

# Front Office Service LEVEL – I



## CURRICULUM

Based on October, 2021 (V- I) Occupational  
Standard (OS)

March, 2022

Addis Ababa, Ethiopia

## Preface

The reformed TVET- System is an outcome-based system. It utilizes the needs of the labor market and occupational requirements from the world of work as the benchmark and standard for TVET delivery. The requirements from the world of work are analyzed and documented – taking into account international bench marking – as occupational standards (OS).

In the reformed TVET- System, curricula and curriculum development play an important role with regard to quality driven comparable TVET- Delivery. The Curricula help to facilitate the training process in a way, that trainees acquire the set of occupational competences (skills, knowledge and attitude) required at the working place and defined in the occupational standards (OS).

This curriculum has been developed by a group of professional experts from different Regional TVET Bureaus, colleges, Industries, Institutes and universities based on the occupational standard for Front Office Service Level I.

The curriculum development process has been actively supported and facilitated by **Ministry of Labor and Skills**.

## **TVET - Program Design**

### **1.1. TVET - Program Title: Front Office Service Level I**

### **1.2. TVET - Program Description**

The Program is designed to develop the necessary knowledge, skills and attitude of the trainees to the standard required by the occupation. The contents of this program are in line with the occupational standard. The Trainees who successfully completed the Program will be qualified to work as a Guest Service Agent with competencies elaborated in the respective OS. Graduates of the program will have the required qualification to work in the Culture Sport and Tourism sector in the field of Front Office Service.

The prime objective of this training program is to equip the Trainees with the identified competences specified in the OS. Graduates are therefore expected to Identify and Apply Basics of Hospitality and Tourism Industry Services , Follow Workplace Grooming, Hygiene and Sanitation, Identify Basic Front Office Operations , Identify Housekeeping and Laundry Operations, Serve Food and Beverage to Customers, Provide Concierge and Bell Service, Operate Private Automatic Branch Exchange (PABX) , Conducting Basic Workplace Oral Communication in English I, Conducting Basic Workplace Oral Communication in Other Than English I, Provide First Aid and Emergency Response and Apply 5S Procedures in accordance with the performance criteria and evidence guide described in the OS.

### **1.3. TVET - Program Training Outcomes**

The expected outputs of this program are the acquisition and implementation of the following units of competences:

CST FOS1 03 1021 Identify and Apply Basics of Hospitality and Tourism Industry Services

CST FOS1 06 1021 Follow Workplace Grooming, Hygiene and Sanitation,

CST FOS1 01 1021 Identify Basic Front Office Operations,

CST FOS1 02 1021 Identify Housekeeping and Laundry Operations,

CST FOS1 07 1021 Serve Food and Beverage to Customers,

CST FOS1 04 1021 Provide Concierge and Bell Service,

CST FOS1 05 1021 Operate Private Automatic Branch Exchange (PABX) ,

CST FOS1 08 1021 Provide First Aid and Emergency Response

CST FOS1 09 1021 Apply 5S Procedures

#### 1.4. Duration of the TVET - Program

The Program will have duration of **622** hours including the on school/ Institution training and on-the-job practice or cooperative training time. Such cooperative training based on realities of the industry, nature of the occupation, location of the TVET institution, and other factors will be considered in the training delivery to ensure that trainees acquire practical and workplace experience.

No	Unit competency	TVET Institution training		Cooperative training	Total hours	Remarks
		Theory	Practical			
1.	Identify and Apply Basics of Hospitality and Tourism Industry Services	18	26	16	60	
2.	Follow Workplace Grooming, Hygiene and Sanitation,	18	26	16	60	
3.	Identify Basic Front Office Operations ,	30	22	48	100	
4.	Identify Housekeeping and Laundry Operations,	24	8	48	80	
5.	Serve Food and Beverage to Customers,	24	8	48	80	
6.	Provide Concierge and Bell Service,	30	22	38	90	
7.	Operate Private Automatic Branch Exchange (PABX)	24	8	48	80	
8.	Provide First Aid and Emergency Response	12	12	8	32	
9.	Apply 5S Procedures	10	22	8	40	
	Total Hour	190	154	278	622	

### **1.5. Qualification Level and Certification**

Based on the descriptors elaborated on the Ethiopian National TVET Qualification Framework (NTQF) the qualification of this specific TVET Program is Level I.

The trainee can exit after successfully completing the modules in one level and will be awarded the equivalent institutional certificate on the level completed. However, only institutional certificate of training accomplishment will be awarded.

### **1.6. Target Groups**

Any citizen who meets the entry requirements under items 1.7 and capable of participating in the training activities is entitled to take part in the Program.

### **1.7 Entry Requirements**

The prospective participants of this program are required to possess the requirements or directive of the Ministry of Labor and Skills.

### **1.8 Mode of Delivery**

This TVET- Program is characterized as a formal Program on middle level technical skills. The mode of delivery is co-operative training. The time spent by the trainees in the real work place/ industry will give them enough exposure to the actual world of work and enable them to get hands-on experience.

The co-operative approach will be supported with school-based lecture-discussion, simulation and actual practice. These modalities will be utilized before the trainees are exposed to the industry environment.

Hence based on the nature of the occupation, location of the TVET institutions, and interest of the industry alternative mode of cooperative training such as apprenticeships, internship and trainee-ship will be employed. In addition, in the areas where industry is not sufficiently available the established production and service centers/learning factories in TVET institutions will be used as cooperative training places. The Training-Institution and identified companies have forged an agreement to co-operate with regard to the implementation of this program.

### 1.9. TVET - Program Structure

Unit of Competence		Module Code & Title		Training Outcomes	Duration (In Hours)
CST FOS1 03 1021	Identify and Apply Basics of Hospitality and Tourism Industry Services	CST FOS1 M01 0322	Identifying and Applying Basics of Hospitality and Tourism Industry Services	<ul style="list-style-type: none"> <li>Acquire information on the hospitality and tourism industry</li> <li>Source and apply information on legal and ethical issues for the hospitality industry</li> <li>Source and apply information on hospitality and tourism industry technology</li> <li>Update personal and organizational knowledge of the tourism industry</li> </ul>	60
CST FOS1 06 1021	Follow Workplace Grooming, Hygiene and Sanitation,	CST FOS1 M02 0322	Following Workplace Grooming, Hygiene and Sanitation,	<ul style="list-style-type: none"> <li>Follow work place grooming and appearance</li> <li>Follow hygiene and sanitation procedures and identify hazards</li> <li>Report any personal health issues</li> </ul>	60

			<ul style="list-style-type: none"> <li>• Prevent food and other item contamination</li> <li>• Prevent cross - contamination by washing hands</li> </ul>		
CST FOS1 01 1021	Identify Basic Front Office Operations ,	CST FOS1 M03 0322	Identifying Basic Front Office Operations ,	<ul style="list-style-type: none"> <li>• Identify the front of the house department.</li> <li>• Identify the front office department and functions</li> <li>• Identify the hierarchy, role and responsibility of front office personnel.</li> <li>• Clarify interdepartmental coordination</li> <li>• Differentiate front office systems</li> </ul>	100
CST FOS1 02 1021	Identify Housekeeping and Laundry Operations,	CST FOS1 M04 0322	Identifying Housekeeping and Laundry Operations,	<ul style="list-style-type: none"> <li>• Identify housekeeping and laundry operation</li> <li>• Identify Guest Rooms and Amenities</li> <li>• Identify the Structure of Housekeeping and Laundry</li> </ul>	80

			Department <ul style="list-style-type: none"> <li>• Use Cleaning equipment and Agents</li> </ul>		
CST FOS1 07 1021	Serve Food and Beverage to Customers,	CST FOS1 M05 0322	Serving Food and Beverage to Customers,	<ul style="list-style-type: none"> <li>• Prepare for service</li> <li>• Welcome customers</li> <li>• Take and process orders</li> <li>• Serve food and drinks</li> <li>• Clear tables and bill customers</li> <li>• Close down after service</li> </ul>	80
CST FOS1 04 1021	Provide Concierge and Bell Service,	CST FOS1 M06 0322	Providing Concierge and Bell Service,	<ul style="list-style-type: none"> <li>• Handle guest arrivals and departures</li> <li>• Handle guest luggage and provide concierge services</li> <li>• Access, update and respond to request for visitor information</li> <li>• Provide information</li> <li>• Seek feedback on services</li> </ul>	90
CST FOS1 05 1021	Operate Private Automatic Branch Exchange (PABX) ,	CST FOS1 M07 0322	Operating Private Automatic Branch Exchange (PABX) ,	<ul style="list-style-type: none"> <li>• Define the PABX System and Features</li> <li>• Demonstrate Operational</li> </ul>	80



			Features of the System		
			<ul style="list-style-type: none"> <li>• Handle Telephone Calls</li> </ul>		
CST FOS1 08 1021	Provide First Aid and Emergency Response	CST FOS1 M08 0322	Providing First Aid and Emergency Response	<ul style="list-style-type: none"> <li>• Assess and identify client's condition.</li> <li>• Provide first aid service</li> <li>• Prepare, evaluate and act in an emergency</li> <li>• Communicate details of the incident</li> </ul>	32
CST FOS1 09 0921	Apply 5S Procedures	CST FOS1 M09 0322	Applying 5S Procedures	<ul style="list-style-type: none"> <li>• Prepare for work</li> <li>• Sort items</li> <li>• Set all items in order</li> <li>• Perform shine activities</li> <li>• Standardize 5S</li> <li>• Sustain 5S</li> </ul>	40

\*The time duration (Hours) indicated for the module should include all activities in and out of the TVET institution.

### 1.10 Institutional Assessment

Two types of evaluation will be used in determining the extent to which training outcomes are achieved. The specific training outcomes are stated in the modules. In assessing them, verifiable and observable indicators and standards shall be used.

The **formative assessment** is incorporated in the training modules and form part of the training process. Formative evaluation provides the trainee with feedback regarding success or failure in attaining training outcomes. It identifies the specific training errors that need to be corrected, and provides reinforcement for successful performance as well. For the teacher, formative evaluation provides information for making instruction and remedial work more effective.

**Summative Evaluation** the other form of evaluation is given when all the modules in the program have been accomplished. It determines the extent to which competence have been achieved. And, the result of this assessment decision shall be expressed in the term of institutional Assessment implementation guidelines..

Techniques or tools for obtaining information about trainees' achievement include oral or written test, demonstration and on-site observation.

### 1.11 TVET Teachers Profile

The teachers conducting this particular TVET Program are B Level and above who have satisfactory practical experiences or equivalent qualifications.

<b>LEARNING MODULE 01</b>	
TVET - PROGRAMME TITLE: <b>Front Office Service Level I</b>	
MODULE TITLE: Identifying and Applying Basic Hospitality and Tourism Industry Services	
MODULE CODE: CST FOS1 M01 0322	
NOMINAL DURATION: 80 Hours	
<b>MODULE DESCRIPTION:</b> This module describes knowledge, skills and attitude required to perform hospitality and tourism industry basic activities, including the role of different industry sectors and key legal and ethical issues that must be considered by hospitality and tourism industry personnel in their day-to-day work.	
<b>LEARNING OUTCOMES</b> At the end of the module the trainee will be able to: <b>LO1.</b> Acquire information on the hospitality and tourism industry <b>LO2.</b> Source and apply information on legal and ethical issues for the hospitality industry <b>LO3.</b> Source and apply information on hospitality and tourism industry technology <b>LO4.</b> Update personal and organizational knowledge of the tourism industry	
<b>MODULE CONTENTS:</b>	
<b>LO.1 Acquire information on the hospitality and tourism industry</b>	
<ul style="list-style-type: none"> <li>1.1. Identifying and accessing information sources</li> <li>1.2. Identifying information on the historical background hospitality and tourism industry</li> <li>1.3. Obtaining information to assist effective work performance</li> <li>1.4. Accessing and updating Specific information sources</li> <li>1.5. Using knowledge of the hospitality and tourism industry in the correct context</li> </ul>	
<b>LO.2 Source and apply information on legal and ethical issues for the hospitality industry</b>	
<ul style="list-style-type: none"> <li>2.1 Obtaining information on legal and ethical issues.</li> <li>2.2 Conducting Day-to-day hospitality and tourism industry activities legally.</li> </ul>	
<b>LO.3 Source and apply information on hospitality and tourism industry technology</b>	
<ul style="list-style-type: none"> <li>3.1. Sourcing and accessing Information on current and emerging technologies on impacting the hospitality and tourism industry</li> <li>3.2. Identifying the potential effects of different technologies</li> <li>3.3. Applying Knowledge of current and emerging technology</li> </ul>	
<b>LO.4 Update personal and organizational knowledge of the tourism industry</b>	
<ul style="list-style-type: none"> <li>4.1. Identifying and using a range of opportunities</li> <li>4.2. Identifying current issues of concern to the industry</li> <li>4.3. Sharing updated knowledge with customers and colleagues</li> </ul>	

**Learning Methods:**

- Lecture and Discussion
- Demonstrations
- Simulation
- Role playing
- Videos

**Assessment Methods:**

- Quiz
- Written test with Oral questioning
- Practical demonstration
- Assignment
- Contentious Assessment

**ASSESSMENT CRITERIA:**

**LO.1 Acquire information on the hospitality and tourism industry**

- Information sources on the hospitality and tourism industry is identified and accessed appropriately and correctly.
- Information on the historical background of hospitality and tourism industry is identified.
- Information is obtained to assist effective work performance within the industry.
- Specific information sources on relevant sectors of work are accessed and updated.
- knowledge of the hospitality and tourism industry in the correct context is used to enhance quality of work performance

**LO.2 Source and apply information on legal and ethical issues for the hospitality industry**

- Information on legal and ethical issues is obtained to assist effective work performance.
- Day-to-day hospitality and tourism industry activities is conducted according to legal obligations and ethical industry practices

**LO.3 Source and apply information on hospitality and tourism industry technology**

- Information on current and emerging technologies that impact on the hospitality and tourism organization process is sourced and accessed.
- The potential effects of different technologies on the hospitality and tourism organization process are identified.
- Knowledge of current and emerging technology is applied in day-to-day work activities

**LO.4 Update personal and organizational knowledge of the tourism industry**

- A range of opportunities is identified and used to update general knowledge of the hospitality industry.
- Current issues of concern to the industry are identified.
- Updated knowledge is shared with customers and colleagues as appropriate and incorporate into day-to-day work activities

**Annex: Resource Requirements**

<b>Module Code: CST FOS1 M02 0322</b> <b>Module Title: Identifying and Applying Basic Hospitality and Tourism Industry Services</b>				
<b>Item No.</b>	<b>Category/Item</b>	<b>Description/ Specifications</b>	<b>Quantity</b>	<b>Recommended Ratio (Item: Trainee)</b>
<b>A.</b>	<b>Learning Materials</b>			
1.	TTLM	TTLM prepared by the trainer	25	1:1
2.	<b>Reference Books</b>			
2.1	Advances In Hospitality and Leisure Vol. 1	Joseph S. Chen 2004	5	1:5
2.2	Hospitality and Catering GNVQ	Johns, Y.1995	5	1:5
2.3	Hospitality Today: An Introduction - Fourth ed.	Angelo , R.M. 2001	5	1:5
2.4	Welcome to Hospitality: An Introduction - Third Edition	Kaye (Kye-Sung) Chon 2010	5	1:5
<b>B.</b>	<b>Learning Facilities &amp; Infrastructure</b>			
1.	Class room	5X5 meter	1	1:25
2.	Workshop	Standard	1	1:15
3.	Library	10X10 meter	1	1:25
<b>C.</b>	<b>Consumable Materials</b>			
1.	Brochure	Prepared by the department	25	1:1
2.	Folder	Prepared by the department	25	1:1
3.	White board Marker	Standard	5	1:5
4.	Paper	Pack	1	1:1
5.	Map	Standard	25	1:25
<b>D.</b>	<b>Tools and Equipment</b>			
1.	Computer	Dell	25	1:1
2.	Printer	Hp	1	1:25
3.	Telephone	Apparatus	1	1:25

<b>LEARNING MODULE 02</b>	
TVET - PROGRAMME TITLE: Front Office <b>Service Level I</b>	
MODULE TITLE: Following Workplace Grooming, Hygiene and Sanitation	
MODULE CODE: CST FOS1 M02 0322	
NOMINAL DURATION: 75 Hours	
<p><b>MODULE DESCRIPTION:</b> This module describes the knowledge, skills and attitude required to perform good grooming and hygiene practices within a range of service industry operations. It requires the ability to follow predetermined procedures for industrial grooming, identify and control simple hazards and take particular hygiene and sanitation measures to ensure self and colleagues at a health risk.</p>	
<p><b>LEARNING OUTCOMES</b></p> <p>At the end of the module the trainee will be able to:</p> <p><b>LO1.</b> Follow work place grooming and appearance</p> <p><b>LO2.</b> Follow hygiene and sanitation procedures and identify hazards</p> <p><b>LO3.</b> Report any personal health issues</p> <p><b>LO4.</b> Prevent food and other item contamination</p> <p><b>LO5.</b> Prevent cross - contamination by washing hands</p>	
<p><b>MODULE CONTENTS:</b></p> <p><b>LO1. Follow work place grooming and appearance</b></p> <ol style="list-style-type: none"> <li>1.1. Accessing and following grooming, appearance procedures correctly.</li> <li>1.2. Identifying and reporting Improper grooming and appearance practices</li> <li>1.3. Doing Corrections to ensure proper grooming and appearance practices.</li> <li>1.4. Reporting Improper grooming and appearance practices promptly to appropriate person</li> </ol> <p><b>LO2. Follow hygiene and sanitation procedures and identify hazards</b></p> <ol style="list-style-type: none"> <li>2.1. Accessing and following hygiene and sanitation procedures and policies.</li> <li>2.2. Identifying and reporting poor hygiene practice of the organization</li> <li>2.3. Identifying factors affecting hygiene hazards to customers and colleagues' safety.</li> <li>2.4. Taking action to remove or minimize the hazards</li> <li>2.5. Reporting hygiene breaches promptly to appropriate person</li> <li>2.6. Accessing and using hazard tools and template documents.</li> <li>2.7. using Appropriate methods to identify actual or foreseeable hazards</li> <li>2.8. Involving other personnel in hazard identifying process.</li> </ol>	

2.9. keeping records of hazard identified

**LO3. Report any personal health issues**

- 3.1. Reporting any personal health issues
- 3.2. Reporting incident of food contamination incident.

**LO4. Prevent food and other item contamination**

- 4.1. Maintaining personal protective cloths and dressing
- 4.2. Ensuring any cloths or other items not to be wear that contaminate food.
- 4.3. Preventing unnecessary directing contact with ready food.
- 4.4. Preventing practices that contaminate food
- 4.5. Maintaining use of clean materials, clothes and safe practices

**LO5. Prevent cross - contamination by washing hands**

- 5.1. Practicing hand wash procedure.
- 5.2. Washing Hands using appropriate facilities.



**Learning Methods:**

- Lecture and Discussion
- Demonstrations
- Simulation
- Role playing
- Videos

**Assessment Methods:**

- Quiz
- Written test with Oral questioning
- Practical demonstration
- Assignment
- Contentious Assessment

**ASSESSMENT CRITERIA:**

**LO1. Follow work place grooming and appearance**

- Grooming and appearance procedures and policies are accessed and followed correctly according to organizational requirements.
- Improper grooming and appearance practices that incompatible with set standards are identified and reported.
- Corrections are done to ensure proper grooming and appearance practices up on comments from colleagues.
- Improper grooming and appearance practices are reported promptly to appropriate person for follow up where correction is beyond the scope of individual responsibility.

**LO2. Follow hygiene and sanitation procedures and identify hazards**

- Hygiene and sanitation procedures and policies are accessed and followed correctly according to organization and legal requirements to ensure health and safety of customers and colleagues.
- Poor organization practices, that are inconsistent with hygiene procedures, are identified and reported.
- Hygiene hazards that may affect the health and safety of customers, colleagues and self are identified.
- Action is taken to remove or minimize the hazards within scope of individual responsibility according to organization and legal requirements.
- Hygiene breaches are reported promptly to appropriate person for follow up where control of hazard is beyond the scope of individual responsibility
- Hazard identification tools and template documents are accessed and used according to organization procedures.
- Appropriate methods to identify actual or foreseeable hazards that have the potential to harm the health and safety of workers or anyone else in the workplace is used.
- Other personnel are involved where appropriate in hazard identification process.
- Records of hazards identified are kept according to organization procedures

**LO3. Report any personal health issues**

- Any personal health issues that are likely to cause a hygiene risk are reported.

- Incidents of food contamination that have resulted from the personal health issue are reported.

#### **LO4. Prevent food and other item contamination**

- Clean clothes, required personal protective clothing and organization-approved bandages and dressings are maintained to prevent contamination to food.
- Any clothing or other items worn that contaminate food are ensured not to be worn.
- Unnecessary direct contact with ready to eat food is prevented.
- Practices that contaminate food are well prevented.
- The use of clean materials, clothes and safe and hygienic practices are maintained to ensure that no cross-contamination of other items in the workplace.

#### **LO5. Prevent cross - contamination by washing hands**

- Washing hands for adequate times and in correct procedures is correctly and consistently practiced according to organization and requirements.
- Hands is washed using appropriate facilities.

## Annex: Resource Requirements

<b>Module Code : CST FOS1 M02 0322</b>				
<b>Module Title : Following Workplace Grooming, Hygiene and Sanitation</b>				
<b>Item No.</b>	<b>Category/Item</b>	<b>Description/ Specifications</b>	<b>Quantity</b>	<b>Recommended Ratio (Item: Trainee)</b>
<b>A.</b>	<b>Learning Materials</b>			
1.	TTLM	TTLM prepared by the trainer	25	1:1
2.	Reference Books			
2.1	Hotel Management and Operations Fourth Edition	2007 by wiley & Sons, Inc.Hobken New jersey	5	1:5
3.1	Food Safety management	hppt://www.foodsafety management.info/	Websit e	1:1
<b>B.</b>	<b>Learning Facilities &amp; Infrastructure</b>			
1.	Class room	5X5 meter	1	1:25
2.	Workshop	Standard	1	1:15
3.	Library	5X5 meter	1	1:25
<b>C.</b>	<b>Consumable Materials</b>			
1.	First Aid Kit	Pack	1	1:25
2.	Personal Protective Equipment	Pc	25	1:1
3.	Soap	Pack	25	1:1
4.	single use towels	Pack	25	1:1
5.	Recording Book	Pack	1	1:25
6.	Shampoo	Liter	20	1:1
7.	Soft	Pack	5	1:5
<b>D.</b>	<b>Tools and Equipment</b>			
1.	Hand wash Sink	Pc	1	1:25
2	Soap Dispenser	Pc	1	1:25
3	Shower	Standard	1	1:25

<b>LEARNING MODULE 03</b>	
TVET - PROGRAMME TITLE: Front Office <b>Service Level I</b>	
MODULE TITLE: Identifying Basic Front Office Operations	
MODULE CODE: CST FOS1 M03 0322	
NOMINAL DURATION: 100 Hours	
<p><b>MODULE DESCRIPTION:</b> This <b>Module</b> describes the knowledge, skills and attitude required to identify the front office department and its functions in commercial accommodation establishments. It requires the knowledge of the front of the house departments and their functions to understand the role, responsibility and the organizational structure of the front office department.</p>	
<p><b>LEARNING OUTCOMES</b></p> <p>At the end of the module the trainee will be able to:</p> <p><b>LO1. Identify the front of the house department</b></p> <p><b>LO2. Identify the front office department and functions</b></p> <p><b>LO3. Identify the hierarchy, role and responsibility of front office personnel</b></p> <p><b>LO4. Clarify interdepartmental coordination</b></p> <p><b>LO5. Differentiate front office systems</b></p>	
<p><b>MODULE CONTENTS:</b></p> <p><b>LO.1 Identify the front of the house department</b></p> <ul style="list-style-type: none"> <li>1.1. Identifying the front of the house of a hotel organization.</li> <li>1.2. Identifying back of the house of the hotel organization.</li> <li>1.3. Reasons of classifying a hotel in two major divisions</li> </ul> <p><b>LO.2 Identify the front office department and functions</b></p> <ul style="list-style-type: none"> <li>2.1. Identifying and coordinating guest services. Identifying Guest cycle.</li> <li>2.2. Communicating internal and external customers.</li> <li>2.3. Identifying room types</li> <li>2.4. Maintaining room status and room codes.</li> <li>2.5. Applying the knowledge of hospitality etiquette</li> </ul> <p><b>LO.3 Identify the hierarchy, role and responsibility of front office personnel</b></p> <ul style="list-style-type: none"> <li>3.1. Sketching front office departmental structure of small , medium and large .</li> <li>3.2. Determining duties and responsibilities of front office personnel</li> </ul> <p><b>LO.4 Clarify interdepartmental coordination</b></p> <ul style="list-style-type: none"> <li>4.1 Identifying the role of front office in leading the exchange of information among department.</li> </ul>	

4.2 Identifying relevance of the front office guest services

**LO.5 Differentiate front office systems**

5.1 Differentiating front office system trends in early and modern hospitality.

5.2 Identifying advantages and disadvantages of each operational systems

**Learning Methods:**

- Lecture and Discussion
- Demonstrations
- Simulation
- Role playing
- Videos

**Assessment Methods:**

- Quiz
- Written test with Oral questioning
- Practical demonstration
- Assignment
- Contentious Assessment

**ASSESSMENT CRITERIA:**

**LO.1 Identify the front of the house department**

- The front of the house of a hotel organization is identified.
- Back of the house divisions of the hotel organization is Identified
- The main reasons of classifying a hotel in to two major divisions is spotted

**LO.2 Identify the front office department and functions**

- Department of the front office are identified and guest services are coordinated.
- Guest cycle is identified based on front office operations.
- Accurate information is communicated and given to internal and external customers.
- Room types are identified based on the industry parameters.
- Accurate room status and codes information is maintained
- The knowledge of hospitality etiquette is applied so as to give quality customer service

**LO.3 Identify the hierarchy, role and responsibility of front office**

- The ideal front office departmental structure of small, medium and large hotels is sketched
- The duties and responsibilities of front office personnel is determined

**LO.4 Clarify interdepartmental coordination**

- The role of front office in leading the exchange of information among departments is identified
- The relevance of the front office in coordinating guest services is identified.

**LO.5 Differentiate front office systems**

- The front office system trends and development in the early and modern hospitality establishments is differentiated
- The characteristics, advantages and disadvantages of using each operational systems is identified.

**Annex: Resource Requirements**

<b>Module Code CST FOS1 M03 0322</b>				
<b>Module Title Identifying Basic Front Office Operations</b>				
<b>Item No.</b>	<b>Category/Item</b>	<b>Description/ Specifications</b>	<b>Quantity</b>	<b>Recommended Ratio (Item: Trainee)</b>
<b>A. Learning Materials</b>				
1.	TTLM	TTLM prepared by the trainer	1	1:25
2.	Reference Books			
2.1	The Hotel Receptionist	Paige,1977	5	1:5
2.2	Hotel Reception - Third ed.	White,1978	5	1:5
2.3	Hotel Reception - Fourth ed.	White, 1982	5	1:5
2.4	Hotel Reception - Fifth ed.	White, 1988	5	1:5
2.5	Hotel Front Office - Training Manual	Andrews, 1982	5	1:5
2.6	Hotel Front Office - Training Manual	Andrews, 1982	5	1:5
<b>B. Learning Facilities &amp; Infrastructure</b>				
1.	Class room	5X5 meter	1	1:25
2.	Workshop	Standard	1	1:15
3.	Library	10X10 meter	1	1:25
<b>C. Consumable Materials</b>				
1.	Paper	A4	5 pack	1:1
2.	Toner	Standard	1	1:25
3.	Pen	BIC	25	1:1
<b>D. Tools and Equipment's</b>				
1.	Computer	Dell	25	1:1
2	Printer	HP	1	1:25
3	Passport scanner	Good Quality	1	1:25
4	Telephone	Apparatus	2	1:12



<b>LEARNING MODULE 04</b>	
TVET - PROGRAMME TITLE: Front Office <b>Service Level I</b>	
MODULE TITLE: Housekeeping and Laundry Operations	
MODULE CODE: CST FOS1 M04 0322	
NOMINAL DURATION: 95 Hours	
<p><b>MODULE DESCRIPTION:</b> This module covers the knowledge, skills, and attitudes required to Apply housekeeping and laundry operation. It includes the Importance &amp; Functions of Housekeeping and laundry, key control procedure, Cleaning equipment and Agents, and Organization of Housekeeping and laundry Department.</p>	
<p><b>LEARNING OUTCOMES</b></p> <p>At the end of the module the trainee will be able to:</p> <p><b>LO.1</b> Identify housekeeping and laundry operation</p> <p><b>LO.2</b> Identify Guest Rooms and Amenities</p> <p><b>LO.3</b> Identify the Structure of Housekeeping and Laundry Department</p> <p><b>LO.4</b> Use Cleaning equipment and Agents</p>	
<p><b>MODULE CONTENTS:</b></p> <p><b>LO.1 Identify housekeeping and laundry operation</b></p> <ul style="list-style-type: none"> <li>1.1 Identifying the importance &amp; functions of housekeeping.</li> <li>1.2 Establishing and maintaining inter and intra departmental relationship .</li> <li>1.3 Differentiating duties and responsibilities of all housekeeping and laundry areas</li> <li>1.4 Identifying Sections and lay out of housekeeping and laundry</li> </ul> <p><b>LO.2 Identify Guest Rooms and Amenities</b></p> <ul style="list-style-type: none"> <li>2.1 Identifying and classifying guest room types</li> <li>2.2 Preparing guest amenities and facilities for standard and VIP guest rooms.</li> </ul> <p><b>LO.3 Identify the Structure of Housekeeping and Laundry Department</b></p> <ul style="list-style-type: none"> <li>3.1 Identifying Job descriptions and Hierarchy of housekeeping and laundry department</li> <li>3.2 Identifying Attributes of departments according to the organizational structure.</li> <li>3.3 Identifying Job Description and Job specifications of housekeeping and laundry department</li> </ul> <p><b>LO.4 Use Cleaning equipment and Agents</b></p> <ul style="list-style-type: none"> <li>4.1 Selecting Cleaning equipment, supplies and materials</li> <li>4.2 Check the all equipment clean and in safe working condition prior use.</li> <li>4.3 Selecting and Preparing wet and dry sanitizing agents and chemicals.</li> <li>4.4 Selecting and using Personal Protective equipment</li> <li>4.5 Storing All cleaning materials and equipment</li> </ul>	

### Learning Methods:

- Lecture and Discussion
- Demonstrations
- Simulation
- Role playing
- Videos

### Assessment Methods:

- Quiz
- Written test with Oral questioning
- Practical demonstration
- Assignment
- Contentious Assessment

**ASSESSMENT CRITERIA:**

**LO.1 Identify housekeeping and laundry operation**

- The Importance & Functions of Housekeeping are identified based on the standard operating procedure (SOPs).
- Inter and Intra departmental relationship is established with other Departments
- All housekeeping and laundry areas and their main duties and responsibilities are differentiated.
- Sections of the housekeeping and laundry department, their functions and layout are identified.

**LO.2 Identify Guest Rooms and Amenities**

- Guest room types are identified and classified based on location, bed type, room size and facilities.
- Amenities & facilities are prepared for standard & VIP guest rooms

**LO.3 Identify the Structure of Housekeeping and Laundry Department**

- Hierarchy of housekeeping and laundry department in large, medium & small hotels are identified.
- Attributes of departments are identified according to the organizational structure.
- Job descriptions and job specifications of housekeeping and laundry staff are identified based on their duty

**LO.4 Use Cleaning equipment and Agents**

- Cleaning equipment, supplies and materials are selected according to type of cleaning.
- Check that all equipment is made clean and in safe working condition prior to use.
- Suitable wet and dry sanitizing agents and chemicals are selected and prepared.
- Personal Protective equipment are selected and used based on the duty.
- All cleaning materials and equipment are stored in a safe place as per the standard operating procedure ( SOPs)

**Annex: Resource Requirements**

<b>Module Code: CST FOS1 M04 0322</b>				
<b>Module Title :Identifying Housekeeping and Laundry Operations</b>				
<b>Item No.</b>	<b>Category/Item</b>	<b>Description/ Specifications</b>	<b>Quantity</b>	<b>Recommended Ratio (Item: Trainee)</b>
<b>A. Learning Materials</b>				
1.	TTLM	TTTLM prepared by the trainer	1	1:25
2.	Reference Books			
2.1	Fundamentals of Hotel Housekeeping	Devesh Bhushan 2014	5	1:5
2.2	Hotel, Hostel and Hospital Housekeeping	Branson, J. 1988	5	1:5
2.3	Housekeeping for Hotels, Motels, Hospitals, Clubs, Schools	Brigham, 1962	5	1:5
2.4	Fundamentals of Hotel Housekeeping	Devesh Bhushan. 2003	5	1:5
<b>B. Learning Facilities &amp; Infrastructure</b>				
1.	Class room	5X5 meter	1	1:25
2.	Building (workshop)	Standard	1	1:15
3.	Library	10X10 meter	1	1:25
<b>C. Consumable Materials</b>				
1	Soap	Pack	1	1:25
2	Detergent	Jar	1	1:25
3	Furniture Polisher	Pack	1	1:25
4	Surface Chemicals	Jar	1	1:25
5	Laundry Chemicals	Jar	1	1:25
<b>D. Tools and Equipments</b>				
1	Computer	Dell	25	1:1
2	Bed	PC	1	1:25

3	Air blowing	PC	1	1:25
4	Vacuum cleaning	PC	1	1:25
5	Scrubbing machines	PC	1	1:25
6	Dry foam machine	PC	1	1:25
7	Extraction machinery	PC	1	1:25
8	laundry machine ( washer )	PC	1	1:25
9	Brooms	PC	25	1:1
10	Mops	PC	25	1:1
11	Brushes	PC	25	1:1
12	Dusters / dusting and washing rags	PC	25	1:1
13	Buckets	PC	25	1:1
14	Hoses	PC	25	1:1
15	Spotting agent dispensers	PC	25	1:1
16	Sprayers	PC	25	1:1

## LEARNING MODULE 05

TVET - PROGRAMME TITLE: Front Office **Service Level I**

MODULE TITLE: Serving food and beverage to customer

MODULE CODE: CST FOS1 M05 0322

NOMINAL DURATION: 95 Hours

**MODULE DESCRIPTION:** This module describes the performance outcomes, skills and knowledge required to serve food and beverage to customers in a range of a restaurant dining area. It covers general knowledge of and service techniques of all meals and beverages.

### Learning outcomes

At the end of the module the trainee will be able to:

**LO1. Prepare for service**

**LO2. Welcome customers**

**LO3. Take and process orders**

**LO4. Serve food and drinks**

**LO5. Clear tables and bill customers**

**LO6. Close down after service**

### Module contents:

#### LO1. Prepare for service

- 1.1 Develop the food and beverage service
- 1.2 Identifying the duties of different food and beverage service personnel
- 1.3 Understanding the professional attributes of the waiting staffs
- 1.4 Understanding the food and beverage service outlets
- 1.5 Performing the Miss-en-scene
- 1.6 Performing Miss-en-place
- 1.7 Setting up the table for the specific menu type
- 1.8 Displaying food and beverage items

#### LO2. Welcome customers

- 2.1 Greeting customers on arrival
- 2.2 Checking for reservations
- 2.3 Escorting the customer
- 2.4 Offering pre-meal services

#### LO3. Take and process orders

- 3.1 Presenting menu to customers.

- 3.2 Providing clear information and explanation.
- 3.3 Making recommendations and suggestions.
- 3.4 Answering customer questions on menu items.
- 3.5 Taking and recording orders using the format.
- 3.6 Operating the ordering system.
- 3.7 Relying information about any special requests.
- 3.8 Providing glassware, service ware and cutlery suitable for menu choice

#### **LO4. Serve food and drinks**

- 4.1 Collecting food and beverage selections.
- 4.2 Serving food and beverage to the correct person courteously
- 4.3 Recognizing and following delays or deficiencies in service
- 4.4 Advising and reassuring customers about any delays or problems.
- 4.5 Checking customer satisfaction

#### **LO5. Clear tables and bill customers**

- 5.1 Removing used items in a timely manner
- 5.2 Disposing leftover food and disposables
- 5.3 Disposing recyclable items
- 5.4 Processing and receiving accounts payment
- 5.5 Thanking and fare-welling customers

#### **LO6. Close down after service**

- 6.1 Clearing, cleaning, dismantling and storing furniture and equipment
- 6.2 Preparing the set up for next service
- 6.3 Reviewing and evaluating the service
- 6.4 Providing handover to incoming colleagues and sharing relevant information.

**Learning Methods:**

- Lecture and Discussion
- Demonstrations
- Simulation
- Role playing
- Video showing

**Assessment Methods:**

- Quiz
- Written test with Oral questioning
- Practical demonstration
- Assignment
- Contentious Assessment



**ASSESSMENT CRITERIA:**

**LO.1 Prepare for service**

- Food and beverage service outlet information is developed and understood.
- Furniture and fittings are checked for cleanliness and condition prior to service according to enterprise procedures, and take corrective action where required.
- The environment is prepared and adjusted to ensure comfort and ambience for customers, as appropriate.
- Table is set up according to enterprise requirements, customer requests, staff convenience and safety.
- Furniture is checked for stability of customer and service personnel access according to legislative requirements.
- Equipment is checked and prepared for service and remove, clean or replace items not meeting enterprise standards.
- Food and beverage items are displayed according to enterprise and legislative requirements

**LO.2 Welcome customers**

- Customers are greeted on arrival, according to enterprise customer service standards.
- Information is provided to customers, giving clear explanations and descriptions up on arrival

**LO.3 Take and process orders**

- Recommendations and suggestions are made to customers to assist them with drink and meal selection.
- Customer questions on menu items are answered correctly and courteously
- Orders are taken and recorded accurately and legibly using the format required by the enterprise then coincide with the customer and convey them promptly to the kitchen or bar, where appropriate.
- The ordering system is operated according to enterprise procedures.
- Information is relayed about any special requests or dietary or cultural requirements to relevant person where appropriate.
- Glassware, service ware and cutlery suitable for menu choice are provided according to enterprise procedures

#### **LO.4 Serve food and drinks**

- Food and beverage selections are collected promptly from kitchen or bar, checked for accuracy and presentation, and conveyed them to customers safely.
- Food and beverage is served courteously and to the correct person, according to enterprise standards and hygiene requirements.
- Any delays or deficiencies in service are recognized and followed up promptly.
- Customers are advised and reassured about any delays or problems.
- Customer satisfaction is checked at the appropriate time.

#### **LO.5 Clear tables and bill customers**

- Used items are removed in a timely manner and safely transfer them to the appropriate location for cleaning.
- Leftover food and disposables are disposed of according to hygiene regulations and enterprise practice.
- Recyclable items are disposed of according to local regulations and enterprise practice.
- Accounts are processed and received payment at appropriate time and according to enterprise procedures
- Customers are thanked and fare welled courteously

#### **LO.6 Close down after service**

- Furniture and equipment is cleared, cleaned, dismantled and stored according to enterprise procedures and safety requirements.
- Set up for next service is prepared according to enterprise procedures and requirements.
- Service is reviewed and evaluated with colleagues where appropriate and identifies possible improvements.
- Handover is provided to incoming colleagues and relevant information is shared.

**Annex: Resource Requirements**

<b>Module Title: Serving Food and Beverage to Customers</b>				
<b>Module Code: CTH FOS1 06 0322</b>				
<b>Item no.</b>	<b>Category/item</b>	<b>Description/ specifications</b>	<b>Quantity</b>	<b>Recommended ratio (item: trainee)</b>
<b>A.</b>	<b>Learning materials</b>			
1	TTLM	TTLM prepared by the trainer	25	1:1
<b>2</b>	<b>Reference books</b>			
2.1	Food and Beverage Service	Bruce Axler (2013)	5	1:5
2.2	Food and beverage service	John Cousins Dennis Lill icrap Suzanne Weekes 9 <sup>th</sup> edition, 2014	5	1:5
2.3	Food and Beverage Service Manual,	Casado, M.1994	5	1:5
2.4	An Introduction to Food and Beverage Service,	Skills for the Hotel, Catering and Tourism Industry, CERT 1987	5	1:5
2.5	Professional Table Service	Meyer, S, 1990	5	1:5
<b>B.</b>	<b>Learning facilities &amp; infrastructure</b>			
1.	Class room	5X5 meter	1	1:25
2.	Workshop	Standard	1	1:15
3.	Library	10X10 meter	1	1:25
<b>C.</b>	<b>Consumable materials</b>			
1.	<ul style="list-style-type: none"> <li>• Starter</li> <li>• Main Dish</li> <li>• Dessert</li> </ul>	Portions	each dish-4	1:4
2.	<ul style="list-style-type: none"> <li>• Soft Drink - Coca &amp;</li> </ul>	(330ml)each	16	1:1

	Pepsi <ul style="list-style-type: none"> <li>Variety of Beers</li> </ul>			
3.	<ul style="list-style-type: none"> <li>Wine awash &amp; castle varieties</li> </ul>	750 ml each	4 -bottles	1:4
4.	<ul style="list-style-type: none"> <li>Tea, coffee, sugar</li> </ul>	Kilogram	1kg each	1:15
<b>D.</b>	<b>Tools and equipments</b>			
1.	<ul style="list-style-type: none"> <li>Water glass</li> <li>Napkin</li> <li>Side plate/knife</li> <li>Main dish knife/fork</li> <li>Charger plate</li> </ul>	Standard for the set-up type and service styles	16 each	1:1
2.	<ul style="list-style-type: none"> <li>Cruet set</li> <li>Placemats</li> </ul>	Standard	4 each	1:2
3.	<ul style="list-style-type: none"> <li>Tables</li> </ul>	Rectangular, square, circle	4 each	1:2
4.	<ul style="list-style-type: none"> <li>Chairs</li> </ul>	Standard	48- with reserve	1:1
5.	<ul style="list-style-type: none"> <li>Tea and coffee-making facilities,</li> </ul>	Manual or automated	1	1:15
6.	Point-of-sale (POS) equipment, computerized ordering systems,	Good Quality	1	1:25

<b>LEARNING MODULE 06</b>	
TVET - PROGRAMME TITLE: Front Office <b>Service Level I</b>	
MODULE TITLE: Providing concierge and Bell Service	
MODULE CODE: <b>CST FOS1 04 1021</b>	
NOMINAL DURATION: 90 Hours	
<b>MODULE DESCRIPTION:</b> This module describes the knowledge, skills and attitude required in providing bell and concierge services required for handling guest arrival and departures, handling guest luggage and responding to requests for bell desk services.	
<p><b>LEARNING OUTCOMES</b></p> <p>At the end of the module the trainee will be able to:</p> <p><b>LO1. Handle guest arrivals and departures</b></p> <p><b>LO2. Handle guest luggage and provide concierge services</b></p> <p><b>LO3. Access, update and respond to request for visitor information</b></p> <p><b>LO4. Provide information</b></p> <p><b>LO5. Seek feedback on services</b></p>	
<p><b>MODULE CONTENTS:</b></p> <p><b>LO1. Handle guest arrivals and departures</b></p> <ol style="list-style-type: none"> <li>1.1. Reviewing and planning daily expected arrivals, departures, and major movements</li> <li>1.2. Welcoming and directing guests to appropriate area</li> <li>1.3. Assisting guests with luggage based on established procedures and safety requirements</li> <li>1.4. Escorting guests to rooms and explaining establishment/room features</li> </ol> <p><b>LO2. Handle guest luggage and provide concierge services</b></p> <ol style="list-style-type: none"> <li>2.1 Transporting and delivering guest luggage to the correct location</li> <li>2.2 Operating Luggage storage system</li> <li>2.3 Marking and storing luggage for easy retrieval</li> <li>2.4 Placing Luggage correctly in the storage system</li> <li>2.5 Providing Concierge service</li> <li>2.6 Liaising Colleagues and other departments to ensure effective response to concierge service requests</li> </ol> <p><b>LO3. Access, update and respond to request for visitor information</b></p> <ol style="list-style-type: none"> <li>3.1 Identifying and accessing appropriate sources of visitor information.</li> <li>3.2 Incorporating information of working activities</li> </ol>	

3.3 Sharing and using visitor information with colleagues to support the efficiency and quality of service.

3.4 Identifying and using Opportunities to update and maintain local and enterprise knowledge.

**LO 4. Provide information**

4.1 Identifying information and needs of different customers

4.2 Providing accurate and unbiased information

4.3 Assisting or instructing visitors in the use of equipment and facilities

4.4 Considering health and safety requirements.

4.5 Promoting internal products and services

**LO 5. Seek feedback on services**

5.1 Seeking feedback proactively on services from visitors

5.2 Observing visitor behavior to inform future service developments and correctly follow procedures for any formal customer evaluation.

5.3 Providing information on visitor feedback to relevant colleagues

**Learning Methods:**

- Lecture and Discussion
- Demonstrations
- Simulation
- Role playing
- Videos

**Assessment Methods:**

- Quiz
- Written test with Oral questioning
- Practical demonstration
- Assignment
- Contentious Assessment

**ASSESSMENT CRITERIA:**

**LO1. Handle guest arrivals and departures**

- Expected daily arrivals and departures and requests for major guest movements are reviewed and planned in accordance with established standards.
- Guests are welcomed promptly on arrival and directed to the appropriate area for registration
- Guests with luggage are assisted in accordance with established procedures and safety requirements
- Guests are escorted to rooms and where appropriate courteously showed/explained the establishment/room features in accordance with established procedures

**LO2. Handle guest luggage and provide concierge services**

- Guest luggage is safely transported and delivered to the correct location within appropriate time frames
- Luggage storage system is operated correctly and in accordance with established procedures and security requirements
- Luggage is marked and accurately stored to allow for easy retrieval following the established procedures
- Luggage is placed correctly within the storage system
- Concierge service is provided promptly and in accordance
- with establishment's security and safety requirements
- Colleagues and other departments are liaised to ensure effective response to concierge service requests

**LO3. Access, update and respond to request for visitor information**

- Appropriate **sources of visitor information** is identified and accessed.
- Information into day-to-day working activities is incorporated to support quality of service and standards within the organization.
- Visitor information with colleagues is shared to support the efficiency and quality of service.
- Opportunities are identified and used to update and maintain local and enterprise knowledge.



#### **LO4. Provide information**

- Information and needs of different customers including those with special needs is proactively identified.
- Accurate and unbiased information in a clear, concise, courteous and culturally appropriate manner is provided.
- Where appropriate, visitors in the use of equipment and facilities are assisted or instructed to relevant colleagues.
- Health and safety requirements when providing information and assistance is considered.
- Internal products and services using appropriate customer service skills are promoted.

#### **LO5. Seek feedback on services**

- Feedback on services from visitors is sought proactively.
- Visitor behavior is observed to inform future service developments and correctly follow procedures for any formal customer evaluation.
- Information on visitor feedback to relevant colleagues is provided

**Annex: Resource Requirements**

<b>Module Code : CST FOS1 04 1021</b>				
<b>Module Title : Providing concierge and Bell Service</b>				
<b>Item No.</b>	<b>Category/Item</b>	<b>Description/ Specifications</b>	<b>Quantity</b>	<b>Recommended Ratio (Item: Trainee)</b>
<b>A. Learning Materials</b>				
1.	TTLM	TTTLM prepared by the trainer	25	1:1
2.	Reference Books			
2.1	The Hotel Receptionist	Paige, G.1977	5	1:5
2.2	Managing Front office operations	2 <sup>nd</sup> edition , Steadman ,C. 2006	5	1:5
<b>B. Learning Facilities &amp; Infrastructure</b>				
1.	Class room	5X5 meter	1	1:25
2.	Workshop	Standard	1	1:15
3.	Library	10X10 meter	1	1:25
<b>C. Consumable Materials</b>				
1.	A4 Paper	Good quality	4 cartoon	1:1
2.	Toner	Good quality	5	1:25
3.	Pen	Good quality	10 Pack	1:1
4.	Log Book	Good quality	5	1:4
5.	Paper format	Good quality		
6.	Student uniform	Good quality	25	1;1
<b>D. Tools and Equipments</b>				
1.	Computer ( Lab Class )	Dell	25	1:1
2	Printer	HP	1	1:25

3	Personal computer	HP or Dell or Accer etc	26	1:1
4	Concierge desk	Wood made & eye appealing	1	1:25
5	Bell boy cart	Hotel standard	5	1;5
6	Luggage	Small, medium, large	5 of each	1:5
7	Telephone	Line phone	5	1:5
8	Wall watch	Large size	4 (one for each major town)	Each 1:25
9	Printer	Good quality	1	1:25
10	Photo copy machine	Good quality	1	1:25

<b>LEARNING MODULE 07</b>	
TVET - PROGRAMME TITLE: Front Office <b>Service Level I</b>	
MODULE TITLE: Operate Private Automatic Branch Exchange (PABX)	
MODULE CODE: <b>CST FOS1 M07 0322</b>	
NOMINAL DURATION: 80 Hours	
<b>MODULE DESCRIPTION:</b> This unit deals with knowledge, skills and attitude required to operate a Private Automatic Branch Exchange (PABX) switchboard, addresses basic programming requirements and handling telephone calls.	
<b>LEARNING OUTCOMES</b> At the end of the module the trainee will be able to: <b>LO.1 Define the PABX System and Features</b> <b>LO.2 Demonstrate Operational Features of the System</b> <b>LO.3 Handle Telephone Calls</b>	
<b>MODULE CONTENTS:</b> <b>LO.1 Define the PABX System and Features</b> <ul style="list-style-type: none"> <li>1.1 Identifying the PABX system in use</li> <li>1.2 Identifying the devices connected to the system</li> <li>1.3 Identifying Functions of the system keys and lights</li> <li>1.4 Identifying Command structure for the system</li> </ul> <b>LO.2 Demonstrate Operational Features of the System</b> <ul style="list-style-type: none"> <li>2.1 Writing text and creating password</li> <li>2.2 Handling Directory numbers and category lists</li> <li>2.3 Allocating Programmable keys and numbers</li> <li>2.4 Allocating keys to programmable Functions</li> <li>2.5 Recording telephone conversations</li> <li>2.6 Programming Call forwarding functions</li> <li>2.7 Storing Commonly called numbers</li> <li>2.8 Demonstrating Call metering functions</li> <li>2.9 Demonstrating Internal message functions</li> <li>2.10 Demonstrating Mailbox system functions</li> <li>2.11 Setting Date and time</li> <li>2.12 Demonstrating Special system features</li> </ul> <b>LO.3 Handle Telephone Calls</b> <ul style="list-style-type: none"> <li>3.1 Demonstrating Placing out-going calls</li> <li>3.2 Demonstrating Receiving in-coming calls</li> <li>3.3 Demonstrating Appropriate telephone communication skills</li> </ul>	

### Learning Methods:

- Lecture and Discussion
- Demonstrations
- Simulation
- Role playing
- Videos

### Assessment Methods:

- Quiz
- Written test with Oral questioning
- Practical demonstration
- Assignment
- Contentious Assessment

## **ASSESSMENT CRITERIA:**

### **LO.1 Define the PABX System and Features**

- The PABX system in use identified
- The devices connected to the system are identified
- Functions of the system keys and lights are identified
- Command structure for the system is identified.

### **LO.2 Demonstrate Operational Features of the System**

- Text is written and a password is created
- Directory numbers and category lists are handled
- Programmable keys and numbers are allocated
- Functions to programmable keys are allocated
- Telephone conversations are recorded
- Call forwarding functions are programmed.
- Commonly called numbers are stored
- Call metering functions are demonstrated
- Internal message functions are demonstrated
- Mailbox system functions are demonstrated
- Date and time are set.
- Special system features are demonstrated.

### **LO.3 Handle Telephone Calls**

- Placing out-going calls are demonstrated
- Receiving in-coming calls promptly in an appropriate manner and in accordance with enterprise standards are demonstrated
- Appropriate telephone communication skills are demonstrated

## Annex: Resource Requirements

<b>Module Code :CST FOS1 M07 0322</b>				
<b>Module Title : Operate Private Automatic Branch Exchange (PABX)</b>				
<b>Item No.</b>	<b>Category/Item</b>	<b>Description/ Specifications</b>	<b>Quantity</b>	<b>Recommended Ratio (Item: Trainee)</b>
<b>A.</b>	<b>Learning Materials</b>			
1.	TTLM	TTLM prepared by the trainer	25	1:1
<b>B.</b>	<b>Learning Facilities &amp; Infrastructure</b>			
1.	Class room	5X5 meter	1	1:25
2.	Reception (workshop)	Standard	1	1:15
3.	Library	Standard	1	1:25
<b>C.</b>	<b>Tools and Equipment's</b>			
1.	PABX System	Latest Version	1	1:25

<b>LEARNING MODULE 08</b>			
TVET - PROGRAMME TITLE: Front Office Service <b>Level I</b>			
MODULE TITLE: <b>Provide First Aid and Emergency Response</b>			
MODULE CODE: CST FOS1 M08 0322			
NOMINAL DURATION: 35 Hours			
<b>MODULE DESCRIPTION:</b> This unit covers the knowledge, skills and attitude required to recognize and respond to life threatening emergencies using basic life support, provide first aid response, management of casualty(s), the incident and other first aid, until the arrival of medical or other assistance.			
<b>LEARNING OUTCOMES</b>			
At the end of the module the trainee will be able to:			
<b>LO1</b> Assess and identify client’s condition.			
<b>LO2</b> Provide first aid service			
<b>LO3</b> Prepare, evaluate and act in an emergency			
<b>LO4</b> Communicate details of the incident			
<b>MODULE CONTENTS:</b>			
<b>LO1 Assess and identify client’s condition.</b>			
1.1.Addressing basic principles of first aid			
1.2.Identifying, assessing and minimizing Hazards			
1.3.Minimizing Immediate risk to self and casualty's health and safety			
1.4.Identifying and recognizing Emergency situation			
1.5.checking and monitoring Vital signs			
1.6.Obtaining history of the event			
1.7.Selecting ,using, maintaining, and storing Safety equipment			
1.8.Identifying and evaluating Options for action in cases of emergency			
1.9.Implementing Organizational emergency procedures and policies			
1.10. Applying Occupational health and safety procedures			
<b>LO2 Providing first aid service</b>			
2.1. Adopting Communication style to match the casualty’s level of consciousness			
2.2. Using Available resources and equipment to make the casualty as comfortable			
2.3. Applying Basic ABCDE rules of life			
2.4. Responding the casualty in a culturally aware and sensitive manner			



- 2.5. Determining and explaining Relevant first aid procedures provide comfort
- 2.6. Seeking Consent from casualty prior to applying first aid management
- 2.7. Providing First aid managements
- 2.8. Operating Clinical first aid equipment correctly
- 2.9. Implementing Client care techniques.
- 2.10. Using Safe manual handling techniques
- 2.11. Monitoring and responding Casualty's condition
- 2.12. Finalizing Casualty management

### **LO3 Prepare, evaluate and act in an emergency**

- 3.1. Identifying Options for action in cases of emergency
- 3.2. Implementing Occupational health and safety procedures and policies
- 3.3. Removing Clients and other individuals from danger.
- 3.4. Reporting and documenting Assessed and evaluated potential hazards

### **LO4 Communicate details of the incident**

- 4.1. Seeing First aid assistance
- 4.2. Requesting Ambulance or medical assistance
- 4.3. Conveying Observation of casualty's condition
- 4.4. Adopting A communication style to match the casualty's level of consciousness
- 4.5. Assessing and reporting Details of casualty's physical condition,
- 4.6. Maintaining Confidentiality of records and information

### Learning Methods:

- Lecture and Discussion
- Demonstrations
- Simulation
- Role playing
- Videos

### Assessment Methods:

- Quiz
- Written test with Oral questioning
- Practical demonstration
- Assignment
- Contentious Assessment

**ASSESSMENT CRITERIA:**

**LO.1 Assess and identify client's condition**

- Basic principles of first aid are addressed
- Hazards in the situation that may pose a risk of injury or illness to self and others are identified, assessed and minimized
- Immediate risk to self and casualty's health and safety is minimized by controlling any hazard in accordance with work health and safety requirements
- Emergency situation is recognized and hazards to health and safety of self and others are identified
- Vital signs and state of consciousness are checked and monitored in accordance with guidelines.
- History of the event is obtained.
- Safety equipment and aids required for emergencies are selected, used, maintained and stored in good order
- Options for action in cases of emergency are identified and evaluated
- Organizational emergency procedures and policies are correctly implemented
- Occupational health and safety procedures and safe working practices are applied

**LO.2 Provide first aid service**

- Communication style to match the casualty's level of consciousness is adopted
- Available resources and equipment are used to make the casualty as comfortable as possible
- Basic ABCDE rules of life are applied.
- The casualty is responded to in a culturally aware, sensitive and respectful manner
- Relevant first aid procedures are determined and explained to provide comfort
- Consent is sought from casualty prior to applying first aid management
- First aid managements provided in accordance with established first aid principles and procedures
- Clinical first aid equipment are correctly operated as required for client management according to manufacturer/supplier's instructions and procedures
- Client care techniques are implemented in accordance with procedures and techniques applicable to standards.
- Safe manual handling techniques are used consistently

- Casualty's condition is monitored and responded in accordance with established first aid principles and procedures
- Casualty management is finalized according to casualty's needs and first aid principles

### **LO.3 Prepare, evaluate and act in an emergency**

- Options for action in cases of emergency and group control strategies for evacuation are identified
- Occupational health and safety procedures and policies are correctly implemented
- Clients and other individuals are removed from danger.
- Assessed and evaluated potential hazards are reported and documented.

### **LO.4 Communicate details of the incident**

- First aid assistance from others is sought in a timely manner and as appropriate
- Ambulance support and/or appropriate medical assistance are/is requested according to circumstances
- Observation of casualty's condition and management activities accurately is conveyed to ambulance services/relieving personnel
- A communication style is adopted to match the casualty's level of consciousness
- Details of casualty's physical condition, changes in condition, management and responses are accurately assessed and reported to management in line with established procedures
- Confidentiality of records and information is maintained in line with privacy principles and statutory and/or organization policies

**Annex: Resource Requirements**

<b>Module Code : CST FOS1 M08 0322</b>				
<b>Module Title : Provide First Aid and Emergency Response</b>				
<b>Item No.</b>	<b>Category/Item</b>	<b>Description/ Specifications</b>	<b>Quantity</b>	<b>Recommended Ratio (Item: Trainee)</b>
<b>A.</b>	<b>Learning Materials</b>			
1.	TTLM	TTTLM prepared by the trainer	1	1:25
<b>B.</b>	<b>Learning Facilities &amp; Infrastructure</b>			
1.	Class room	5X5 meter	1	25
2.	Reception (workshop)	Standard	1	15
3.	Library	Standard	1	25
<b>C.</b>	<b>Consumable Materials</b>			
1.	First Aid Kit	Standard	1	1:25
<b>D.</b>	<b>Tools and Equipment</b>			
1.	Computer ( Lab Class )	Dell	25	1:1
2.	Printer	HP	1	1:25

<b>LEARNING MODULE 09</b>	
TVET - PROGRAMME TITLE: Front Office Service <b>Level I</b>	
MODULE TITLE: <b>Apply 5S Procedures</b>	
MODULE CODE: <b>CST FOS1 M09 0322</b>	
NOMINAL DURATION: 60 Hours	
<p><b>MODULE DESCRIPTION:</b> This Module covers the knowledge, skills and attitude required to apply 5S techniques to his/her workplace. It covers responsibility for the day-to-day operations of the workplace and ensuring that continuous improvements of Kaizen elements are initiated and institutionalized.</p>	
<p><b>LEARNING OUTCOMES</b></p> <p>At the end of the module the trainee will be able to:</p> <p><b>LO1. Prepare for work</b></p> <p><b>LO2. Sort items</b></p> <p><b>LO3. Set all items in order</b></p> <p><b>LO4. Perform shine activities</b></p> <p><b>LO5. Standardize 5S</b></p> <p><b>LO6. Sustain 5S</b></p>	
<p><b>MODULE CONTENTS:</b></p> <p><b>LO1. Prepare for work</b></p> <ul style="list-style-type: none"> <li>1.1 Using Work instructions to determine job requirements</li> <li>1.2 Reading and interpreting job specifications</li> <li>1.3 OHS requirements</li> <li>1.4 Preparing and using tools and equipment to implement 5S</li> <li>1.5 Identifying and checking Safety equipment and tools for safe and effective operation</li> <li>1.6 Preparing and using kaizen board</li> </ul> <p><b>LO2. Sort items</b></p> <ul style="list-style-type: none"> <li>2.1 Preparing plan to implement sorting activities</li> <li>2.2 Performing cleaning activities</li> <li>2.3 Identifying all items</li> <li>2.4 Listing necessary and unnecessary items using the appropriate format.</li> <li>2.5 Using red tag strategy for unnecessary items</li> <li>2.6 Evaluating and placing unnecessary items</li> <li>2.7 Recording and quantifying necessary items using appropriate format.</li> </ul>	

2.8 Reporting performance results using appropriate formats

2.9 Checking necessary items in the workplace

**LO3. Set all items in order**

3.1 Preparing plan to implement set in order activities

3.2 Performing general cleaning activities

3.3 Deciding location/layout, storage and indication methods for items

3.4 preparing and using necessary tools and equipment for setting in order activities

3.5 Placing items assigned locations

3.6 Returning items after use immediately to their assigned locations

3.7 Reporting performance results using appropriate formats

3.8 Checking each item in its assigned location

**LO4. Perform shine activities**

4.1 Preparing plan to implement shine activities

4.2 Preparing and using necessary tools and equipment for shinning activities

4.3 Implementing shine activity

4.4 Reporting performance results

4.5 Conducting regular shining activities

**LO5. Standardize 5S**

5.1. Preparing and using plan to standardize 5S activities

5.2. Preparing and implementing tools and techniques to standardize 5s

5.3. Following checklists for standardize activities and reported to relevant personnel

5.4. Keeping the workplace to the specified standard

5.5. Avoiding problems by standardizing activities

**LO6. Sustain 5S**

6.1. Preparing and following plan to sustain 5S activities

6.2. Discussing, preparing and implementing tools and techniques to sustain 5S

6.3. Inspecting workplace regularly for compliance to specified standard and sustainability of 5S techniques

6.4. Cleaning workplace after completion of job and before commencing next job or end of shift

6.5. Identifying situations to standards is unlikely and actions specified in procedures taken

6.6. Recommending improvements to lift the level of compliance in the workplace

6.7. Following checklists to sustain activities and report to relevant personnel

6.8. Avoiding problems by sustaining activities

### Learning Methods:

- Lecture and Discussion
- Demonstrations
- Simulation
- Role playing
- Videos

### Assessment Methods:

- Quiz
- Written test with Oral questioning
- Practical demonstration
- Assignment
- Contentious Assessment



**ASSESSMENT CRITERIA:**

**LO.1 Prepare for work.**

- Work instructions are used to determine job requirements, including method, material and equipment.
- Job specifications are read and interpreted following working manual.
- OHS requirements, including dust and fume collection, breathing apparatus and eye and ear personal protection needs are observed throughout the work.
- Tools and equipment are prepared and used to implement 5S.
- Safety equipment and tools are identified and checked for safe and effective operation.
- Kaizen Board (Visual Management Board) is prepared and used in harmony with different workplace contexts.

**LO.2 Sort items.**

- Plan is prepared to implement sorting activities.
- Cleaning activities are performed.
- All items in the workplace are identified following the appropriate procedures.
- Necessary and unnecessary items are listed using the appropriate format.
- Red tag strategy is used for unnecessary items.
- Unnecessary items are evaluated and placed in an appropriate place other than the workplace.
- Necessary items are recorded and quantified using appropriate format.
- Performance results are reported using appropriate formats.
- Necessary items are regularly checked in the workplace.

**LO.3 Set all items in order.**

- Plan is prepared to implement set in order activities.
- General cleaning activities are performed.
- Location/Layout, storage and indication methods for items are decided.
- Necessary tools and equipment are prepared and used for setting in order activities.
- Items are placed in their assigned locations.
- After use, the items are immediately returned to their assigned locations.
- Performance results are reported using appropriate formats.
- Each item is regularly checked in its assigned location and order.

**LO.4 Perform shine activities.**

- Plan is prepared to implement shine activities.
- Necessary tools and equipment are prepared and used for shining activities.
- Shine activity is implemented using appropriate procedures.
- Performance results are reported using appropriate formats.
- Regular shining activities are conducted.

**LO.5 Standardize 5S.**

- Plan is prepared and used to standardize 5S activities.
- Tools and techniques to standardize 5S are prepared and implemented based on relevant procedures.
- Checklists are followed for standardize activities and reported to relevant personnel.
- The workplace is kept to the specified standard.
- Problems are avoided by standardizing activities.

**LO.6 Sustain 5S.**

- Plan is prepared and followed to sustain 5S activities.
- Tools and techniques to sustain 5S are discussed, prepared and implemented based on relevant procedures.
- Workplace is inspected regularly for compliance to specified standard and sustainability of 5S techniques.
- Workplace is cleaned up after completion of job and before commencing next job or end of shift.
- Situations are identified where compliance to standards is unlikely and actions specified in procedures are taken.
- Improvements are recommended to lift the level of compliance in the workplace.
- Checklists are followed to sustain activities and report to relevant personnel.
- Problems are avoided by sustaining activities.

**Annex: Resource Requirements**

<b>Module Title: Applying 5s Procedures</b>				
<b>Module Code: CST FOS1 M11 0322</b>				
<b>Item No.</b>	<b>Category/Item</b>	<b>Description/ Specifications</b>	<b>Quantity</b>	<b>Recommended Ratio (Item: Trainee)</b>
<b>A. Learning Materials</b>				
1.	TTLM	TTLM Prepare By Trainer	25	1:1
2.	Ethiopia kaizen books	From College	5	1:5
<b>B. Learning Facilities &amp; Infrastructure</b>				
1.	Class room	Standard	1	1:25
2.	Work shop	Standard	1	1:25
<b>C. Consumable Materials</b>				
1.	Pen	Good quality	5 Pack	1:1
2.	Paper	Good quality	5 Pack	1:1
3.	Paper For check list	A4	5rim	1:5
4.	paper for shop lay out	A3	5rim	1:5
5.	Color paint	canon	5	1:1
6.	Thinner		5 litter	1:5
7.	Soap	Hand wash		1:1
8.	Brush & broom	Plastic/ragger	25	1:1
9.	Paper For check list	A4	5rim	1:5
<b>D. Tools and Equipment</b>				
1.	Computer	Good quality	25	1:1
2	Printer	Good quality	1	1:25

## Acknowledgement

The **Ministry of Labor and Skills** wishes to thank and forward an appreciation to the experts who donated their effort and time to develop this outcome based curriculum for the TVET program Front office Operation Level I.

### The experts who developed the curriculum

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