SAQA ID: 64469	Training Days: 40	E-Learning Days: NA
NQF Level: 4	Assessment Days: 40	Workplace Experience: 10 Months
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.
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 area ➢ Based in front office department ➢ Need to have access to customers ➢ Need access to cash point, bookings and stock control
Outcomes	➢ Deal with the arrival of customers in a professional manner in accordance with organisational requirements. ➢ Provide guests with accurate information regarding services and book these according to organisational requirements. ➢ Supervise the porters within the department to ensure that they provide a 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 effective communication. ➢ Prepare, operate a payment point and process payments efficiently as well as performing cashing up and hand over procedures. ➢ Recognise, calculate, exchange foreign cash and travellers cheques and deal 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 computer system ➢ Describe the activities in their areas of responsibility and co-ordinate the efforts of all staff so as to maximise productivity and job satisfaction of employees.

FETC: Hospitality Reception

Type	Unit Standard	Unit standard Title	Level	Credits
		Programme Roll-Out:		
		Module 1 & 2: Introduction to Hospitality Reception & Managing the Hospitality Reception Function (5 days training and 5 days' assessment)		
Core	7710	Deal with the arrival of customers	3	2
Core	7722	Co-ordinate the greeting and assisting of guests on arrival and departure	5	4
Core	7703	Provide customer information and book external services	3	2
Core	7730	Maintain the portering/concierge service	5	4
Elective	7725	Provide a valet/ butler service	3	3
Core	7836	Monitor customer satisfaction	4	3
		Module 3: Managing Money (5 days training and 5 days' assessment)		
Core	7721	Exchange foreign cash and traveller's cheques	4	2
Core	7820	Operate a payment point and process payments	3	3
Elective	7829	Handle and record refunds	3	2
Elective	7706	Maintain a booking system	3	3
		Module 4: Leading others (3 days training and 3 days' assessment)		
Core	7860	Introduce new staff to the workplace	3	1
Core	9244	Plan and conduct meetings	4	4
Core	7818	Conduct on-the-job coaching	5	5
		Module 5: Managing Yourself (5 days training and 5 days' assessment)		
Core	7821	Develop oneself in the job role	4	3
Core	7873	Manage one's own development	4	3
Core	7827	Source information about self-employment opportunities	4	3
Core	7866	Plan, organise and monitor work in own area of responsibility	5	3
Core	7821	Develop oneself in the job role	4	3
		Module 6: Controlling the work Environment (5 days training and 5 days' assessment)		
Core	7796	Maintain a secure environment	3	1
Core	7869	Maintain and preventative maintenance program	4	3
Core	7846	Maintain the cleaning programme for own area of responsibility	4	2
Core	7868	Monitor and maintain health, safety and security	5	4
		Module 7: Controlling Resources (3 days training and 3 days' assessment)		
Core	7844	Contribute to the identification of short term supply needs	4	1
Core	7839	Maintain the receipt, storage and issue of goods	4	5
Core	7884	Control and order stock	5	4
		Module 8: Second Language Fundamentals (5 days training and 5 days' assessment)		
Fundamental	119472	Accommodate an audience and context needs in oral communication	3	5
Fundamental	119457	Interpret and use information from texts	3	5
Fundamental	119467	Use language and communication in occupational learning programmes	3	5
Fundamental	119465	Write texts for a range of communicative contexts	3	5
		Module 9: First Language Fundamentals (5 days training and 5 days' assessment)		
Fundamental	119462	Engage in sustained oral communication and evaluate spoken texts	4	5
Fundamental	119469	Read, analyse and respond to a variety of texts	4	5
Fundamental	119471	Use language and communication in occupational learning programmes	4	5
Fundamental	119459	Write texts for a range of communicative contexts	4	5
		Module 10: Numbers at Work (5 days training and 5 days' assessment)		
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
		Total Credits :: 126		