



Technical and Vocational Education and Training (TVET) Council



**Occupational Standards  
of Competence**

**Reception**

**Level 2**

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Hospitality Training Foundation (HTF) United Kingdom

# **Qualification Overview**

**NVQB**

**In**

**Reception**

**Level 2**

## **NVQB in Reception Level 1**

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### **QUALIFICATION OVERVIEW**

#### **Who is the qualification for?**

The **NVQ in Reception Level 2** is for individuals whose reception role requires well developed behavioural competence, but whose scope for independent decision making and for bringing about change is limited. They are likely to be in roles where for example they:

- Greet guests and other visitors
- Deals with booking and confirmation of reservations.
- Register and checks out guests
- Directs handling of luggage and transportation
- Post guest charges, accepts payment of bills and deposits valuables
- Assembles and types guest folios containing hotel/establishment information.
- Liaises with external agencies and establishments
- Collects and sorts mail or messages and/or arranges for delivery of mail/messages.

Normally, persons working at **Level 2** need to use common sense and show initiative when in contact with customers and be able to deal with customer expectations that are out of the ordinary. They may communicate using simple or standard forms of written communication in addition to verbal communication and are expected to follow company procedures and also be able to make simple suggestions for improvement in reception.

Relevant occupations include:

- Reservations Clerk
- Concierge
- Receptionist

This list is not exhaustive and only serves to illustrate the breadth of the qualification.

#### **How the qualification is structured:**

To achieve the full qualification, candidates must complete twelve (12) mandatory units.

#### **Mandatory Units (All must be completed)**

- |        |  |
|--------|--|
| Unit 1 | Create and maintain effective working relationships      |
| Unit 2 | Maintain customer care                                   |
| Unit 3 | Maintain a safe and secure working environment           |
| Unit 4 | Handle the arrival of guests and groups                  |
| Unit 5 | Prepare guest accounts and handle departures             |
| Unit 6 | Maintain information systems to support service delivery |

## Qualification Overview.../Continued

### Mandatory Units.../continued (All must be completed)

Unit 7	Handle bookings
Unit 8	Handle communications and book external services
Unit 9	Exchange foreign cash and travellers' cheques
Unit 10	Maintain data in a computer system
Unit 11	Maintain payment point and handle cash and non-cash payments
Unit 12	Operate organizational systems on behalf of customers

### Evidence Requirements

For a candidate to be judged competent in a unit, the evidence presented must satisfy:

- All the performance criteria in each element.
- All the range in each element.
- All the evidence requirements.
- All the relevant knowledge and understanding listed.
- Competence must be demonstrated consistently in the workplace over a period of time.

The candidate must produce varied performance evidence and knowledge evidence derived from different situations over a period of time in the workplace.

Unless otherwise stated within the evidence requirements, all performance evidence must come from **(real work)** with external or internal customers within the workplace. Work being defined as the provision of a service or product by the candidate that if not carried out would require the organization to employ someone else to execute the task.

### Simulation

Unless otherwise stated in the evidence requirements, simulation is acceptable only as a supplementary form of evidence for certain range statements and performance criteria. These situations may include generic health and safety, fire and contingency activities for which the opportunity for assessment is often minimal in the workplace. It **should not** include routine activities.

## **APPROVED NATIONAL VOCATIONAL QUALIFICATION STRUCTURE**

### **RECEPTION – LEVEL 1 – A001 01**

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

<b><u>Mandatory Units</u></b>	<b><u>TVETC Number</u></b>
<b>1 Create and maintain effective working relationships</b>	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	
<b>2 Maintain customer care</b>	U00206
2.1 Handle customers	
2.2 Handle customer complaints	
2.3 Handle customer incidents	
<b>3 Maintain a safe and secure working environment</b>	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	
<b>4 Deal with the arrival of guests and groups</b>	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	
<b>5 Prepare guest accounts and deal with departures</b>	U01102
5.1 Prepare and maintain guest accounts	
5.2 Deal with departure of guests	
<b>6 Maintain information systems to support service delivery</b>	U01202
6.1 Supply and respond to information	
6.2 Record and store information	



# **APPROVED NATIONAL VOCATIONAL QUALIFICATIONS STRUCTURES**

## **RECEPTION - LEVEL 2 – A001 02**

<b><u>Mandatory Units/Continued</u></b>	<b><u>TVETC Number</u></b>
<b>7 Deal with bookings</b>	U01302
7.1 Deal with bookings enquiries	
7.2 Confirm, cancel and amend bookings	
<b>8 Deal with communications and book external services</b>	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	
<b>9 Exchange foreign cash and travelers cheques</b>	U01502
9.1 Exchange foreign cash	
9.2 Exchange foreign travelers cheques	
<b>10 Maintain data in a computer system</b>	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	
<b>11 Maintain payment point and handle cash and non-cash payments</b>	U00406
11.1 Maintain payment point for cash and non-cash payments	
11.2 Handle cash and non-cash payments	
<b>12 Operate organizational systems on behalf of customers</b>	U01702
12.1 Record and store information	
12.2 Deliver products or services to customers	
12.3 Maintain service when systems go wrong	