from the range of E.
- By performance evidence to cover **performance criteria 3.1 -3.5** and **all** from the range of H.
- Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to order the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge must be addressed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you:
 - o record and store information
 - o deliver products or services to customers
 - o maintain service when systems go wrong
- Copies of written communication to and from customers.
- Photographs of yourself at work
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).
- Witness statement from customers, colleagues, line managers that provides evidence of how you:
 - o record and store information
 - o deliver products or services to customers
 - o maintain service when systems go wrong

- A personal statement describing how you:
 - o record and store information
 - o deliver products or services to customers
 - o maintain service when systems go wrong

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.