National Occupational Standards

Sector: Front Office
Occupation: Head Receptionist
MQF Level: 4

Units:
- **FO401**: Health and safety requirements at the workplace
- **FO402**: Guest relations and customer service supervision
- **FO403**: Checking in and checking out guests
- **FO404**: Cashier Duties
- **FO405**: Work Ethics
- **FO406**: Human Resource Supervision
FO401: Health and Safety Requirements at the Workplace

This unit lists the knowledge and skills needed by a person holding this position to carry out work in compliance with health and safety requirements. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to follow health and safety procedures which ensure that their actions do not create health and safety risks to self or others.

Performance Criteria
The candidate must have the necessary knowledge and skills to supervise and ensure:
1. Safe working practices are carried out according to the workplace health and safety regulations.
2. Company and department safety and security policies and procedures are followed to ensure a clean, safe, and secure environment.
3. Property specific procedures for handling emergency situations (e.g., evacuations, medical emergencies, natural disasters).

Required Knowledge
The Level 4 Head Receptionist must know, demonstrate and explain:
1. The roles and responsibilities of themselves and others as per national Health and Safety legislation.
2. Health concerns associated with the workplace and safe practices when carrying out work.
3. Potential hazards at the place of work (such as electricity, slippery surfaces, contaminants, irritants, fire, heights, and improper use of tools and equipment).
4. The importance of being alert to the presence of hazards at the place of work.
5. The necessary precautions to be taken to implement health and safety policies and regulations at the workplace.
6. The health and safety risks associated with their role and that of their front office staff regarding tools, materials and equipment.
7. The procedures for dealing with potential hazardous material at the place of work.
8. Unsafe work procedures or conditions and report them to management and/or security/safety personnel.
9. The first aid facilities that exist within work area.
10. Emergency procedures at the workplace in case of a fire, bomb threat, etc.
11. Contact details of responsible persons to whom to report health and safety matters.

Required Skills
The Level 4 Head Receptionist must be able to:
1. Comply with duties and obligations defined in the national Health and Safety legislation.
2. Work according to Health and Safety regulations and other relevant regulations that apply on the job.
3. Identify which health and safety procedures are applicable and relevant to their particular working environment.
4. Adhere to work processes as per legitimate instructions.
5. Control health and safety hazards within own capability and job responsibility.
7. Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
8. Comply with, and setup where necessary, warning signs at the workplace.
Hospitality and Tourism SSU: Head Receptionist – MQF Level 4

9. Protect work areas from damage and perform work functions without damaging work areas.
10. Deal with hazards, risks and hazardous material according to workplace regulations.
11. Seek expert assistance when help is needed and falls out of own responsibility.
12. Follow emergency procedures at the workplace.
13. Recognize emergency situations and report immediately to superiors.
14. Contact relevant authorities in case of an emergency.
FO402: Guest relations and customer service supervision

This unit lists the knowledge and skills needed by a person holding this position to carry out and/or supervise work related to guest relations. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to answer, record, and process all guest calls, requests, questions, or concerns; follow up to ensure each has been met to the guests’ satisfaction. In addition, the person carrying out this work will know how to: operate the telephone switchboard station; supply guests with directions and information; and arrange transportation for guests/visitors.

Performance Criteria
The candidate must have the necessary knowledge and skills to supervise and ensure:

1. Guests are welcomed and acknowledged in a friendly and professional manner;
2. Different room and hotel facilities are explained and instructions are provided on using these facilities;
3. All guest requests, concerns and complaints are recorded, acted upon and, where necessary, followed-up;
4. Guests are provided directions and information on the different transport types available and places of interest.

Required Knowledge
The Level 4 Head Receptionist must know, demonstrate and explain:

1. The company operational policies to address specific guest requests e.g. a room change.
2. The company’s/department’s standard operating procedures.
3. The accessibility of the hotel and what services are available for persons with physical or sensory disabilities.
4. How to operate the telephone switch board and answer telephone calls in a correct manner.
5. The different room and hotel facilities and their location.
6. The guest internet access, television system, entertainment system, telephone system and any other in-room technology and/or service.
7. Places of interest - give directions and suggest different means to visit them.
8. The different methods of transport available to the guest.
9. The type of action to take following a guest telephone call. This could be a simply query on the opening times of the hotel restaurant to something much more urgent such as a medical emergency.
10. How to accept and record a new room reservation.
11. The role and duties of various front office staff during the shift.

Required Skills
The Level 4 Head Receptionist must be able to:

1. Greet and acknowledge guests in a friendly and professional manner by title and surname (e.g: Mr. Brown).
2. Where possible anticipate guests' service needs and take the necessary action.
3. Listen attentively to any questions or concerns by the guest, respond positively and take any required action.
4. Provide guests with special needs the necessary assistance.
5. Seize potential opportunities to improve the profitability of the company e.g. potential sales

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1 The term hotel refers to any tourist accommodation establishment.
opportunities.

6. Assist other employees to ensure a prompt guest service.
7. Ensure that the telephone switchboard station is operated correctly.
8. Answer telephone calls in a polite and professional manner and ensure that other front office staff do the same.
9. Answer telephone calls within a reasonable time as per company policy and ensure that other front office staff do the same.
10. Ensure that guest calls are answered, notes taken and acted upon.
11. Ensure guest calls are followed up to ensure their requests or problems have been addressed to their satisfaction.
12. Receive, record, and communicate messages accurately and ensure that other front office staff do the same.
13. Contact the appropriate individual or department, as necessary, to resolve a guest request, or problem.
14. Ensure that any outstanding requests or problems from the previous day, or as recorded in the departmental logbook, receive priority and are resolved.
15. Ensure guests are supplied with information and directions regarding property amenities, services, and hours of operation, local places/areas of interest and current activities.
16. Explain room features/facilities (e.g. mini-bar, TV, etc.) and ensure that other front office staff do the same.
17. Book transport (e.g., taxi) for guests on request.
18. Accept and record new room reservations.
19. Evaluate the general cleanliness of the customer area and take corrective action where necessary.
20. Ensure that during one’s work shift all front office staff carry out their duties according to company policy.
21. Mentor new front office staff and, where necessary, explain the company’s/department’s standard operational procedures.
FO403: Checking in and checking out guests

This unit lists the knowledge and skills needed by a person holding this position to carry out and/or supervise work duties when checking in and checking out the guest. To address any of the guests' queries or concerns on arrival or during their departure/check-out and obtain feedback to ensure that the guest had a satisfactory stay.

**Performance Criteria**
The candidate must have the necessary knowledge and skills to supervise and ensure:

1. Guests are checked in according to company policy.
2. Hotel procedures, opening hours of hotel facilities and location of guest room are adequately explained.
3. Guest checkouts are carried out according to company policy.
4. Changes of existing procedures are implemented and where necessary suggest possible changes to improve the processes.

**Required Knowledge**
The Level 4 Head Receptionist must know, demonstrate and explain:

1. Procedures for guest check in including walk-ins, pre-booked and groups, amongst others.
2. Procedures for room allocation covering room changes, upgrades, etc.
3. Procedures for guest check-out from billing, to feedback, to ensuring housekeeping is aware that the room was vacated.
4. The role and duties of the various front office staff during the shift.

**Required Skills**
The Level 4 Head Receptionist must be able to:

1. Check-in guests by confirming reservation and verifying guest identity and ensure that other front office staff do the same.
2. Secure valid form of payment for rooms (unless pre-paid) and any applicable taxes (eg: eco-tax).
3. Set up accurate accounts for each guest as per company policy.
4. Assign the room according to company policy and prepare room key/welcome pack for the guest. When using electronic keys activate accordingly.
5. Inform housekeeping when there are guests waiting for an available room.
6. Coordinate with housekeeping to track readiness of rooms for check-in.
7. When possible allocate rooms according to guests’ preferences and accommodate requests for room changes.
8. Propose a room upgrade if the customer wants a room that is different to the original reservation.
10. Inform guests of any new messages, mail, etc.
11. Perform guest check-outs according to company policy.
12. Where applicable present the bill with relevant charges to the guest and resolve any disputed charges prior to departure.
13. On check-out retrieve the room key/s and where possible request comments on guest’s stay.
14. Thank guests and provide a warm farewell.
15. Clear departures in the computer system to indicate that rooms are no longer occupied.
16. Evaluate requests for late check-outs and approve subject to room availability and occupancy levels.
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| 17. | File guest registration form according to company policy.  
18. | Ensure that during one’s work shift all front office staff carry out their duties according to company policy.  
19. | Assign front office staff so as to ensure the front office is run smoothly.  
20. | Mentor new front office staff and, where necessary, explain the company’s/department’s standard operational procedures. |
FO404: Cashier Duties

This unit lists the knowledge and skills needed by a person holding this position to carry out and/or supervise work related to cashier duties at the hotel front desk. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to process payments, manage a cash float and use an electronic point of sale.

Performance Criteria
The candidate must have the necessary knowledge and skills to supervise and ensure:

1. Proper management of a cash float and use an electronic point of sale.
2. Payments, foreign exchange and other transactions are correctly processed.

Required Knowledge
The Level 4 Head Receptionist must know, demonstrate and explain:

1. The different methods of payment.
2. How to operate an EPOS (Electronic Point of Sale) system and the hotel front desk software, where applicable.
3. The different types of receipts.
4. How to use a cash float and perform an end-of-shift reconciliation.
5. The role and duties of the various front office staff during the shift.

Required Skills
The Level 4 Head Receptionist must be able to:

1. Process all payment types as per company policy (e.g. cash, cheques, debit cards, etc)
2. Accurately handle cash
3. Issue receipts, refunds and change to customer.
4. Count and check the cash float at the beginning of the shift to ensure that amount is correct and adequate change is available.
5. Count cash float at the end of the shift to ensure the amount is correct.
6. Prepare end of shift reports on the financial transactions that were carried out during the shift
7. Print contingency lists to have a record of all guests in case of an emergency.
8. Prepare credit card authorization report and check for discrepancies.
9. Perform foreign exchange transactions in line with company policy
10. Ensure that during one’s work shift all front office staff carry out their duties according to company policy.
11. Mentor new front office staff and, where necessary, explain the company’s/department’s standard operational procedures.
FO405: Work Ethics

This unit lists the knowledge and skills needed by a person holding this position to carry out work in an ethical and professional manner. This unit covers work ethics related to relations with customers and colleagues.

Performance Criteria
The candidate must have the necessary knowledge and skills to supervise and ensure:
1. A professional and courteous attitude with customers is maintained.
2. A harmonious team work environment with colleagues is maintained.
3. Work obligations are respected
4. Difficult or unexpected situations are dealt with in a professional manner.

Required Knowledge
The Level 4 Head Receptionist must know, demonstrate and explain:
1. The meaning and implications of a customer centric business.
2. The importance of maintaining a team mind-set among colleagues.
3. The importance of being aware of cultural diversity among staff members and clients.
4. The rules and regulations of the workplace.
5. Own duties, functions and responsibilities.
6. The duties and functions of subordinates.
7. Basic emotional management.

Required Skills
The Level 4 Head Receptionist must be able to:
1. Value the customer and colleagues by adopting a professional and courteous attitude and by showing a proactive approach.
2. Address clients/customers in a professional manner while being aware of cultural diversity.
3. Ensure customer satisfaction whilst supervising and conducting front office tasks.
4. Effectively deal with customer complaints to maintain high satisfaction levels among clientele.
5. Create and maintain a positive mind-set among employees.
6. Ensure tasks are carried out effectively and efficiently according to the workplace standards and procedures.
7. Attend work on time and in a presentable manner wearing clean and appropriate clothing according to the workplace requirements.
8. Speak to co-workers using clear, appropriate and professional language.
9. Support all co-workers and treat them with dignity and respect.
10. Respect and follow superiors’ instructions.
11. Guide and instruct subordinates in a positive, professional and polite manner.
12. Actively listen to and consider the concerns of other employees, responding appropriately and effectively.
FO406: Human Resource Supervision

This unit lists the knowledge and skills needed by a person holding this position to carry out the supervisory duties during the shift. This unit covers the supervisory duties of the front office staff during a specific shift.

**Performance Criteria**
The candidate must have the necessary knowledge and skills to supervise and ensure:

1. All front office staff are aware of their work duties.
2. Front office staff rosters are prepared on time and all front office staff requests are taken into consideration.
3. Good teamwork among work colleagues.
4. Minor front office staff conflicts are resolved.

**Required Knowledge**
The Level 4 Head Receptionist must know, demonstrate and explain:

1. Functions of all front office staff members at the workplace.
2. Front office staff scheduling (roster).
3. Basics in staff motivation
4. Basics in interpersonal communication.
5. Different ways to give feedback to front office staff members.

**Required Skills**
The Level 4 Head Receptionist must be able to:

1. Supervise front office staff time plans and ensure that all areas are covered.
2. Assist in the preparation of front office staff rosters.
3. Identify and report on front office staff shortages.
4. Supervise activities and performance of all front office staff.
5. Assist in creating an effective team environment.
6. Maintain discipline among front office staff members.
7. Tackle misconducts and front office staff negligence.
8. Provide feedback to front office staff members on their performance.
9. Resolve conflicts among employees.