***	SAQA ID: 64469	Training Days: 40	E-Learning Days: NA	
*(1)	NQF Level: 4	Assessment Days: 40	Workplace Experience: 10 Months	
southafrica PROSERV	Credits: 126	Total Contact Days: 80	Self-Study Days: NA	
	Description:	This learning programme has been developed for the reception function within the accommodation industry. It brings together all aspects of front office and supervision.		
FETCHOSpitality Reception	Structure	 Classroom based learning On-the-job learning Coaching/Mentoring Assessment 		
	Purpose	 It brings together all aspects of front office and supervision and will professionalise the establishments in which the candidate works and upskill candidates in providing customer service and pay point security. Candidates will be equipped with knowledge and skills to conduct stock takes, organise meetings and perform duties related to reception services. 		
	Target Group	➤ The target population for this learning programme is candidates who are wishing to enter the hospitality industry and fill a position as a Receptionist, Front Office Supervisor or Concierge in a hospitality environment, including Bed & Breakfast Establishments.		
	Entry Requirements	 It is assumed that a Further Education Certificate, or equivalent, has been obtained by the candidate at level 4. Matric and Competent in Communication and Mathematical Literacy The learner must be employed within the hospitality field, or must have access to a hospitality environment for practical work exposure purpose. 		
	Workplace Requirements	 Learner needs access to reception Based in front office department Need to have access to customer Need access to cash point, booking 	rs -	
	Outcomes	 Deal with the arrival of customers in a professional manner in accordar with organisational requirements. Provide guests with accurate information regarding services and book the according to organisational requirements. Supervise the porters within the department to ensure that they provide good service to customers and provide a butler service to guests according to the organisational requirements. Ensure that the satisfaction of customers is maintained through effect communication. Prepare, operate a payment point and process payments efficiently as we as performing cashing up and hand over procedures. Recognise, calculate, exchange foreign cash and travellers cheques and desire with customers and process refunds where necessary. Maintaining good customer relations and thus continued business with the customer. Maintain, determine, record and confirm bookings on a manual and compusivatem Describe the activities in their areas of responsibility and co-ordinate the efforts of all staff so as to maximise productivity and job satisfaction employees. 		

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