



RECEPTIONIST

HSP/HOSRecep/4/0011

Programme Name

Skills programme and Training Certificate in Receptionist, NQF Level 4, SAQA ID HSP/HOSRecep/4/0011, 47 Credits.

Programme Purpose

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

Workplace Requirements

- Access to Customers
- Access to a computer
- Access to a Telephone

Programme Description

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

- Maintain, determine, record and confirm bookings on a manual and computer system
- Prepare customer accounts and deal with departures in accordance with organisational requirements Ensure a smooth check out process and maximise customer satisfaction.
- Prepare, operate a payment point and process payments efficiently as well as performing cashing up and hand over procedures.
- 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

- Front of house staff in the reception of hotels, guest houses or lodges.

Entry Requirements

- It is assumed that the learner will be competent in Communication.
- Matric

Programme Outcomes

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

- Maintain a booking system
- Prepare customer accounts
- Co-ordinate the greeting and assisting of guests on arrival and departure
- Handle mail, messages and written communication efficient and effectively
- Handle and process payments

Structure of the programme

The Skills Programme in Receptionist consists of:

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

Duration of the Programme

- Programme: 20 Days
- Training Days: 10 Days
- Assessment Days: 10 Days

Number of learners per class: Minimum 15



Programme Roll-Out:

Unit Standard Code	Unit standard Title	Level	Credits
7789	Provide Customer Service	4	8
7790	Process Incoming and Outgoing Telephone Calls	2	3
7793	Describe layout, services and facilities of the organisation	2	1
7794	Communicate Verbally	3	8
7820	Operate a Payment Point and process payments	3	3
7722	Co-ordinate the greetings and assisting of guests on arrival and departure	5	4
7706	Maintain a Booking System	3	3
7710	Deal with arrival of customers	3	2
7703	Provide Customer information and book external services	3	2
7730	Maintain the portering/concierge service	5	4
7721	Exchange foreign cash and travellers cheques	4	2
7727	Maintain Practices and procedures for handling cash/cash equivalents	5	3
7868	Monitor and maintain health, safety and security	5	4
Total Credits			47