National Occupational Standards

Sector: Front Office

Occupation: Receptionist / Guest Service Agent/ Guest Care Host

MQF Level: Level 3

Units:
- FO301: Health and Safety requirements at the workplace
- FO302: Guest relations and customer service
- FO303: Checking in and checking out guests
- FO304: Work Ethics
- FO305: Cashier Duties
FO301: 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:
1. Carry out safe working practices according to the workplace health and safety regulations
2. Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.
3. Follow property specific procedures for handling emergency situations (e.g., evacuations, medical emergencies, natural disasters).

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

Required Skills
The Receptionist at MQF level 3 should be able to:
1. Comply with duties and obligations defined in the 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 warning signs displayed at the workplace and set up safety signs when necessary.
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. Refer to superior when help is needed and falls out of own responsibility.
12. Follow emergency procedures in the workplace.
13. Recognize emergency situations and report immediately to superiors.
14. Contact relevant authorities in case of emergency.
FO302: Guest relations and customer service

This unit lists the knowledge and skills needed by a person holding this position to carry out 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 guests’ satisfaction. In addition, the person carrying out this work will 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:
1. Acknowledge and welcome guests in a friendly and professional manner.
2. Explain the different room and hotel facilities, give their location and provide instructions on using these facilities.
3. Record, act and follow-up all guest requests, questions, concerns or complaints.
4. Provide guests with directions and information on the different transport types available and places of interest.

Required Knowledge

The Receptionist at MQF level 3 must know and explain:
1. The company in place 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. What 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 including last-minute bookings.

Required Skills

The Receptionist at MQF level 3 should be able to:
1. Greet and acknowledge guests in a friendly and professional manner. Use eye contact and refer to the guest by surname or title.
2. Wherever 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.
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<td><strong>4.</strong></td>
<td>Assist or offer assistance to individuals with disabilities.</td>
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<td><strong>5.</strong></td>
<td>Be alert for opportunities to improve the profitability of the company e.g. potential sales opportunities</td>
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<td><strong>6.</strong></td>
<td>Assist other employees to ensure a prompt guest service.</td>
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<td><strong>7.</strong></td>
<td>Operate telephone switchboard station.</td>
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<td><strong>8.</strong></td>
<td>Answer calls in a polite, professional and friendly manner.</td>
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<td><strong>9.</strong></td>
<td>Answer calls within a reasonable time as per company policy.</td>
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<td><strong>10.</strong></td>
<td>Answer, take note and act on all guest calls, requests, questions, concerns or complaints.</td>
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<td><strong>11.</strong></td>
<td>Follow up with guests to ensure their requests or problems have been addressed to their satisfaction.</td>
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<td><strong>12.</strong></td>
<td>Receive, record, and communicate messages accurately.</td>
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<td><strong>13.</strong></td>
<td>Contact the appropriate individual or department, as necessary to resolve a guest request or problem.</td>
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<td><strong>14.</strong></td>
<td>Ensure that any outstanding requests or problems from the previous day / shift, or as recorded in the departmental logbook, receive priority and are resolved.</td>
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<td><strong>15.</strong></td>
<td>Supply guests with information and directions regarding property amenities, services, and hours of operation, local places/areas of interest and current activities.</td>
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<td><strong>16.</strong></td>
<td>Explain room features/facilities (e.g. mini-bar, TV, etc.).</td>
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<td><strong>17.</strong></td>
<td>Book transport (e.g., taxi) for guests on request.</td>
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<td><strong>18.</strong></td>
<td>Accept and record new room reservations.</td>
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<td><strong>19.</strong></td>
<td>Evaluate the general cleanliness of the customer area and take corrective action where necessary.</td>
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FO303: Checking in and checking out guests

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:
1. Ensure that guests are checked in according to company policy
2. Explain hotel procedures, opening hours of hotel facilities and location of guest room.
3. Carry out a guest checkout according to company policy.

**Required Knowledge**
The Receptionist at MQF level 3 must know 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 procedures to operate property management system (PMS) appropriately.

**Required Skills**
The Receptionist at MQF level 3 should be able to:
2. Operate the property management system (PMS) in an appropriate and efficient manner.
3. Secure valid form of payment for rooms (unless pre-paid) and set up accurate accounts for each guest as per company policy.
4. Assign room according to company policy and prepare room key/welcome pack for 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.
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<td>15.</td>
<td>Clear departures in the computer system to indicate that rooms are no longer occupied.</td>
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<td>16.</td>
<td>Evaluate requests for late check-outs and approve subject to room availability and occupancy levels.</td>
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<td>17.</td>
<td>File guest registration form according to company policy.</td>
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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:
1. Maintain a professional and courteous attitude with customers.
2. Maintain a harmonious team work environment with colleagues.
3. Respect work obligations.
4. Deal with difficult or unexpected situations in a professional manner.

**Required Knowledge**

The Receptionist at MQF level 3 must know 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 rules and regulations of the workplace.
4. Own duties, functions and responsibilities.
5. The duties and functions of subordinates.
6. Basic emotional management.

**Required Skills**

The Receptionist at MQF level 3 should be able to:
1. Value the customer by adopting a professional and courteous attitude and by showing a proactive approach
2. Address clients/customers in a professional manner
3. Ensure customer satisfaction whilst supervising and conducting service tasks
4. Effectively deal with customer complaints to maintain high satisfaction levels among clientele and seek superior’s assistance when help is needed and falls out of own responsibility.
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 a timely and 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 supervisors’ and 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.
FO305: Cashier Duties

This unit lists the knowledge and skills needed by a person holding this position to carry out work related to the 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:
1. Manage a cash float and use an electronic point of sale.
2. Process payments, foreign exchange and other transactions.

Required Knowledge
The Receptionist at MQF level 3 must know 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 (PMS), where applicable.
3. The different types of receipts.
4. How to use a cash float and perform an end-of-shift reconciliation.
5. Any processes on how to handle payment problems and how to refer them (including manual operations).

Required Skills
The Receptionist at MQF level 3 should 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 cash float at the beginning of the shift to ensure that amount is correct and there is adequate change.
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.