

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.