



FRONT OF HOUSE PORTER

HSP/FoHPrt/2/0016

Programme Name

Skills programme and Training Certificate in Front of House Porter, NQF Level 2, SAQA ID HSP/FoHPrt/2/0016, 26 Credits.

Programme Purpose

- The purpose of this programme is to develop learners in a variety of personal, organisational and vocational skills in order to deliver a professional porter service.

Workplace Requirements

- Suitable for front office service and with the arrival and departure of guest.
- Access to Customers

Programme Description

Each person that will successfully achieve this programme will be able to:

- Assist the guest on arrival and departure from the establishment.
- Accept, receipt and store customer and establishment property.
- Acknowledge customers and provide a collection or delivery service with the confidentiality required.
- Deal with written communication and ensure secure delivery and storage thereof.
- The learner will understand the importance of security when handling customer for self and for the organisation and realise the importance of confidentiality and professional conduct.

Target group

- Suitable for learners who assist with the provision of the front office service and with the arrival and departure of guests.
- Suitable for doormen, porters (bellmen).
- Candidate is either non-employed or currently employed within a hospitality establishment.
- Non-employed candidates have the interest and acumen to work in the Front of House and concierge arenas.
- Employed candidates have the interest to further their skills and knowledge in Front of House and concierge services.

Entry Requirements

It is assumed that a GEC certificate or equivalent has been obtained by the candidate at level 1, minimum Standard 8, Grade 10.

- Candidate is required to complete a numeracy and literacy test.
- Candidate must have a successful outcome of their Skills Programme interview.

Programme Outcomes

On completion of this Skills Programme, the learner will be able to:

- Provide a collection and delivery service.
- Handle the arrival and departure of guests in a professional manner.
- Store and handle property in a correct manner.
- Handle mail, messages and written communication efficient and effectively.

Structure of the programme

The Skills Programme in Front of House Porter consists of:

- Classroom based learning
- On-the-job learning
- Assessment

Duration of the Programme

- Programme: 15 Days
- Training Days: 10 Days
- Assessment Days: 5 Days

Number of learners per class: Minimum 15

Programme Roll-Out:

Unit Standard Code	Unit standard Title	Level	Credits
7793	Describe layout, services and facilities of the organisation	2	1
7796	Maintain a secure working environment	3	1
7799	Maintain a safe working environment	2	2
7800	Maintain health, hygiene and a professional appearance	2	1
7608	Handle and store cleaning equipment and materials	2	1
7612	Handle and dispose of waste	2	1
7626	Clean and maintain public areas	2	2
7634	Provide a valet service	3	1
7663	Handle mail, messages and written communication	2	1
7698	Store and handle customer and establishment property	2	1
7700	Provide a collection and delivery service	2	2
7702	Greet and assist guests on arrival and departure	2	2
7739	Prepare, service and clear function rooms	2	2
ADDITIONAL UNIT STANDARDS			
7789	Provide Customer Service	4	8
Total Credits			26

