

Front Office Service LEVEL – II



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 benchmarking – 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 II**.

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 II

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 Hotel 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 Receive and Process Reservations, Provide Accommodation Reception Services, Provide Housekeeping Services, Prepare and Serve Non-alcoholic Beverages, Perform Pre-arrival and Arrival, Provide Quality Customer Service, Apply Point of Sale Handling Procedures, Conduct Workplace Communication Other than English, Conduct Basic Workplace Oral Communication in English Level II, Maintain Financial Records, Perform Safety and Security Procedures and Prevent and Eliminate MUDA 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 FOS2 02 1021 Receive and Process Reservation
- CST FOS2 01 1021 Provide Accommodation Reception Services
- CST FOS2 09 1021 Provide Housekeeping Services
- CST FOS2 04 1021 Prepare and Serve Non-alcoholic Beverages
- CST FOS2 03 1021 Perform Pre-arrival and Arrival Operations
- CST FOS2 07 1021 Provide Quality Customer Service
- CST FOS2 06 1021 Apply Point of Sale Handling Procedures
- CST FOS2 08 1021 Maintain Financial Records
- CST FOS2 05 1021 Perform Safety and Security Procedures
- CST FOS2 10 1021 Prevent and Eliminate MUDA

1.4. Duration of the TVET-Program

The Program will have duration of **551 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
		Theory	Practical		
1.	Receive and Process Reservation	21	25	24	70
2.	Provide Accommodation Reception Services	22	21	32	75
3.	Provide Housekeeping Services	24	24	32	80
4.	Prepare and Serve Non-alcoholic Beverages	18	18	24	60
5.	Perform Pre-arrival and Arrival Operations	15	19	16	50
6.	Provide Quality Customer Service	20	8	16	44
7.	Apply Point of Sale Handling Procedures	16	8	16	40
8.	Maintain Financial Records	18	18	24	60
9.	Perform Safety and Security Procedures	18	8	16	42
10.	Prevent and Eliminate MUDA	10	12	8	30
Total hours		182	161	208	551

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 IV.

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 traineeship 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	Durati on (In Hours)
CST FOS2 02 1021	Receive and Process Reservation	CST FOS2 M01 0322	Receiving and Processing Reservation	<ul style="list-style-type: none"> • Receive reservation request. • Record details of reservation • Update reservations • Advise others on reservation details • Minimize waste of printed materials 	70
CST FOS2 01 1021	Provide Accommodation Reception Services	CST FOS2 M02 0322	Providing Accommodation, Reception Services	<ul style="list-style-type: none"> • Prepare for guest arrival • Welcome and register guests • Assist guests during their stay • Organize guest departure • Prepare front office records and reports 	75
CST FOS2 10 1021	Provide Housekeeping Services	CST FOS2 M03 0322	Providing Housekeeping Services	<ul style="list-style-type: none"> • Handle housekeeping requests • Advise guests on room facilities • Set up equipment and trolleys • Access rooms for servicing • Make up beds • Clean and clear rooms • Clean and store trolleys and equipment • Reduce negative environmental impacts 	80

CST FOS2 04 1021	Prepare and Serve Non-alcoholic Beverages	CST FOS2 M04 0322	Preparing and Serving Non-alcoholic Beverages	<ul style="list-style-type: none"> • Clean bar and equipment • Organize and prepare work areas • Provide and advise customers on non- alcoholic drinks • Prepare non- alcoholic drinks • Present and Serve non-alcoholic drinks • Perform after service activities • Reduce negative environmental impacts 	60
CST FOS2 03 1021	Perform Pre-arrival and Arrival Operations	CST FOS2 M05 0322	Performing Pre-arrival and Arrival Operations	<ul style="list-style-type: none"> • Identify the features offered by a computerized reservations systems • Operate the computerized reservation system • Process reservations communications • Administer Arrival Preparations • Carryout registration of guests using computerized system. • Minimize waste of printed materials 	50
CST FOS2 07 1021	Provide Quality Customer Service	CST FOS2 M06 0322	Providing Quality Customer Service	<ul style="list-style-type: none"> • Develop and maintain product, service and market knowledge • Provide a quality service experience to customers • Identify complaints and deal with difficult customer • Refer complaints 	44
CST FOS2 06 1021	Apply Point of	CST FOS2 M07 0322	Applying Point	<ul style="list-style-type: none"> • Operate Point-of-Sale Equipment 	40

	Sale Handling Procedures		of Sale Handling Procedures	<ul style="list-style-type: none"> • Ensure Accuracy of Transactions. • Perform Point-of-Sale Transactions • Complete Sales. • Wrap and Pack Goods. 	
CST FOS2 08 1021	Maintain Financial Records	CST FOS2 M08 0322	Maintaining Financial Records	<ul style="list-style-type: none"> • Apply basic accounting concepts • Maintain daily financial records • Monitor cash control 	60
CST FOS2 05 1021	Perform Safety and Security Procedures	CST FOS2 M09 0322	Performing Safety and Security Procedures	<ul style="list-style-type: none"> • Follow workplace procedures for safety and security • Identify potential emergencies • Follow procedures for emergency situations • Plan initial response procedures • Implement response procedures • Participate in the organization's OHS practices • Eliminate or control the risk 	42
CST FOS2 11 1021	Prevent and Eliminate MUDA	CST FOS2 M10 0322	Preventing and Eliminating MUDA	<ul style="list-style-type: none"> • Prepare for work. • Identify MUDA and problem • Analyze causes of a problem. • Eliminate MUDA and Assess effectiveness of the solution. • Prevent occurrence of wastes and sustain operation. 	30

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.

Module Code and Title	CST FOS2 M01 0322 Receiving and Processing Réservations
Nominal Duration:	70 Hours
MODULE DESCRIPTION: This module describes the knowledge, skills and attitude required to receive and process reservations for a tourism or hospitality product or service offered for sale to agents or direct to the consumer	
<p>LEARNING OUTCOMES</p> <p>At the end of the module the trainee will be able to:</p> <ul style="list-style-type: none"> • Request reservation • Describe details of reservation • Update reservations • Advise others on reservation details • Minimize waste of printed materials 	
<p>MODULE CONTENTS:</p> <p>Unit One: Receiving reservation request</p> <p>1.1 Determining the availability of reservation.</p> <p>1.2 Offering Alternatives for over booking</p> <p>1.3 Answering enquiries regarding cost and other products</p> <p>Unit Two: Recording details of reservation</p> <p>2.1. Customer details in their reservation</p> <p>2.2. Checking and making customer profile.</p> <p>2.3. Guest special requests</p> <p>2.4. Details of booking</p> <p>2.5. Filling Reservation that ensure easy to access</p> <p>2.6. Preparing and issuing documents</p> <p>Unit Three: Updating reservations</p> <p>3.1. Updating reservations,</p> <p>3.2. Financial status of reservation,</p>	

Unit Four: Advising others on reservation details

- 4.1 Communicating general and specific customer requirements and reservation details
- 4.2 Compiling and providing reservation statistics

Unit Five: Minimizing waste of printed materials

- 5.1 Minimize Waste of Printed Materials

Learning Methods:

- Lecture and Discussion
- Demonstration
- Simulation
- Role playing
- Video

Assessment Methods:

- Interview / Oral Questioning
- Written Test
- Quiz
- Assignment
- Observation / Demonstration with Oral Questioning

ASSESSMENT CRITERIA:

Unit One: Receive reservation request.

- Determining the availability of reservation.
- Offering Alternatives for over booking
- Answering enquiries regarding cost and other products

Unit Two: Record details of reservation

- Customer details in their reservation
- Checking and making customer profile.
- Guest special requests
- Details of booking
- Filling Reservation that ensure easy to access
- Preparing and issuing documents

Unit Three: Update reservations

- Updating reservations,
- Financial status of reservation,

Unit Four: Advise others on reservation details

- General and specific customer requirements and reservation details are communicated to appropriate departments and colleagues.
- Accurate and relevant reservation statistics is compiled and provided on request.

Unit Five: Minimizing waste of printed materials

- Minimize Waste of Printed Materials

Module Code and Title:	CST FO O2 M02 0322 Providing Accommodation Reception Services
Nominal Duration:	75 Hours
<p>MODULE DESCRIPTION: This module describes the knowledge, skills and attitude required to provide arrival and departure services to guests in commercial accommodation establishments. It requires the ability to check daily arrivals, allocate rooms, check guests in and out of their accommodation and complete invoicing of guest charges</p>	
<p>LEARNING OUTCOMES</p> <p>At the end of the module the trainee will be able to:</p> <ul style="list-style-type: none"> • Prepare for guest arrival • Welcome and register guests • Assist guests during their stay • Organize guest departure • Prepare front office records and reports 	
<p>MODULE CONTENTS:</p> <p>Unit one. Preparation for guest arrival</p> <p>1.1 Recording Customer details against their reservation</p> <p>1.2 Checking and Making Customer profile available</p> <p>1.3 Recording Any special requests</p> <p>1.4 Confirming details of booking</p> <p>1.5 Filling Reservation that ensure easy to access</p> <p>1.6 Preparing and issuing documents and other materials for specific reservation</p> <p>Unit two Welcoming and registering guests</p> <p>2.1. Welcoming guests warmly and courteously.</p> <p>2.2. Confirming details of reservation with guests.</p> <p>2.3. Following enterprise procedures for guests registering with or without reservations.</p> <p>2.4. Following correct accounting procedures.</p> <p>2.5. Explaining relevant facility arrangements to guests.</p> <p>2.6. Following hotel procedures where rooms not immediately available or overbooking.</p> <p>2.7. Reporting deviations of actual arrivals against expected arrivals.</p> <p>Unit three: Assisting guests during their stay</p> <p>3.1. Distributing information to concerned departments about special requests</p> <p>3.2. Following guests' inconvenience and needs by collecting their feedback.</p> <p>3.3. Giving Mail and information services.</p>	

3.4. Updating guests about their account balance status.

Unit Four: Organizing guest departure

- 4.1. Reviewing and checking departure lists for accuracy
- 4.2. Seeking information on departing guests from other departments
- 4.3. Generating and checking guest accounts for accuracy.
- 4.4. Explaining and processing guests accounts, receives and payments
- 4.5. Collecting keys or electronic cards from guests
- 4.6. Assisting guest with departure courteously
- 4.7. Processing express checkouts
- 4.8. Following Correct procedures for group checkout and process accounts

Unit Five: Preparing front office records and reports

- 5.1. Preparing and updating Front office records.
- 5.2. Following correct hotel policy in regard to room changes, no shows, extensions and earlydepartures.
- 5.3. Distributing reports and records to the appropriate departments

Learning Methods:

- Lecture and Discussion
- Demonstration
- Simulation
- Role playing
- Video

Assessment Methods:

- Interview / Oral Questioning
- Written Test
- Quiz
- Assignment
- Observation / Demonstration with Oral Questioning

ASSESSMENT CRITERIA:

Unit one: Prepare for guest arrival

- Record customer details against their reservation
- Check and make customer profile available
- Record any special requests
- Confirm details of booking
- Fill Reservation that ensure easy to access
- Prepare and issue documents and other materials for specific reservation

Unit two: Welcome and register guests

- Welcome guests warmly and courteously.
- Confirm details of reservation with guests.
- Follow enterprise procedures for guests registering with or without reservations.
- Follow correct accounting procedures.
- Explain relevant facility arrangements to guests.
- Follow hotel procedures where rooms not immediately available or overbooking.
- Report deviations of actual arrivals against expected arrivals.

Unit Three: Assist guests during their stay

- Distribute information to concerned departments about special requests
- Follow guests' inconvenience and needs by collecting their feedback.
- Give mail and information services.
- Update guests about their account balance status.

Unit Four: Organize guest departure

- Review and check departure lists for accuracy
- Seek information on departing guests from other departments
- Generate and check guest accounts for accuracy.
- Explain and process guests accounts, receives and payments
- Collect keys or electronic cards from guests
- Assist guests with departure courteously
- Process express checkouts
- Follow correct procedures for group checkout and process accounts

Unit Five: Prepare front office records and reports

- Prepare and update front office records.
- Follow correct hotel policy in regard to room changes, no shows, extensions and earlydepartures.
- Distribute reports and records to the appropriate departments

Module Code And Title:	CST FOS2 M03 0322 Providing Housekeeping Services to Guests
NOMINAL DURATION	58 Hours
<p>MODULE DESCRIPTION: This module describes the knowledge, skill and attitude required to provide a range of general housekeeping services such as clean and prepare rooms including bedrooms and bathrooms for guests in an accommodation establishment. It requires the ability to set up cleaning equipment and trolleys and to safely clean guest rooms using resources efficiently to reduce negative environmental impacts to guests.</p>	
<p>LEARNING OUTCOMES (objectives)</p> <p>At the end of the module the trainee will be able to:</p> <ul style="list-style-type: none"> • Handle housekeeping requests • Advise guests on room facilities • Set up equipment and trolleys • Access rooms for servicing • Make up beds • Clean and clear rooms • Clean and store trolleys and equipment • Reduce negative environmental impacts 	
<p>MODULE CONTENTS (units)</p> <p>Unit one: Handle housekeeping requests</p> <ol style="list-style-type: none"> 1.1. Handling the guest requests 1.2. Acknowledge guests by using name 1.3. Agree with guests on meeting requests 1.4. Collect guest requests items 1.5. Locate and deliver requests items in guests room 1.6. set up equipment in guests room 1.7. Advise guests on special request services <p>Unit two: Advise guests on room facilities</p> <ol style="list-style-type: none"> 2.1 Advise guest on correct use of equipment 2.2 Report malfunction equipment 2.3 Collect malfunction equipment 2.4 Maintenance of malfunction equipment 	

Unit three: Set up equipment and trolleys

- 3.1 . Equipment require for preparing room and servicing rooms
- 3.2 . Supplies for trolley loading
- 3.3 . Safely load trolley

Unit four: Access rooms for servicing

- 4.1 .Identify rooms require servicing
- 4.2 .Access rooms
- 4.3 .Turndown service
- 4.4 Room status report

Unit five: Make up beds

- 5.1 Strip bed and mattress
- 5.2 Remove Stains or solid linens
- 5.3 Replace bed linens

Unit six: Clean and clear rooms

- 6.1 Clean guest rooms in correct order
- 6.2 Clean furniture, fixtures and fittings
- 6.3 Replenishes or replace room supplies
- 6.4 Pests control
- 6.5 Check and report defect rooms
- 6.6 Record damage items
- 6.7 Report suspicious items or situations
- 6.8 Collect and store lost and found items in vacant rooms

Unit seven: Clean and store trolleys and equipment

- 7.1 Clean and store trolleys and equipment
- 7.2 Store trolleys and equipment
- 7.3 Replenish cleaning supplies and items

Unit eight: Reduce negative environmental impacts

- 8.1 Efficiently use energy, water and other resources
- 8.2 Safely dispose waste and hazardous substances

ASSESSMENT CRITERIA:

Unit one: Handle housekeeping requests

- Handling the guest requests
- Acknowledge guests by using name
- Agree with guests on meeting requests
- Collect guest requests items
- Locate and deliver requests items in guests room
- set up equipment in guests room
- Advise guests on special request services

Unit two: Advise guests on room facilities

- Advise guests courteously on correct use of equipment.
- Promptly report malfunction of equipment
- Collect malfunction equipment on suitable times
- Maintenance of malfunction equipment

Unit three: Set up equipment and trolleys

- Equipment require for preparing room and servicing Rooms.
- Identify supplies for trolleys loading
- Safely load trolleys

Unit four: Access rooms for servicing

- Identify rooms require servicing
- .Access rooms
- .Turndown service
- Room status report

Unit five: Make up beds

- Strip beds and mattresses.
- Remove stains or solid linens
- Replace bed linen or bed making

Unit six: Clean and clear rooms

- Clean guest room in correct order
- Clean all furniture, fixtures and fittings
- Replenishes or replace room supplies.
- Pests control
- Check and report defects room.

- Record damage items.
- Report suspicious items or occurrences.
- Collect and store lost and found guest items in vacant room

Unit seven: Clean and store trolleys and equipment

- Safely clean trolleys and equipment
- Store trolleys and equipment
- Replenish supplies and items

Unit eight: Reduce negative environmental impacts

- efficiently use energy, water and other resources
- Safely dispose waste and hazardous substances

Module Code and Title	<u>CST FOS M04 0322</u> Non-alcoholic beverage Service
Nominal Duration:	60 Hours
<p>Module Description: This module describes knowledge, skills and attitude required to provide quality service to customers in a range of service industry workplaces. It requires the ability to determine and address diverse customer needs and expectations, ascertain changes in customer preferences, establish rapport, deal with complaints and difficult service situations, use opportunities for promoting and up-selling, apply knowledge of protocol and ritual for particular types of industry sectors and organizations, and systematically manage a clientele through rewards systems, databases, etc.</p>	
<p>Training Outcomes</p> <p>At the end of the module the trainee will be able to:</p> <ul style="list-style-type: none"> • Bar and equipment • Lead work areas • Identify awareness of customers on non-alcoholic drinks • Present and Serve non-alcoholic drinks • Describe after service activities • Identify negative environmental impacts 	
<p>Module Contents:</p> <p>Unit One: Bar and Equipment Bar surfaces and its cleaning</p> <ol style="list-style-type: none"> 1.1 Operate bar equipment's 1.2 Condition of utensils and glassware 1.3 Dispose broken and cracked items <p>Unit Two: Work areas</p> <ol style="list-style-type: none"> 2.1. Workstation 2.2. Concept of routine work 2.3. Mise-en-place for non-alcoholic beverage 2.4. Store inputs and commodities <p>Unit Three: Awareness of customers on non-alcoholic drinks</p> <ol style="list-style-type: none"> 3.1 Types of non-alcoholic drinks 3.2 Coffee preferences and requirements 3.3 Coffee style choices and accompaniments 	

Unit Four: Prepare Nonalcoholic Drinks

- 4.1 Coffee preparation
- 4.2 Measure required dosage
- 4.3 Water and pump pressure between cycles
- 4.4 Quality of extraction
- 4.5 Types of milk
- 4.6 Texture and foam of milk
- 4.7 Pour of Milk
- 4.8 Espresso based hot drinks
- 4.9 Varieties of juices, frappes and mock tails

Unit five: Present and serve non-alcoholic drinks

- 5.1 Present non-alcoholic drinks
- 5.2 Serve non-alcoholic drinks

Unit six: After service activities

- 6.1 OHS (occupational health and safety)
- 6.2 Clean machines
- 6.3 Carry out end of service activities
- 6.4 Check espresso machine
- 6.5 Store all equipment's

Unit Seven: Negative Environmental Impacts

- 7.1 Energy and water resources
- 7.2 Mechanism of recycling
- 7.3 Waste disposal and hazardous substances

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:

Unit One: Bar and Equipment

- Identify bar surfaces and equipment to be cleaned
- Perform bar equipment operation
- Describe condition of utensils and glassware
- Perform the ways of disposing broken and cracked items

Unit Two: Work areas

- Describe the ways of organize the workstation
- Explain the concept of routine work
- Perform mise-en-place for non-alcoholic beverage
- Perform the ways of storing inputs and commodities

Unit Three: Awareness of customers on non-alcoholic drinks

- Explain types of non-alcoholic drinks
- Describe coffee preferences and requirement
- Explain coffee style choices and accompaniments

Unit Four: Prepare Nonalcoholic Drinks

- Perform coffee preparation
- Identify measure required dosage
- Monitor water and pump pressure between cycles
- Explain quality of extraction
- Describe types of milk
- Identify texture and foam of milk
- Perform the ways of pouring milk
- Prepare espresso based hot drinks
- Perform preparing variety of juices, frappes and mock tails
- Suggest idea to appropriate person for product and service adjustments

Unit five: Present and serve non-alcoholic drinks

- Perform presenting non-alcoholic drinks
- Perform serving of non-alcoholic drinks

Unit six: After service activities

- Describe OHS
- Perform cleaning of machines
- Perform carry out end of service activities

- Perform espresso machine checking
- Describe the ways of storing all equipment's

Unit Seven: Negative Environmental Impacts

- Identify energy and water resources
- Describe mechanism of recycling
- Describe waste disposal and hazardous substances

Module Code and Title	ST FOS O2 M05 0322 Performing Pre-arrival and Arrival Operations
Nominal Duration	50 Hours
<p>MODULE DESCRIPTION: This module describes the performance outcomes, skills and knowledge required to use an automated front office system to carryout pre-arrival and arrival guest cycles. It includes operational activities of handling reservation, registration, and other check-in procedures.</p>	
<p>LEARNING OUTCOMES</p> <p>At the end of the module the trainee will be able to:</p> <ul style="list-style-type: none"> • Identify the features offered by a computerized reservations systems • Operate the computerized reservation system • Process reservations communications • Administer Arrival Preparations • Carryout registration of guests using computerized system. • Minimize waste of printed materials 	
<p>MODULE CONTENTS:</p> <p>Unit One: Identify the features offered by a computerized reservations systems</p> <p>1.1 Explaining the benefit of computerized reservations system.</p> <p>1.2 Identifying the businesses that may use a computerized reservation system</p> <p>1.3 Describing computerized room booking system.</p> <p>1.4 Describing the functions performed on computerized reservations system</p> <p>Unit Two: Operate the computerized reservation system</p> <p>2.1 Checking availability of required booking</p> <p>2.2 Creating accurate new reservations</p> <p>2.3 Inputting all customer details in the format</p> <p>2.4 Retrieving bookings on computer system.</p> <p>2.5 Making accurate updates and amendments to reservations</p> <p>2.6 Processing Cancellations</p> <p>2.7 Downloading and Filing any required reservation details</p> <p>2.8 Processing deposits to groups and Free Independent Travelers /FITs /</p> <p>Unit Three: Process Reservations Communications</p> <p>3.1 Creating and processing communications to industry colleagues</p> <p>3.2 Accessing and interpreting communications to industry colleagues</p> <p>3.3 Printing reports from the computerized reservations system</p>	

3.4 Creating and processing internal communications by using computerized reservation system

3.5 Responding to external requests for information

3.6 Creating and processing communications for external Consumption

Unit Four: Administer Arrival Preparations

4.1 Performing temporary assignment and room blocking activities

4.2 Generating expected arrival list by computerized front office system

4.3 Identifying and Noting special quests of different guests

Unit Five: Carryout Registration Of Guests Using Computerized System

5.1 Carrying out check-in reservation procedures

5.2 Carrying out express check-in procedures using self-check-in systems

5.3 Processing walk-in check-in coming without prior reservation

Unit Six: Minimize waste of printed materials

6.1 Maximizing electronic transmission and minimizing use of printed materials

Learning Methods:
<ul style="list-style-type: none"> • Lecture and Discussion • Demonstration • Simulation • Role playing • Video
Assessment Methods:
<ul style="list-style-type: none"> • Interview / Oral Questioning • Written Test • Quiz • Assignment • Observation / Demonstration with Oral Questioning

Special Instructions

This Training material is prepared as a sample for the Unit of Competency of “Perform Pre-arrival and Arrival Operations” using Fortune Next 6i/ IDS Next hotel software. Here we recommend the TVET institutes to prepare their own training material as per the curriculum and hotel software they have. The following are some of the hotel software you may find in different training institutes, but not limited to:

- IDS Next/ Fortune Next
- CNET ERP Hotel Software
- Opera Software
- New Hotel

ASSESSMENT CRITERIA:

Unit Two- Identify the features offered by a computerized reservations systems

- Explain the benefits of using a computerized reservations system
- Identify the businesses that may use a computerized reservation system
- Describe the scope of a computerized room booking system
- Describe the functions that can be performed on a computerized reservations system

Unit Two: Operate the computerized reservation system

- Check availability of required booking according to system functions and requirements.
- Create new reservations containing accurate customer details and full requirements according to system procedures and features.
- Input all customer details in the format required by the computer system.
- Retrieve bookings as required, using the format required by the computer system.
- Make accurate updates and amendments to reservations and store as required.
- Process cancellations according to organizational policy and procedures.
- Download and file any required reservation details
- Process deposits for groups and free independent travelers /FITs according to organizational policy and procedures.

Unit Three: Process reservations communications

- Create and process accurate communications to industry colleagues using the required features of the system.
- Access and interpret communications from industry colleagues at the appropriate time
- Print reports from the computerized reservations system
- Create and process internal communications using the computerized reservations system
- Respond to external requests for information
- Use the computerized reservations system
- Create and process communications for external Consumption

Unit Four: Administer Arrival Preparations

- Perform temporary room assignment and room blocking activities using the information retrieved from reservation details

- Expected arrival list is generated by computerized front office system
- Special quests of different guests are identified and noted for further follow-up

Unit Five: Carryout registration of guests using computerized system

- Carryout check-in procedures for guests who come with reservation
- Express check-in procedures are carried out using self-check-in systems
- Process walk-in check-in for guests who are coming without prior reservation

Unit Six: Administer Arrival Preparations

- Minimize use of printed materials and maximize electronic transmission and filing of all documents to reduce waste and negative environmental impacts

Module Code and Title	CST FOS2 M06 0322 Quality Customer Services
Nominal Duration	40 Hours
<p>Module Description: This module describes knowledge, skills and attitude required to provide quality service to customers in a range of service industry workplaces. It requires the ability to determine and address diverse customer needs and expectations, ascertain changes in customer preferences, establish rapport, deal with complaints and difficult service situations, use opportunities for promoting and up-selling, apply knowledge of protocol and ritual for particular types of industry sectors and organizations, and systematically manage a clientele through rewards systems, databases, etc.</p>	
<p>Training Outcomes</p> <p>At the end of the module the trainee will be able to:</p> <ul style="list-style-type: none"> • Develop and maintain product, service and market knowledge • Provide a quality service to customers • Identify complaints and deal with difficult customer • Refer complaints 	
<p>Module Contents:</p> <p>Unit One: Product, Service and Market Knowledge</p> <p>1.4 Formal and informal research</p> <p>1.5 Products, services and promotional initiatives</p> <p>1.6 Customer preferences, needs and expectations</p> <p>1.7 Market, product and service knowledge</p> <p>1.8 Suggesting idea to appropriate person</p> <p>Unit Two: Providing Quality Service to Customers</p> <p>2.1. Communicate customer service issues, standards and expectations</p> <p>2.2. Monitor customer service</p> <p>2.3. Customer preferences, and expectations</p> <p>2.4. Offering information about products and services</p> <p>2.5. Products and services manner.</p> <p>2.6. Extras, add - ons and additional services</p> <p>2.7. proactively Promoting products and services</p> <p>2.8. Selling techniques</p> <p>2.9. Identifying Problems in products and services</p> <p>2.10. Liaise team members to ensure efficient service provision</p>	

Unit Three: Complaints and Deal with Difficult Customer

- 3.1 Identify possible cause and details of the complaint
- 3.2 Difficult customer service situations
- 3.3 Communication techniques of complaint and the situation
- 3.4 Responsibility for finding a solution to the complaint
- 3.5 Techniques to turn complaints into opportunities
- 3.6 Provide feedback on complaints
- 3.7 Reflect on and evaluate complaint and solution

Unit Four: Refer complaints

- 4.1. Complaints that require referral to other personnel
- 4.2. Referring Complaints to concerned personnel for follow-up
- 4.3. Documents investigation reports to appropriate personnel

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:

Unit One: Product, Service and Market Knowledge

- Identify formal and informal research to develop knowledge of products and services
- Use evaluate products, services and promotional initiatives
- Evaluate customer preferences, needs and expectations
- Share market, product and service knowledge
- Suggest idea to appropriate person for product and service adjustments

Unit Two: Providing Quality Service to Customers

- Communicate customer service issues, standards and expectations
- Monitor customer service
- Customer preferences, and expectations
- Offering information about products and services
- Products and services manner.
- Extras, add - ons and additional services
- Promoting proactively products and services
- Focus and selling techniques
- Identifying Problems in products and services and action taken immediately
- Liaising team members to ensure timely

Unit Three: Complaints and Deal with Difficult Customer

- Identify possible cause and details of the complaint
- Identify difficult customer service situations
- Assist communication techniques of complaint and the situation
- Take responsibility for finding a solution to the complaint
- Use techniques to turn complaints into opportunities
- Provide feedback on complaints
- Reflect on and evaluate complaint and solution

Unit Four: Refer complaints

- Identify Complaints that require referral to other personnel
- Referring Complaints to concerned personnel for follow-up
- Forward All necessary documents investigation reports to appropriate personnel

Module Code and Title	CST FOS2 M07 0322_Operating Point of Sale Equipment
Nominal duration	40 Hours
<p>MODULE DESCRIPTION: This module describes the knowledge, skills and attitude required to operate point-of-sale equipment, apply store policy and procedures to a range of transactions, interact with customers and package or wrap an item for transportation. It covers demonstration of the ability to operate a range of point-of-sale equipment in order to complete sales, returns and exchange transactions, and process a number of methods of payment, according to store policies</p>	
<p>LEARNING OUTCOMES</p> <p>At the end of the module the trainee will be able to:</p> <ul style="list-style-type: none"> • Operating Point-of-Sale Equipment • Ensuring Accuracy of Transactions • Performing Point-of-Sale Transactions • Completing Sales • Wrapping and Packing Goods. 	
<p>MODULE CONTENTS:</p> <p>Unit 1. Operating Point-of-Sale Equipment</p> <p>1.1 Opening and Closing point-of-sale equipment</p> <p>1.2 Handling Cash</p> <p>1.3 Maintaining adequate supplies change, vouchers and point-of-sale documents</p> <p>Unit 2. Ensuring Accuracy of Transactions</p> <p>2.1 Identifying numerical calculations</p> <p>2.2 Collecting numerical information from various sources</p> <p>Unit 3. Performing Point-of-Sale Transactions</p> <p>3.1 Point-of-sale transactions</p> <p>3.2 Cash and non-cash transactions.</p> <p>3.3 Exchanges and returns</p> <p>3.4 Entering information into point-of-sale equipment.</p> <p>3.5 State price or total amount of cash received is stated verbally to customer.</p> <p>Unit 4. Completing Sales</p> <p>4.1 Completing Customer order forms, invoices and receipts, and processing loyalty card transactions</p> <p>4.2 Identify and customer delivery requirements</p> <p>4.3 Processing sales transactions</p>	

4.4 Acknowledging customers

Unit 5. Wrapping and Packing Goods

5.1 Appropriate Wrapping or Packaging Materials

5.2 Wrapping merchandise neatly and effectively

5.3 Packing items Safely to avoid Damage in Transit

5.4 Arranging transfer of merchandise or other delivery methods

Learning Methods:

- Lecture and Discussion
- Demonstration
- Simulation
- Role playing
- Video

Assessment Methods:

- Interview / Oral Questioning
- Written Test
- Quiz
- Assignment
- Observation / Demonstration with Oral Questioning

ASSESSMENT CRITERIA:

Unit One: Operate Point-of-Sale Equipment

- Open and close Point-of-sale terminals according to store policy and procedures.
- Handle cash according to store security procedures.
- Maintain supplies of change in point-of-sale terminal according to store policy.
- Attend active point-of-sale terminals according to store policy.
- Complete records according to store policy for transaction errors.
- Maintain adequate supplies of dockets, vouchers and point-of-sale documents
- Inform customers of delays in the point-of-sale operation where required.

Unit Two: Ensure Accuracy of Transactions

- Identify and perform numerical calculations to ensure accurate pricing and collection of money.
- Collect numerical information from various sources and calculated accurately with or without the use of a calculator.

Unit Three: Perform Point-of-Sale Transactions

- Complete Point-of-sale transactions
- Store procedures are identified and applied in respect of cash and non-cash transactions.
- Store procedures identified and applied in regard to exchanges and returns.
- Move goods efficiently and with attention to fragility and packaging through point-of-sale area.
- Enter information into point-of-sale equipment.
- State price or total amount of cash received verbally to customer.
- Tender correct changes

Unit Four: Completing Sales

- Complete customer order forms, invoices and receipts and loyalty card transactions
- Identify customer delivery requirements
- processes Sales transactions
- Acknowledged customer

Unit Five: Wrap and Pack Goods

- Select appropriate wrapping or packing materials
- Wrap merchandise neatly and effectively where required.

- Packed items safely to avoid damage in transit, and attach labels where required.
- Transfer merchandise or other delivery methods, if required is arranged for parcel pick up

Module Code and Title	CST FO O2 M08 0322 Maintaining Financial Records
Nominal Duration	60 Hours
<p>MODULE DESCRIPTION: This module describes the skills and knowledge required to the concepts of accounting, maintains daily financial records such as reconciling debtors' and creditors' systems, and trial balance and includes activities associated with monitoring cash control for hospitality purposes. It specifically includes the skills and knowledge needed to estimate/calculate manual load shifting requirements.</p>	
<p>LEARNING OUTCOMES</p> <p>At the end of the module the trainee will be able to:</p> <ul style="list-style-type: none"> • Apply basic accounting concepts • Maintain daily financial records • Monitor cash control 	
<p>MODULE CONTENTS:</p> <p>Unit One: Understand basic accounting</p> <p>1.1 Defining and understanding basic accounting.</p> <p>1.2 Understanding concepts and principles of bookkeeping</p> <p>1.3 Classifying and describing accounts.</p> <p>1.4 Analyzing and identifying business transaction.</p> <p>Unit Two: Maintain daily financial records</p> <p>2.1. Maintaining Daily financial records and organizational requirement.</p> <p>2.2. Identifying and rectifying Discrepancies or errors of documentation.</p> <p>2.3. Communicating transactions to designated persons.</p> <p>2.4. Entering debit and Credit transactions in to journals.</p> <p>Unit Three: Monitor cash control</p> <p>3.1 Ensuring Cash flows.</p> <p>3.2 Making and receiving Payments.</p> <p>3.3 Collecting or following up outstanding accounts.</p> <p>3.4 Checking Payment documentation.</p> <p>3.5 Reconciling expenditures and revenue</p>	

Learning Methods:

- Lecture and Discussion
- Demonstration
- Simulation
- Role playing
- Video

Assessment Methods:

- Interview / Oral Questioning
- Written Test
- Quiz
- Assignment
- Observation / Demonstration with Oral Questioning

ASSESSMENT CRITERIA:

Unit One: Understand basic accounting

- Define basic accounting and understood to perform company's financial information efficiently and effectively in accordance with the requirement of organization.
- Understand concept and principle of bookkeeping
- Classify and describe accounts in accordance within the organization.
- Analyze and identify business transaction accurately and completely within organizational timelines

Unit Two: Maintain daily financial records

- Maintained daily financial records in accordance with organizational requirements for accounting purposes
- Identify and rectify discrepancies or errors in documentation
- Communicate transactions to designated persons in accordance with organizational requirements.
- Promptly and accurately enter credit and debit transactions into journals in accordance with organizational requirements

Unit Three: Monitor cash control

- Ensure cash flow for accuracy of accounts in accordance with organizational and legislative requirements
- Made and receive payments in accordance with organizational and legislative requirements
- Collect or follow up outstanding accounts within designated timelines
- Check payment documentation for accuracy of information and dispatch to creditors within designated timeline
- Reconcile expenditure and revenue

Module Code and Title	CST FOS2 M09 0322 Safety and Security Procedures
Nominal Duration	40 Hours
<p>MODULE DESCRIPTION: This module describes the knowledge, skills and attitude required to follow predetermined safety and security procedures. It requires the ability to incorporate safe work practices into all workplace activities and to participate in the organization's OHS management practices.</p>	
<p>LEARNING OUTCOMES</p> <p>At the end of the module the trainee will be able to:</p> <ul style="list-style-type: none"> • Follow workplace procedures for safety and security • Identify potential emergencies • Follow procedures for emergency situations • Plan initial response procedures • Implement response procedures • Participate in the organization's OHS practices • Eliminate or control the risk 	
<p>MODULE CONTENTS:</p> <p>Unit 1. Following workplace procedures for safety and security</p> <p>1.1 Following the organization health, safety and security procedures</p> <p>1.2 Incorporating safe work practices all workplace activities.</p> <p>1.3 Following warning sign directions</p> <p>1.4 Using any required protective equipment and wear personal clothing</p> <p>1.5 Identifying and reporting unsafe work practices, issues and breaches</p> <p>1.6 Reporting any suspicious behavior or unusual occurrences the designated person</p> <p>Unit 2. Identifying potential emergencies</p> <p>2.1 Identifying potential emergencies based on information from stakeholders</p> <p>2.2 Identifying causes of potential emergencies based on knowledge of OHS hazards</p> <p>2.3 Identifying and liaising appropriate specialist advisers and emergency agencies</p> <p>2.4 Developing a risk register to identify potential emergencies</p> <p>2.5 Categorizing major types of emergencies</p> <p>Unit 3. Following procedures for emergency situations</p> <p>3.1 Recognizing and requiring emergency and potential emergency situations</p>	

3.2 Following the organization emergency procedures correctly.

3.3 Seeking assistance from colleagues or other authorities

3.4 Reporting details of emergency situations accurately

Unit 4. Planning initial response procedures

4.1 Identifying and discussing actions required limiting potential emergencies

4.2 Explaining actions to be taken during emergencies

4.3 Identifying resources required and available for immediate response

4.4 Checking emergency equipment to ensure serviceability

4.5 Documenting actions required for a number of major types of emergency

4.6 Identifying training needs and appropriate providers to ensure quick and correct response

Unit 5. Implementing response procedures

5.1 Making own role and role of staff in emergency response sure to be implemented

5.2 Ensuring established emergency procedures

5.3 Monitoring responses to emergencies

Unit 6. Participating in the organization's OHS practices

6.1 Participating in OHS management

6.2 Identifying and reporting in the OHS consultation processes

6.3 Ensuring immediate work area free from hazards

6.4 Participating in risk assessments and suggest to control

6.5 Raising OHS issues and concerns with designated persons

Unit 7. Eliminating or controlling the risk

7.1 Consulting with a range of personnel within the organization process

7.2 Implementing control measures to individual level of responsibility

7.3 Eliminating where possible the risk taken to control

Learning Methods:

- Lecture and Discussion
- Demonstration
- Simulation
- Role playing
- Video

Assessment Methods:

- Interview / Oral Questioning
- Written Test
- Quiz
- Assignment
- Observation / Demonstration with Oral Questioning

ASSESSMENT CRITERIA:

Unit 1. Follow workplace procedures for safety and security

- Follow the organization’s health safety and security procedures correctly and consistently according to relevant legislative requirements.
- Incorporate safe work practices into all workplace activities.
- Follow the safety directions of supervisors or managers and heed any workplace safety warning signs
- Use any required protective equipment and wear required personal protective clothing
- Identify and promptly report unsafe work practices, issues and breaches of safety and security procedures
- Report any suspicious behavior or unusual occurrences promptly to the designated person.

Unit 2. Identify potential emergencies

- Identify potential emergencies based on information from stakeholders
- Identify causes of potential emergencies based on knowledge of OHS hazards and standards
- Identify and liaise appropriate specialist advisers and emergency agencies with to identify causes of potential emergencies
- Develop a risk register to identify potential emergencies and their causes
- Categorize major types of emergencies based on standard classifications to identify appropriate response

Unit 3. Follow procedures for emergency situations

- Recognize and require emergency and potential emergency situations promptly are determined or taken. actions within the scope of individual responsibility
- Follow the organization’s emergency procedures correctly.
- See assistance colleagues or other authorities where appropriate
- Report details of emergency situations accurately according to organization procedures

Unit 4. Plan initial response procedures

- Identify and discuss actions required limiting potential emergencies and effect on guests, personnel, property and the environment with staff
- Explain actions to be taken during emergencies to staff to minimize damage to guests, personnel and property.
- Identify resources required and available for immediate response
- Check emergency equipment to ensure serviceability, accessibility, cleanliness and correct

location

- Document actions required for a number of major types of emergency taking account of standards, current industry practice, specialist advice and input by emergency agencies
- Identify training needs and appropriate providers to ensure quick and correct response by personnel

Unit 5. Implement response procedures

- Make own role and role of staff in emergency response sure to be implemented according to company established procedures
- Establish emergency procedures are ensured to be carried out during emergency situations
- Monitor responses to emergencies efficiency and minimizing damage to guest, personnel and property

Unit 6. Participate in the organization's OHS practices

- Participate In OHS management practices developed by the organization to ensure a safe workplace.
- Actively participate in the OHS consultation processes and identify and report safety and procedural issues requiring attention
- Ensure immediate work area free from hazards in scheduled hazard identification activities participated and reported hazards on an ongoing basis is
- Participate in risk assessments and suggest appropriate ways of controlling risk
- Raise OHS issues and concerns according with designated persons is to organization and legislative requirements

Unit 7. Eliminate or control the risk

- Consult with a range of personnel within the organization to achieve broad input into risk control process.
- Implement control measures according to individual level of responsibility or refer to appropriate personnel for permission or further action.
- Control the risk using a five-step hierarchical approach where possible the risk is eliminated and if not practical actions is taken

Module Code and Title	CST FO O2 M10 0322 Preventing and Eliminate MUDA
Nominal Duration	50 Hours
<p>MODULE DESCRIPTION: This module covers the knowledge, skills and attitude required by a worker to prevent and eliminate MUDA/wastes in his/her workplace by applying scientific problem-solving techniques and tools to enhance quality, productivity and other kaizen elements on continual basis It covers responsibility for the day-to-day operation of the work and ensures Kaizen Elements are continuously improved and institutionalized.</p>	
<p>LEARNING OUTCOMES</p> <p>At the end of the module the trainee will be able to:</p> <ul style="list-style-type: none"> • Prepare for work • Identify MUDA and problem • Analyze causes of a problem • Eliminate MUDA and Assess effectiveness of the solution. • Prevent occurrence of wastes and sustain operation. 	
<p>MODULE CONTENTS:</p> <p>Unit One: Prepare for work</p> <p>1.1 Using work instructions</p> <p>1.2 Reading and interpreting job specifications</p> <p>1.3 Observing OHS requirements</p> <p>1.4 Selecting appropriate material</p> <p>1.5 Identifying and checking safety equipment and tools</p> <p>Unit Two: Identify MUDA and problem</p> <p>2.1 Preparing and implementing plan of MUDA</p> <p>2.2 Discussing causes and effects of MUDA</p> <p>2.3 Listing all possible problems related to the process</p> <p>2.4 Identifying and listing all possible problems related to kaizen elements</p> <p>2.5 Using tools and techniques</p> <p>2.6 Identifying and measuring wastes or MUDA</p> <p>2.7 Reporting identified and measured wastes to relevant personnel</p> <p>Unit Three: Analyze causes of a problem</p>	

- 3.1 Listing all possible causes of a problem
- 3.2 Analyzing cause relationships using 4M1E
- 3.3 Identifying causes of the problems
- 3.4 Selecting the root cause directly related to the problem
- 3.5 Listing all possible ways to eliminate the most critical root cause
- 3.6 Testing and evaluating the suggested solutions
- 3.7 Preparing detailed summaries of the action plan

Unit Four: Eliminate MUDA and Assess effectiveness of the solution

- 4.1 Preparing and implementing plan of MUDA elimination by medium KPT members.
- 4.2 Adopting necessary attitude and the ten basic principles for improvement
- 4.3 Using tools and techniques to eliminate wastes/MUDA based on the OHS
- 4.4 Reducing wastes/MUDA and eliminated with OHS requirements
- 4.5 Identifying tangible and intangible results
- 4.6 Comparing tangible results with targets using various types of diagrams.
- 4.7 Reporting improvements gained by elimination of waste/MUDA

Unit Five: Prevent occurrence of wastes and sustain operation

- 5.1 Preparing and Implementing plan of MUDA prevention
- 5.2 Discussing and Preparing standards required for machines and operations
- 5.3 Preventing occurrences of wastes /MUDA by using visual and auditory control methods.
- 5.4 Creating waste-free workplace using 5W and 1H sheet
- 5.5 Doing the completion of required operation with standard procedures and practices.
- 5.6 Facilitating the updating of standard procedures and practices
- 5.7 Ensuring and Training the capability of the work team on the new Standard Operating Procedures (SOPs).

Learning Methods:

- Lecture and Discussion
- Demonstration
- Simulation
- Role playing
- Video

Assessment Methods:

- Interview / Oral Questioning
- Written Test
- Quiz
- Assignment
- Observation / Demonstration with Oral Questioning

ASSESSMENT CRITERIA:

Unit One: Prepare for work

- Use work instructions to determine job requirements, including method, material and equipment.
- Read and interpret job specifications following working manual.
- Observe OHS requirements, including dust and fume collection, breathing apparatus and eye and ear personal protection needs throughout the work.
- Select appropriate material for work.
- Identify and check safety equipment and tools for safe and effective operation.

Unit Two: Identify MUDA and problem

- Prepare and implement plan of MUDA and problem identification
- Discuss causes and effects of MUDA
- List all possible problems related to the process /Kaizen elements using statistical tools and techniques.
- Identify and list all possible problems related to kaizen elements on Visual Management Board/Kaizen Board.
- Use tools and techniques to draw and analyze current situation of the work place.
- Identify and measure wastes/MUDA based on relevant procedures.
- Identify and measure wastes reported to relevant personnel.

Unit Three: Analyze causes of a problem

- List all possible causes of a problem
- Analyze cause relationships using 4M1E.
- Identify causes of the problems
- Select the root cause which is most directly related to the problem
- List all possible ways using creative idea generation to eliminate the most critical root cause.
- The suggested solutions are carefully tested and evaluated for potential complications.
- Detailed summaries of the action plan are prepared to implement the suggested solution.

LO 4. Eliminate MUDA and Assess effectiveness of the solution

- Prepared and implement plan of MUDA elimination by medium KPT members.
- Adopt necessary attitude and the ten basic principles for improvement to eliminate waste/MUDA.
- Use tools and techniques to eliminate wastes/MUDA based on the procedures and OHS.

- Reduce and eliminate Wastes/MUDA in accordance with OHS and organizational requirements.
- Identify tangible and intangible results.
- Compare tangible results with targets using various types of diagrams.
- Report improvements gained by elimination of waste/MUDA to relevant bodies.

Unit Five: Prevent occurrence of wastes and sustain operation

- Prepare and implement plan of MUDA prevention
- Discuss and prepare standards required for machines, operations, defining normal and abnormal conditions, clerical procedures and procurement
- Prevent occurrences of wastes/MUDA by using visual and auditory control methods.
- Create waste-free workplace using 5W and 1Hsheet.
- Do the completion of required operation in accordance with standard procedures and practices.
- Facilitate the updating of standard procedures and practices
- Ensure and train the capability of the work team that aligns with the requirements of the procedure on the new Standard Operating Procedures (SOPs).

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