



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The accredited Skills Programme, Front of House Porter, at an NQF level 2, is an entry level programme for individuals working as porters and front office personnel in different types of hospitality establishments and hotels.

There is a strong focus on being professional and delivering customer service to guests or visitors. It covers an establishment's layout, services and facilities, providing valet services, handling mail, messages and written communication, taking care of the establishment and guests property and luggage, maintaining a clean, secure environment and maintaining personal appearance.

Target Audience

The skills programme is aimed at individuals working in the hospitality and tourism sector as front office personnel, porters and valets.

It is suitable for porters working with the arrival and departure of guests in different types of establishments.

Entry Requirements

- A GEC certificate or equivalent at level 1.
- Grade 10 Certificate.
- Complete a numeracy and literacy test.
- A successful interview.

Additional Requirements

- You will need access to front office workplace activities and customers.
- Access to a workplace mentor.
- Access to a PC, software and the internet.

Hospitality & Tourism

Front of House Porter

CATHSSETA Statement of Results

SP ID: HSP/FoHPrt/2/0016

NQF Level: 2

Credits: 26

Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Skills Programme Certificate, Front of House Porter, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the skills programme, you will be able to:

- Describe an organisation's layout, services and facilities.
- Provide valet services.
- Handle the arrival of guests in a professional manner.
- Provide customer service.
- Provide a collection and delivery service.
- Store and handle customer and establishment property correctly.
- Handle mail, messages and written communication.
- Maintain a secure and safe working environment.
- Maintain health, hygiene and professional appearance.
- Handle and store cleaning equipment and materials and dispose of waste.





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Course Content

Skills Programme: Front of House Porter
Accreditation Body: CATHSSETA

| SETA Skills Programme : HSP/FoHPrt/2/0016
| NQF Level: 2 | Credits: 26

Unit Standard 7793

- Describe Layout, Services and Facilities of an Organisation

Unit Standard 7796

- Maintain a Secure Working Environment

Unit Standard 7799

- Maintain a Safe Working Environment

Unit Standard 7800

- Maintain Health, Hygiene and Professional Appearance

Unit Standard 7608

- Handle and Store Cleaning Equipment and Materials

Unit Standard 7612

- Handle and Dispose Of Waste

Unit Standard 7626

- Clean and Maintain Public Areas

Unit Standard 7634

- Provide a Valet Service

Unit Standard 7663

- Handle Mail, Messages and Written Communication

Unit Standard 7698

- Store and Handle Customer And Establishment Property

Unit Standard 7700

- Provide a Collection and Delivery Service

Unit Standard 7702

- Greet and Assist Guests on Arrival and Departure

Unit Standard 7739

- Prepare, Service and Clear Function Rooms

Unit Standard 7789

- Provide Customer Service

Our Accredited Organisations



FACULTY
TRAINING
INSTITUTE



Siyangqoba



Siyaya
SKILLS INSTITUTE



PROSERV
SOUTH AFRICA



MBAT
DEVELOP - EMPOWER - GROW

