Federal Democratic Republic of Ethiopia

OCCUPATIONAL STANDARD
Front Office Service
NTQF Level I -IV

Introduction

Ethiopia has embarked on a process of reforming its TVET-System. Within the policies and strategies of the Ethiopian Government, technology transformation – by using international standards and international best practices as the basis, and, adopting, adapting and verifying them in the Ethiopian context – is a pivotal element. TVET is given an important role with regard to technology transfer. The new paradigm in the outcome-based TVET system is the orientation at the current and anticipated future demand of the economy and the labor market.

The Ethiopia Occupational Standards (EOS) is the core element of the Ethiopian National TVET-Strategy and an important factor within the context of the National TVET-Qualification Framework (NTQF). They are national Ethiopian standards, which define the occupational requirements and expected outcome related to a specific occupation without taking TVET delivery into account.

This document details the mandatory format, sequencing, wording and layout for the Ethiopia Occupational Standard which comprised of Units of Competence.

A Unit of Competence describes a distinct work activity. It is documented in a standard format that comprises:

- Occupational title and NTQF level
- Unit title
- Unit code
- Unit descriptor
- Elements and Performance criteria
- Variables and Range statement
- Evidence guide

Together all the parts of a Unit of Competence guide the assessor in determining whether the candidate is competent.

The ensuing sections of this EOS document comprise a description of the occupation with all the key components of a Unit of Competence:

- chart with an overview of all Units of Competence for the respective level (Unit of Competence Chart) including the Unit Codes and the Unit titles

- contents of each Unit of Competence (competence standard)

- occupational map providing the technical and vocational education and training (TVET) providers with information and important requirements to consider when designing training programs for this standards and for the individual, a career path

Occupational Standard: Front Office Services Level I
Occupational Code: CST FOS

NTQF Level I

CST FOS1 01 1021 Identify Basic Front Office Operations	CST FOS1 02 1021 Identify Housekeeping and Laundry Operations	CST FOS1 03 1021 Identify and Apply Basics of Hospitality and Tourism Industry Services
CST FOS1 04 1021 Provide Concierge and Bell Service	CST FOS1 05 1021 Operate Private Automatic Branch Exchange (PABX)	CST FOS1 06 1021 Follow Workplace Grooming, Hygiene and Sanitation
CST FOS1 07 1021 Serve Food and Beverage to Customers	CST FOS1 08 1021 Conduct Basic Workplace Oral Communication in English I	CST FOS1 09 1021 Conduct Basic Workplace Oral Communication in Language Other than English
CST FOS1 10 1021 Provide First Aid and Emergency Response	CST FOS1 11 1021 Apply 5S Procedures	

NTQF Level II

CST FOS2 01 1021 Provide Accommodation Reception Services	CST FOS2 02 1021 Receive and Process Reservations	CST FOS2 03 1021 Perform Pre-arrival and Arrival Operations
CST FOS2 04 1021 Prepare and Serve Non-alcoholic Beverages	CST FOS2 05 1021 Perform Safety and Security Procedures	CST FOS2 06 1021 Apply Point of Sale Handling Procedures
CST FOS2 07 1021 Provide Quality Customer Service	CST FOS2 08 1021 Maintain Financial Records	CST FOS2 09 1021 Provide Housekeeping Services
CST FOS2 10 1021 Conduct Basic Workplace Oral Communication in English Level II	CST FOS1 11 1021 Conduct Workplace Communication Other than English	CST FOS2 12 1021 Prevent and Eliminate MUDA

NTQF Level III

CST FOS3 01 1021 Conduct Front Office Accounting	CST FOS3 02 1021 Sell Hotel Products and Services	CST FOS3 03 1021 Establish and Maintain Guest Relations
CST FOS3 04 1021 Operate Bar and Cellar System	CST FOS3 05 1021 Perform Occupancy and Departure Operations	CST FOS3 06 1021 Maintain Workplace Relations
CST FOS3 07 1021 Conduct Routine Workplace Communication in English	CST FOS3 08 1021 Conduct Workplace Communication in a Language Other than English	

NTQF Level IV

CST FOS4 01 1021 Apply Revenue Management Techniques	**CST FOS4 02 1021** Conduct Night Audit	**CST FOS4 03 1021** Establish and Maintain Guest Relations
CST FOS4 04 1021 Plan and Implement Sales Activities	**CST FOS4 05 1021** Lead and Manage Front Office Team Members	**CST FOS4 06 1021** Organize In-House Events or Functions
CST FOS4 07 1021 Prepare and Monitor Budgets	**CTH FOS4 08 1021** Address Protocol Requirements	**CST TGS4 09 1021** Conduct Complex Workplace Communication in English
CST FOS4 10 1021 Conduct Complex Workplace Communication in a Language other than English		

NTQF Level I

Occupational Standard: Front Office Service Level I	
Unit Title	**Identify Basic Front Office Operations**
Unit Code	**CST FOS1 01 1021**
Unit Descriptor	This unit 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.

Elements	Performance Criteria
1. Identify the front of the house department	1.1 The front of the house of a ***hotel organization*** is identified. 1.2. Back of the house divisions of the hotel organization is Identified 1.3 The main reasons of classifying a hotel in to two major divisions is spotted
2. Identify the front office department and functions	2.1 Department of the front office are identified and ***guest services*** are coordinated. 2.2 ***Guest cycle is*** identified based on front office operations. 2.3 Accurate information is communicated and given to ***internal and external customers***. 2.4 ***Room types*** are identified based on the industry parameters. 2.5 Accurate ***room status and codes*** information is maintained 2.6 The knowledge of hospitality etiquettes is applied so as to give quality customer service
3. Identify the hierarchy, role and responsibility of front office personnel.	3.1 the ideal front office departmental structure of small, medium and large hotels is sketched 3.2 the duties and responsibilities of ***front office personnel*** is determined
4. Clarify interdepartmental coordination	4.1 The role of front office in leading the exchange of information among departments is identified 4.2 The relevance of the front office in coordinating guest services is identified.
5. Differentiate front office systems	5.1 The front office system trends and development in the early and modern hospitality establishments is differentiated 5.2 The characteristics, advantages and disadvantages of using each operational systems is identified.

Variable	Range
Hotel organization	May include, but not limited to: • Resorts • Hotels-small, medium and large hotels • Motels • Inns
Guest services	May include, but not limited to: • Reservation • Registration • Providing information • Special requests • Sundry guest services
Guest cycle	May include, but not limited to: • Pre arrival • Arrival • Occupancy (in stay) • Departure
Internal and external customers	May include, but not limited to: • Internal customers include colleagues within and out of the front office department • External customers include the actual guests/clients
Room types	May include, but not limited to: • Single • Double • Triple • Quad • Queen • King • Twin • Hollywood Twin Room • Double-double • Studio • Suite / Executive Suite • Mini Suite or Junior Suite

	• President Suite | Presidential Suite
	• Apartments / Room for Extended Stay
	• Connecting rooms
	• Murphy Room
	• Accessible Room / Disabled Room
	• Cabana
	• Adjoining rooms
	• Adjacent rooms
	• Villa
	• Executive Floor/Floored Room
	• Smoking / Non-Smoking Room
Room status and codes	May include, but not limited to: • Occupied- OCC • Vacant & Clean- VC • Vacant & Dirty- VD • Occupied & Ready- OR • Occupied & Clean- OC • Occupied & Dirty- OD • Check Out- CO • Out of Order- OOO • Do Not Disturb- DND • Status Unclear- V/O OR O/V • Lock Out Room- LO • Due out Room- DO • Did not Check Out- DNCO • Vacant, Cleaned & Inspected- VCI • Heavy Luggage- HL • Light Luggage- LL • No Luggage- NL • Double Lock- DL • Chain Lock- CL • House use- HU • Newly checked In- NCI • No Show- NS • Slept out- SO • Blocked- BLO • Vacant Room- V • Make-Up Room- MUR

	• Vacant & Ready- VR
Front office personnel	May include but not limited to: • Front desk managers • Front desk supervisors • Reservation Managers • Reservation Clerks • Guest relation manager • Concierge Supervisor • Customer Service Officers (CSO)-Receptionists • Bell Attendants • Switchboard Operator

Evidence Guide	
Critical Aspects of Competence	Must demonstrate knowledge and skills to: • Identify the entire front office Department • Explain the front office functions • Provide assistance in guest services • Communicate with guest
Required Knowledge and Attitudes	Demonstrates knowledge of: • Guest cycle • range of needs and expectations of different types of guests • relationships between front office and other departments • different sources of reservations (e.g. direct, travel agents, booking centres, inbound tour operators and online) local tourism operators promoted by reception • Front office terminology
Required Skills	Demonstrates skills to: • Undertake verbal and written reservations system and product codes • Perform high-level interpersonal communication to provide quality customer service to a diverse customer base • read and interpret reservation information, such as customer files, customer requests and accommodation type and costing information • create customer files and to document succinctly complex customer requests and any conditions specifically applicable to the guest stay

	• prepare, present and explain guest accounts and occupancy reports and statistics
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials, equipment, software, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Service Level I	
Unit Title	**Identify Housekeeping and Laundry Operations**
Unit Code	**CST FOS1 02 1021**
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required to Apply housekeeping and laundry operation. It includes the Importance & Functions of Housekeeping and laundry, key control procedure, Cleaning equipment and Agents, and Organization of Housekeeping and laundry Department.

Elements	Performance Criteria
1.Identify housekeeping and laundry operation	1.1 The Importance & Functions of Housekeeping are identified based on the **standard operating procedure (SOPs).** 1.2 Inter and intra departmental relationship is established with other Departments 1.3 All **housekeeping and laundry areas** and their main duties and responsibilities are differentiated. 1.4 Sections of the housekeeping and laundry department, their functions and layout are identified.
2. Identify Guest Rooms and Amenities	2.1 Guest **room types** are identified and classified based on location, bed type, room size and facilities. 2.2 **Amenities & facilities** are prepared for standard & VIP guest rooms
3. Identify the Structure of Housekeeping and Laundry Department	3.1 Hierarchy of housekeeping and laundry department in large, medium & small hotels are identified. 3.2 Attributes of departments are identified according to the organizational structure. 3.3 Job descriptions and job specifications of housekeeping and laundry staff are identified based on their duty
4. Use Cleaning equipment and Agents	4.1 **Cleaning equipment, supplies and materials** are selected according to type of cleaning. 4.2 Check that all equipment is made clean and in safe working condition prior to use. 4.3 Suitable wet and dry **sanitizing agents** and chemicals are selected and prepared.

| | 4.4 Personal Protective equipment are selected and used based on the duty. |
| | 4.5 All cleaning materials and equipment are stored in a safe place as per the standard operating procedure (SOPs) |

Variable	Range
Standard operating procedure (SOPs)	May include, but not limited to: • Housekeeping Room attendant Cart • Do not disturb rooms • Enter Room • Position Cart • Check out rooms • Rooms deep cleaning • Empty Trash
Housekeeping and laundry areas	May include, but not limited to: • Front-of-the-house • Back-of-the-house areas, • Guest Rooms, • Public Areas, • Maids Room, • Indoor and Outdoor Areas • Linen room
room types	May include but not limited: • Single: • Double: • Triple: • Quad: • Queen: • King: • Twin: • Hollywood Twin Room: • Double-double: • Studio: • Suite / Executive Suite: • Mini Suite or Junior Suite:
Amenities & facilities	May include but not limited:

	• Toiletries (e.g. Shampoo, lotion, etc.) • Personal care (combs, shaving cream, razor, shower cap, hair dryer) • Coffee Kit (maker, coffee and creamer) • Tissue box. • Bathrobes and slippers. • Kitchen facilities, like: fridge, coffee maker and microwave • TV with cable. • Towels.etc
Cleaning equipment, supplies and materials	May include but not limited: • Brooms • Mops • Brushes • Dusters / dusting and washing rags • Buckets • Hoses • Spotting agent dispensers • Wands • Sprayers • Pile lifter and auto sweeping • Air blowing • Vacuum cleaning • Scrubbing machines • Dry foam machine • Extraction machinery • laundry machine
Sanitizing agents	May include but not limited: • Solvent spray • Anti-static solution • Anti-static spray • Detergent

Evidence Guide	
Critical Aspects of competency	Must demonstrate knowledge and skills to: • Identify Housekeeping and laundry operation. • Identify Guest Rooms and Amenities. • Use Cleaning equipment and Agents.

Required knowledge and attitudes	Demonstrate knowledge of: • Housekeeping and laundry operation • Types and Characteristics of guest rooms • Types/Uses/Functions of Cleaning Equipment, Supplies and Materials • Knowledge on Different Areas of housekeeping and laundry function • Types of guest room amenities & facilities • Types of Living Room Appliances and Ornament
Required skills	Demonstrate skills to: • Perform housekeeping and laundry operation • Undertake reporting and recording information • communicate with others • minimize waste • decant chemicals
Resource Implications	The following resources must be provided: • Workplace or fully equipped location with necessary tools and equipment as well as consumable materials
Assessment Methods	Competence may be assessed through: • Interview / Written exam • Observation / Demonstration
Context for Assessment	Competence may be assessed in the workplace or in simulated work.

Occupational Standard: Front office Service Level I	
Unit Title	**Identify and Apply Basics of Hospitality and Tourism Industry Services**
Unit Code	**CST HF1 03 0319**
Unit Descriptor	This unit 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.

Elements	Performance Criteria
1. Acquire information on the hospitality and tourism industry	1.1. Information sources on the *hospitality and tourism industry* is identified and accessed appropriately and correctly.
	1.2. Information on the historical background of hospitality and tourism industry is identified.
	1.3. Information is obtained to assist *effective work performance within the industry*.
	1.4. *Specific information sources* on relevant sectors of work are accessed and updated.
	1.5. knowledge of the hospitality and tourism industry in the correct context is used to enhance quality of work performance
2. Source and apply information on legal and ethical issues for the hospitality industry	2.1. Information on *legal and ethical issues* is obtained to assist effective work performance.
	2.2. Day-to-day hospitality and tourism industry activities is conducted according to legal obligations and *ethical industry practices*
3. Source and apply information on hospitality and tourism industry technology	3.1 Information on current and emerging *technologies that impact on the hospitality and tourism organization process* is sourced and accessed.
	3.2 The potential effects of different technologies on the hospitality and tourism organization process are identified.
	3.3 Knowledge of current and emerging technology is applied in day-to-day work activities
4. Update personal and organizational knowledge of the tourism industry	4.1 A range of opportunities is identified and used to update general knowledge of the hospitality industry.
	4.2 Current *issues of concern to the industry* are identified.
	4.3 Updated knowledge is shared with customers and colleagues as appropriate and incorporate into day-to-day work activities
	4.5 Knowledge of current and emerging technology is applied in day-to-day work activities

Variable	Range

Information to assist effective work performance within the industry	May Include, but not limited to:
	• different sectors and businesses of the hospitality industry, their interrelationships and the services available in each sector
	• relationships between tourism and hospitality
	• relationships between the hospitality industry and other industries, such as:
	   ➢ entertainment
	   ➢ food production
	   ➢ wine production
	   ➢ recreation
	   ➢ meetings and events
	• retail
	• industry working conditions
	• environmental issues and requirements
	• industrial relations issues and major organizations
	• career opportunities within the industry
	• work ethic required to work in the industry
	• industry expectations of staff
	• quality assurance

Information sources	May Include, but not limited to: • media • reference books • libraries • unions • industry associations • industry journals • internet • information services • personal observation and experience • colleagues, supervisors and managers • industry contacts, mentors and advisers • formal and informal research • industry seminars • training courses • familiarisation tours of tourism destinations and facilities • participation or membership in professional industry associations •

The hospitality and tourism industry	May include, but not limited to:
	• Accommodation
	• Restaurants
	• Bars
	• Catering service providers
	• attractions
	• transport
	• retail travel
	• tour wholesaling:
	  ➢ inbound tour operators
	  ➢ outbound wholesalers
	• tour operations
	• meetings, incentives, conventions and events
	• tour guiding
	• information services and promotion:
	• visitor information centers, regional, state and national tourism offices
	• coordination
	industry associations, councils, taskforces, research bodies

Legal and ethical issues	May Include, but not limited to: • consumer protection • duty of care • EEO(Equal Employment Opportunity) • anti-discrimination • work place relations • child sex tourism • confidentiality • commission procedures • overbooking • pricing • tipping • familiarizations • gifts and services free of charge • product recommendations
Technologies that	May include, but not limited to:
Issues of concern to the industry	May Include, but not limited to: • government initiatives • emerging markets

	• environmental and social issues
	• labor issues and industry expansion or retraction

Evidence Guide	
Critical Aspects of Competence	Must demonstrates knowledge and skills to: • sourced initial and updated hospitality industry information and to apply this to day-to-day activities • differentiate the hospitality industry, including main roles, functions and interrelationships of different sectors, with a more detailed knowledge of issues relating to a specific sector or workplace • differentiate the key legal and ethical issues for the hospitality industry
Required Knowledge and Attitudes	Must demonstrates knowledge of: • different sectors of the hospitality and tourism industry and their interrelationships, including a general knowledge of the role and function of: • food and beverage • front office • food production or kitchen operations • housekeeping • security and maintenance • finance and marketing • overview of quality assurance, quality activities and continuous improvement in the hospitality industry and the role of individual staff members within the quality process • industry information sources • role of trade unions and employer groups in the industry • environmental responsibilities of the industry, including waste minimization and recycling • main objectives, requirements and impact on individual staff of federal and regional legislation, regulations and guidelines that apply to the industry in the following areas: • liquor, including responsible service of alcohol • health and safety • hygiene • workplace relations • workers' compensation

	• consumer protection and trade practices
	• duty of care
	• building regulations
	• Equal Employment Opportunity (EEO) and anti-discrimination
	• overview of current and emerging technology used in the hospitality industry
	• sources of general information on the tourism industry
	• accommodation
	• attractions and theme parks
	• tour operators
	• inbound and outbound tour wholesalers
	• retail travel agents
	• the general nature of allied and crossover industries including hospitality, meetings, incentives, conferences and events
	• the existence and primary functions of the major cross-industry and sector-specific industry associations especially those with which the business has a relationship
	• the existence and primary functions of trade unions in the industry
	• the existence and primary functions of local, regional, state and national tourism information service and marketing organizations
	• the existence and primary functions of tourism research bodies
	• the existence and key characteristics of occupational licensing, codes of conduct or ethics and industry accreditation schemes in the tourism industry, the impacts of compliance and non-compliance and the roles and responsibilities of individual staff members in these quality assurance processes
	• the existence and basic aspects of state, territory and local council laws that impact on tourism operations and actions that must be adhered to by tourism businesses, in particular laws that cover:
	• Equal Employment Opportunity (EEO)
	• anti-discrimination
	• occupational health and safety and workers' compensation
	• workplace relations
	• sex tourism
	• legal liability and duty of care of customers
	• Environmental protection (This would include requirements that must be met by tourism operators when delivering services.)
	• Local community protection (This would include land ownership, management and access requirements that must be met by tourism

	operators when delivering
	• Consumer protection (This would include refund requirements that must be met by tourism businesses, terms and conditions of quotations and cancellation fees.)
	• responsible service of alcohol
	• food safety
	• current and emerging technology used in the tourism industry, including e-business
Required Skills	Must demonstrates skills to:
	• identify relevant information
	• Apply questioning techniques to obtain information
	• Perform note taking
	• sort and summarize information
	• Perform communication and literacy to source, read and interpret general information on the hospitality industry
	• read and interpret plain English information documents that relate to legal issues affecting the hospitality industry
	• take note, summarize and record information in basic documents such as information sheets, portfolios and files
Resources Implication	• the candidate has accessed appropriate computers, printers and communication technologies to facilitate the processes involved in sourcing industry information
	• access to information sources in order to conduct research and collect sufficient information
Methods of Assessment	Competence may be assessed through:
	• Interview / Written Test
	• Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Service Level I	
Unit Title	**Provide Concierge and Bell Service**
Unit Code	**CST FOS1 04 1021**
Unit Descriptor	This unit of competency deals with the knowledge, skills and attitudes in providing bell and concierge services required for handling guest arrival and departures, handling guest luggage and responding to requests for bell desk services.

Elements	Performance Criteria
1. Handle guest arrivals and departures	1.1 Expected daily arrivals and departures and requests for major guest movements are reviewed and planned in accordance with established standards. 1.2 Guests are welcomed promptly on arrival and directed to the appropriate area for registration 1.3 Guests with luggage are assisted in accordance with ***established procedures and safety requirements*** 1.4 Guests are escorted to rooms and where appropriate courteously showed/explained the ***establishment/room features*** in accordance with established procedures
2. Handle guest luggage and provide concierge services	2.1 Guest luggage is safely transported and delivered to the correct location within appropriate timeframes 2.2 Luggage storage system is operated correctly and in accordance with established procedures and security requirements 2.3 Luggage is marked and accurately stored to allow for easy retrieval following the established procedures 2.4 Luggage is placed correctly within the storage system 2.5 ***Concierge service*** is provided promptly and in accordance with establishment's security and safety requirements 2.6 Colleagues and other departments are liaised to ensure effective response to concierge service requests
3. Access, update and respond to request for visitor information	3.1 Appropriate ***sources of visitor information*** is identified and accessed. 3.2 Information into day-to-day working activities is incorporated to support quality of service and standards within the organization. 3.3 ***Visitor information*** with colleagues is shared to support the efficiency and quality of service. 3.4 Opportunities are identified and used to update and maintain local and enterprise knowledge.

4. Provide information	4.1 Information and needs of different customers including those with special needs is proactively identified.
	4.2 Accurate and unbiased information in a clear, concise, courteous and *culturally appropriate manner* is provided.
	4.3 Where appropriate, visitors in the use of equipment and facilities are assisted or instructed to relevant colleagues.
	4.4 Health and safety requirements when providing information and assistance is considered.
	4.5 *Internal products and services* using appropriate customer service skills are promoted.
5. Seek feedback on services	5.1 Feedback on services from visitors is sought proactively.
	5.2 Visitor behavior is observed to inform future service developments and correctly follow procedures for any formal customer evaluation.
	5.3 Information on visitor feedback to relevant colleagues is provided.

Variable	Range
Established procedures and safety requirements for luggage	May include: • Luggage marking and tagging systems • Carrying capacities of luggage trolleys • Designated routes for moving luggage through public areas • Restrictions on areas into which luggage can be taken • Order in which luggage is to be moved • Safety standards for lifting heavy items. • Safe manual handling of luggage which includes loading and unloading luggage from vehicles and handling fragile items. • Procedures for taking luggage from rooms • Placement of luggage within rooms • Group luggage procedures • Handling protocols for dealing with group arrivals and departments
Establishment/room features guests should be advised	May include: • Dining options within the establishment • Sporting facilities • Business center • Floor facilities • Operating procedures for room equipment such as phone, internet or TV • General services such as laundry, valet

	• Meal arrangements
Concierge services	May include, but not limited to: • Mail • Messages • Organization of transport • Luggage pick up • Paging of guests • Preparation of guest information directories, normally done at the reception area
Sources of visitor information	May include, but not limited to: • brochures • timetables • local visitor guides • library and local council • local people including local identities with specialised knowledge • winemakers and other wine experts • organisation information • room directories • maps
Visitor information	May include, but not limited to: • organisation-specific information • local transport options • local attractions and events • general visitor facilities, including shopping locations, currency exchanges, post offices, banks and emergency services • specific shopping details, including local markets • accommodation options • restaurants, cafes and other dining venues • other facilities and services such as hairdressers, dentists and travel agencies • theatres and entertainment venues • sporting facilities • tours, local outings and trips • travelling routes weather conditions

• Culturally appropriate manner	May include, but not limited to: • using gestures • using simple words in English or other person's language • providing written material • avoiding eye contact • providing information in different formats to suit the individual
• Internal products and services	May include, but not limited to: • restaurant products • accommodation • products made by the organisation (e.g. wine, food) • tours general retail products (e.g. souvenirs)

Evidence Guide	
Critical Aspects of Competence	Must demonstrates knowledge and skills on: • Handled luggage services for guest arrivals and departures according to established standard procedures • Collected and transported guest luggage in accordance with established procedures and security requirements • Provided bell desk services in accordance with establishment's security and safety requirements • Showed and explained room features upon guest's arrival following the standard procedures • interpersonal communication with others in accordance with established standards
Required Knowledge and Attitudes	Demonstrates knowledge of: • Communication • Occupational health and safety procedures for luggage • a range of typical bell desk services • Procedures and systems for the movement of luggage • Features of luggage storage systems
Required Skills	Demonstrates skills to: • provide courteous and friendly service to guests • handle safely luggage and use luggage storage systems
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials, equipment, software, and to information on workplace practices.

Methods of Assessment	Competence may be assessed through:
	• Interview / Written Test
	• Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Service Level I	
Unit Title	Operate Private Automatic Branch Exchange (PABX)
Unit Code	CST FOS1 05 1021
Unit Descriptor	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.

Elements	Performance Criteria
1. Define the PABX System and Features	1.1 The **PABX system** in use identified 1.2 The **devices** connected to the system are identified 1.3 Functions of the **system keys and lights** are identified 1.4 **Command structure** for the system is identified.
2. Demonstrate Operational Features of the System	2.1 **Text is written** and a **password** is created 2.2 **Directory numbers** and **category lists** are handled 2.3 **Programmable keys and numbers** are allocated 2.4 **Functions to programmable keys** are allocated 2.5 **Telephone conversations** are recorded 2.6 **Call forwarding functions** are programmed. 2.7 **Commonly called numbers** are stored 2.8 **Call metering functions** are demonstrated 2.9 **Internal message functions** are demonstrated 2.10 **Mailbox system functions** are demonstrated 2.11 **Date and time** are set. 2.12 **Special system features** are demonstrated.
3. Handle Telephone Calls	3.1 **Placing out-going calls** are demonstrated 3.2 **Receiving in-coming calls** promptly in an **appropriate manner** and in accordance with **enterprise standards** are demonstrated 3.3 **Appropriate telephone communication skills** are demonstrated

Variable	Range

Name the PABX System	May include but not limited to: • Identifying the manufacturer, type, model and capacity of the system
Devices connected to the system	May include but not limited to: • Telephone handsets including variations in use, as applicable for reception/operator, offices, guest rooms and departments • Accessories, where fitted, including tape recorder, extra bell, busy indicator outside door, Universal Serial Bus (USB) connector, extra handset, Personal Computer (PC) card, headset and conference unit.
System Keys and Lights	May include: • Keys, including clear, headset, loudspeaker, mute, programmable function keys, volume, alphanumeric keys, star, hash • Lights, including busy, call waiting, message, hold, in-coming call, active.
Command Structure	Command structure will vary between models/systems and refers to types of commands which may relate to: • Extensions, trunks, system facilities, trunk answering position, trunk link signal, operating, maintenance, hotel and paging, extension parameters, programmable keys, mailboxes, number analysis, internal and external numbers, facility access, loudspeaker paging, group-related data, common data, voice answer, operator functions, message and information data, voice announcement recording, password definition, authority levels, control of directory numbers, show number plan, date and time, administration data, reminder, pager receiver, call metering, message group parameters and guest extension • Hotel, including room status change, room-to-room bar, room-to-room open, hotel answering position, wake up options and guest instrument keys.
Written Text and Password	May relate to: • Confirming a system value, including entering yes/no to available system options • Adding names to extensions • Creating and altering passwords in accordance with internal security requirements.
Directory Numbers	May relate to: • Numbers to extensions and external lines assigned and stored

Category Lists	May relate to: • Similar user types, such as departments and classifications of staff • prescribed functions and facilities • extensions and trunks
Programmable Keys and Numbers	May relate to: • The number of programmable keys following installation of a new telephone or key panel • Individual abbreviated numbers
Functions to Programmable Keys	May include: • Selection function • External line function • Supervisor function • Loudspeaker paging function • Immediate answer function • Key function • Account number function • Number secrecy function • Caller identification function.
Recording Telephone Conversations	May relate to: • Following manufacturer's instructions • Complying with relevant host country legislation • Initiating the recording function • Seeking permission to record the call • Playing back the conversation for later reference • Erasing the recorded call.
Call Forwarding Functions	May relate to: • Active call diversion • Diversion for no reply to internal and/or external calls • Diversion when line busy • Programming relevant call forwarding address • Enabling by-pass of call forwarding function.
Storing Commonly Called Numbers	May include: • Following manufacturer's instructions • Identifying required numbers • Determining category lists for commonly called numbers • Allocating storage locations • Entering and confirming correct storage and access

	• Allocating categories for extensions.
Call Metering Functions	May relate to: • Own cost counters • Other cost counters • Reading, printing and re-setting cost counters • Programming required currency identifiers.
Internal Message Functions	May relate to: • Controlling call-back message • Making and retrieving voice messages • Sending text and voice messages
Mailbox System Functions	May include: • Recording mailbox messages and greetings • Changing mailbox messages and greetings • Accessing mailboxes • Controlling extension access to mailboxes • Facilitating common mailbox use.
Date and Time	May include: • Date, including year, month and day format • Day of the week • Time of day, including hour, minute and second • 12-hour or 24-hour clock format.
Special System Features	May include: • Call back • Break-in to call • Camp-on call • Reminders, including ringing time, pause time and reminder attempts • Conference call.
Placing Out-going Calls	May include: • Placing an external call personally • Placing an internal call personally to an extension • Placing an external call on behalf of a third party • Placing an internal call on behalf of a third party • Transferring calls • Placing a call using stored numbers • Placing a call using the alpha-numeric keys • Recording an out-going call • Adhering to host enterprise telephone procedures

Receiving In-coming Calls	May include: • Answering a call from an external caller • Answering a call from an internal caller • Using the system to differentiate between internal and external calls Placing calls on hold • Transferring calls • Adhering to host enterprise telephone procedures • Recording an in-coming call.
Appropriate Manner	May relate to: • Polite language • Appropriate welcoming phrase • Enthusiasm • Friendliness • Willingness to help
Enterprise standards	May include: • Appropriate greeting/s • Number of rings a call should be answered within • Personal identification Use of caller's name • Privacy and confidentiality issues • Training requirements
Appropriate Telephone Communication Skills	Relates to: • Conveying a helpful and positive attitude • Using the voice effectively and appropriately given the nature of the incoming call • Applying effective listening and questioning skills • Demonstrating positive speaking skills, including clarity and the need to be concise • Responding professionally to all manner of incoming calls • Choosing appropriate tone, volume and language to use in response to each incoming call • Screening calls, as required. • Using the phonetic alphabet when clarifying caller details

Evidence Guide	
Critical Aspects of Competency	Must demonstrates knowledge and skills of: • The enterprise's policies and procedures in regard to the operation of the telephone system, including legal and privacy issues

	• Principles of telephone communication and techniques
	• Understanding of the features and facilities available as relevant to the system in use
	• The legal requirements that apply to the recording and playing of telephone messages, as prescribed by the host country
	• The effectively and efficiently operate a nominated PABX system to undertake designated tasks, where provided for by the system, which must include:
	• Demonstrated ability to place calls on hold
	• Demonstrated ability to record telephone voice messages
	• Demonstrated ability to take and effectively process telephone messages
	• Placing out-going calls to an internal/external number using stored number function
	• Transferring calls to nominated extensions
	• Recording a voice message on a reorder/mailbox
	• Setting the date and time
	• Altering a previously set password
Required Knowledge and Attitudes	Must demonstrates knowledge of:
	• The enterprise's policies and procedures in regard to the operation of the telephone system, including legal and privacy issues
	• The features and facilities available as relevant to the system in use
	• Conveying a helpful and positive attitude
Required Skills	Demonstrates skills to:
	• Apply effective listening and verbal communication
	• Undertake problem solving
	• Use Communication technologies
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through:
	• Interview / Written Test
	• Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Service Level I	
Unit Title	**Follow Workplace Grooming, Hygiene, and Sanitation**
Unit Code	**CST FOS1 06 0319**
Unit Descriptor	This unit 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.

Elements	Performance Criteria
1. Follow work place grooming and appearance	1.1. ***Grooming and appearance procedures*** and policies are accessed and followed correctly according to organizational requirements. 1.2. ***Improper grooming and appearance practices*** that incompatible with set standards are identified and reported. 1.3. Corrections are done to ensure proper grooming and appearance practices up on comments from colleagues. 1.4. Improper grooming and appearance practices are reported promptly to appropriate person for follow up where correction is beyond the scope of individual responsibility.
2. Follow hygiene and sanitation procedures and identify hazards	2.1. ***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. 2.2. ***Poor organization practices***, that are inconsistent with hygiene procedures, are identified and reported. 2.3. ***Hygiene hazards*** that may affect the health and safety of customers, colleagues and self are identified. 2.4. Action is taken to remove or minimize the hazards within scope of individual responsibility according to organization and legal requirements. 2.5. Hygiene breaches are reported promptly to appropriate person for follow up where control of hazard is beyond the scope of individual responsibility 2.6. ***Hazard identification tools and template documents*** are accessed and used according to organization procedures. 2.7. ***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.
		2.8. Other personnel are involved where appropriate in hazard identification process.
		2.9. Records of hazards identified are kept according to organization procedures
3. Report any personal health issues	3.1	Any personal **health issues** that are likely to cause a hygiene risk are reported.
	3.2	Incidents of food contamination that have resulted from the personal health issue are reported.
4. Prevent food and other item contamination	4.1	Clean clothes, required personal protective clothing and organization-approved bandages and dressings are maintained to prevent contamination to food.
	4.2	Any clothing or **other items worn** that contaminate food are ensured not to be worn.
	4.3	Unnecessary direct contact with ready to eat food is prevented.
	4.4	**Practices that contaminate food** are well prevented.
	4.5	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.**
5. Prevent cross-contaminations by washing hands	5.1	**Washing hands for adequate times and in correct** procedures is correctly and consistently practiced according to organization and requirements.
	5.2	Hands is washed using **appropriate facilities**.

Variable	Range
Grooming and appearance procedures	May include, but not limited to: • Be clean and neat, including your fingernails, teeth, shoes, hair and face.. • Understand your industry's dressing trend. • Wear clothes that fit your size. • Avoid wearing strong perfume. • Wear polished shoes. • Carry a trimmed beard and hair. • Pay attention wrist watch. • Wear department uniform in a basic colour. • Sit or stand straight
Improper grooming and appearance practices	May include, but not limited to: • Poor personal hygiene practice. • Unguarded coughing or sneezing. • The habit of licking the fingers.

	• Nose picking or fingering the nose.
	• Handling of handkerchiefs.
	• Working in street clothing.
	• Wearing neon or flashy color attires.
	• Spitting in work areas.
	• Unarranged hair.
	• Smoking in work area.
	• Leaning
	• Slouching
Hygiene and sanitation procedures	May include, but not limited to:
	• personal hygiene
	• safe and hygienic handling of food and beverages
	• regular hand washing
	• correct food storage
	• suitable dress and personal protective equipment and clothing
	• avoidance of cross-contamination
	• hygienic cleaning practices to avoid cross-contamination
	• use of cleaning equipment, clothes and materials to avoid cross-contamination
	• safe handling and disposal of linen and laundry
	• appropriate handling and disposal of garbage
	• cleaning and sanitising
	• procedures documented in the organisation food safety program
	• procedures covered by staff training programs
	• procedures required by the national food safety code
Poor organization practices	May include, but not limited to:
	• poor personal hygiene practices
	• poor food handling practices that may result in the contamination of food
	• poor cleaning practices that may result in cross-contamination of food and other items
	• practices inconsistent with the organisation's food safety program
	• outdated practices not in keeping with current organisation activities
Hygiene hazards	May include, but not limited to:
	• contaminated food
	• vermin
	• airborne dust
	• items such as linen, tea towels and towels that may be contaminated with human waste, such as blood and body

	secretions
	• dirty equipment and utensils
	• contaminated garbage
	• use of practices not in keeping with current organisation activities
	• colleagues without appropriate training or understanding of good hygiene practices, policies and procedures
	• equipment not working correctly, such as fridge and temperature probes
Hazard identification	May include, but not limited to:
	• self-designed tools developed for the organization as part of an OHS management system tools and templates developed:
	• by external consultancy services
	• by industry associations for use by member businesses
	• for public use and found within business management publications, including those developed by OHS regulatory authorities self-designed tools
Appropriate methods to identify actual or foreseeable hazards	May include, but not limited to:
	• conduct of site safety audits
	• completion of a safety checklist
	• inspections of the workplace
	• observation of daily activities
	• investigation of accidents and incidents
	• review of injury or illness registers
	• environmental monitoring of the workplace
	• investigation of staff complaints or reports of safety concerns
	• review of staff feedback via consultative processes, such as meetings, surveys or suggestion box submissions
Health issues	May include, but not limited to:
	• food-borne diseases
	• airborne diseases
	• infectious diseases
Other items worn	May include, but not limited to:
	• hair accessories
	• jewellery
	• watches
	• bandages
Practices contaminating food	May include:
	• Body fluids
	• Coughing,
	• Blowing nose,

	• Spitting
	• Smoking tobacco product
	• Sneezing
	• eating over food preparation surfaces
Cross-contamination of other items in the workplace	May include, but not limited to:
	• infected linen
	• items such as linen, tea towels and towels that may be contaminated with human waste, such as blood and body secretions
	• dirty equipment and utensils
	• spreading bacteria from bathroom or bedroom areas to kitchen areas in an accommodation facility
Washing hands at appropriate times	May include, but not limited to:
	• before starting work
	• immediately before working with food
	• immediately after handling raw food
	• before commencing or recommencing work with food
	• immediately after using the toilet
	• immediately after smoking, coughing, sneezing, blowing the nose, eating, drinking, and touching the hair, scalp or any wound
Appropriate facilities	May include, but not limited to:
	• warm running water
	• soap
	• single use towels and designated hand washing sink
	• shower and/or bath tube
	• Electric Shaver
	• Beard Trimmer
	• Hair washing sink
	• Hair Clipper.
	• Hair Comb and brush.
	• Blow Dryer
	• Nail Clippers
	• Trimming Scissors
	• Barber Scissors
	• Hair Steamers/Hair Processors
	• Hood Dryers

Evidence Guide

Critical Aspects of Competence	Must demonstrate knowledge and skills to: • admit and implement grooming and appearance procedures and consistently apply these during day-to-day activities • access and interpret hygiene procedures and consistently apply these during day-to-day activities • follow hygiene procedures and of the potential implications of disregarding those procedures • perform good hygiene practices on multiple occasions in a range of different operational circumstances to ensure consistency in the application of hygiene procedures
Required Knowledge and Attitudes	Demonstrates knowledge of: • Applying industry specific grooming, appearance, and attire compliance requirements for hospitality and tourism industry. • Federal and regional food safety legislative compliance requirements, contents of national codes and standards that underpin regulatory requirements, and local government food safety regulations • Organisation personal hygiene policies and procedures • Implications of failure to observe hygiene policies and procedures • The general hazards in handling food, linen, laundry and garbage, including major causes of contamination and cross-infection • Identifying microbiological contamination of food and other items that would require protection in the industry sector and business • Understanding of the choice and application of cleaning and sanitising equipment and materials
Required Skills	Must demonstrate: • High-level personal grooming skills that compile with international hospitality and tourism industry • Communication skills to verbally report hygiene hazards and poor organisation practice • Literacy skills to read and interpret relevant organisation policies, procedures and diagrams that identify good hygiene practices
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Service Level I	
Unit Title	Serve Food and Beverage to Customers
Unit Code	**CST FOS1 07 1021**
Unit Descriptor	This unit 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.

Elements	Performance Criteria
1. Prepare for service	1.1. ***Food and beverage service outlet*** information is developed and understood.
	1.2. ***Furniture*** and fittings are checked for cleanliness and condition prior to *service* according to enterprise procedures, and take corrective action where required.
	1.3. The ***environment*** is prepared and adjusted to ensure comfort and ambience for customers, as appropriate.
	1.4. ***Table is set up*** according to enterprise requirements, customer requests, staff convenience and safety.
	1.5. Furniture is checked for stability of customer and service personnel access according to legislative requirements.
	1.6. ***Equipment*** *is checked and prepared* for service and remove, clean or replace items not meeting enterprise standards.
	1.7. 1.6 Food and beverage items are displayed according to enterprise and ***legislative requirements***
2. Welcome customers	2.1. Customers are greeted on arrival, according to enterprise customer service standards.
	2.2. ***Information*** is provided to customers, giving clear explanations and descriptions up on arrival.
3. Take and process orders	3.1. Recommendations and suggestions are made to customers to assist them with drink and meal selection.
	3.2. Customer questions on menu items are answered correctly and courteously
	3.3. 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.
	3.4. The ordering system is operated according to enterprise

	procedures.
	3.5. Information is relayed about any special requests or dietary or cultural requirements to relevant person where appropriate.
	3.6. Glassware, service ware and cutlery suitable for menu choice are provided according to enterprise procedures.
4. Serve food and drinks	4.1. Food and beverage selections are collected promptly from kitchen or bar, checked for accuracy and presentation, and conveyed them to customers safely.
	4.2. Food and beverage is served courteously and to the correct person, according to enterprise standards and hygiene requirements.
	4.3. Any delays or deficiencies in service are recognized and followed up promptly.
	4.4. Customers are advised and reassured about any delays or problems.
	4.5. Customer satisfaction is checked at the appropriate time.
5. Clear tables and bill customers	5.1 Used items are removed in a timely manner and safely transfer them to the appropriate location for cleaning.
	5.2 Leftover food and disposables are disposed of according to hygiene regulations and enterprise practice.
	5.3 Recyclable items are disposed of according to local regulations and enterprise practice.
	5.4 *Accounts are process*ed and received payment at appropriate time and according to enterprise procedures
	5.5 Customers are thanked and fare welled courteously
6. Close down after service	6.1. Furniture and equipment is cleared, cleaned, dismantled and stored according to enterprise procedures and safety requirements.
	6.2. *Set up for next service* is prepared according to enterprise procedures and requirements.
	6.3. Service is reviewed and evaluated with colleagues where appropriate and identifies possible improvements.
	6.4. Handover is provided to incoming colleagues and relevant information is shared.

Variable	Range

Food and beverage outlets	May includes but not limited; • Types of Restaurant • Types of Bar • bistro • Lounge
Furniture	May includes but not limited; • Tables • Counters • Chairs • Side board
Environment	May includes but not limited; • lighting • room temperature • music • decorations and displays • privacy • background noise
Table set up	May includes but not limited; • A la carte • Table d' hotel
Equipment	May includes but not limited; • glassware • crockery • restaurant linens • placemats • floral arrangements • cutleries • condiments • tea and coffee-making facilities • menus and wine lists • display materials • coat hanger • computerised ordering systems • point-of-sale (POS) equipment

Legislative requirements	May includes but not limited; • liquor, including responsible service of alcohol • OHS • hygiene • consumer protection and trade practices • duty of care
Information	May includes but not limited; • menu choices, options and availability • information about food and beverages • specials • information about the location or area • location of customer facilities • information about main tourist facilities
Accounts	May includes but not limited; • depositing money in cash register, processing and giving change • processing credit cards or electronic funds transfer at point of sale (EFTPOS) • handing account to another person to process
Set up for next service	May includes but not limited; • polishing glassware • placing equipment in allocated storage areas • resetting tables • cleaning equipment, such as coffee machines and bains marie • general cleaning of surfaces • restocking

Evidence Guide	
Critical aspects of Competence	Must demonstrate knowledge and skills to: • Serve food and beverage according to established procedures • To meet, greet and interact positively with customers • To serve with speed and efficiency, and within typical workplace time constraints • develop knowledge of hygiene and OHS requirements and demonstrated safe practices

Underpinning Knowledge and Attitudes	Must demonstrate knowledge of: • typical work flow structure for food and beverage service appropriate to the enterprise • ordering and service procedures • use of standard food and beverage equipment • menus and drink lists appropriate to the enterprise • safe and hygienic work practices in relation to food and beverage service
Underpinning Skills	Must demonstrates skills to: • Set up the table according to the menu type • Undertake food and beverage service and clearing techniques appropriate to the enterprise, including plate carrying • Deal with menu changes, lack of availability of items and difficult customer situations • Liaise with customers and other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication • Use enterprise ordering systems and equipment • Read menus and orders • Calculate customer accounts
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competency may be evaluated through: • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Front Office Service Level I	
Unit Title	**Conduct Basic Workplace Oral Communication in English I**
Unit Code	CST FOS1 08 1021
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to receive, respond and act on basic English workplace communication.

Element	Performance Criteria
1. Receiving guests and farewells	1.1. ***Greeting expressions*** are identified and discussed by the trainees.
	1.2. Corrections and clarifications are made about the formal and Informal greeting expressions.
	1.3. ***Farewell expressions*** are identified and discussed by the trainees.
	1.4. Corrections and clarifications are made about farewell expressions.
	1.5. Greeting expressions and farewell expressions are practiced in conversations.
	1.6. Feedbacks, corrections and clarifications are made.
2. Introducing guests and introducing oneself	2.1. ***Expressions of introducing others*** are identified and discussed by the trainees.
	2.2. Corrections and clarifications are made about expressions of introducing others.
	2.3. ***Expressions of introducing oneself*** are identified and discussed by the trainees.
	2.4. Conversations are made using expressions of introducing guests and oneself.
	2.5. Corrections and clarifications are given.
3. Asking and responding guests' request through the phone.	3.1 ***Some expressions of making and receiving phone*** calls are required.
	3.2 Some expressions of making and receiving phone calls are discussed and sorted out.
	3.3 Some expressions of making and receivingphone calls are used in a conversation.
	3.4 Corrections and clarifications on expressions of making and receiving phone calls are made.

Variable	Range
Greeting expressions	May include but are not limited to: • Formal and informal • Positive, Negative
Farewell expressions	May include but are not limited to: • Formal and informal
Expressions of introducing others	May include but are not limited to: • Formal and informal
Expressions of introducing oneself	May include but are not limited to: • Formal and informal
Some expressions of receiving and responding phone calls	May include but are not limited to: • Formal and informal • Pos*itive and Negative responses*

Evidence Guide	
Critical Aspects of Competence	Assessment requires evidence that the candidate: • uses formal and informal expressions of: ➢ greetings and farewells, ➢ introducing oneself and others, ➢ receiving and responding phone calls
Required Knowledge and Attitudes	Demonstrates knowledge of: • formal and informal expressions of**:** ➢ greetings and farewells, ➢ introducing oneself and others, and ➢ Making and receiving phone calls.
Required Skills	Demonstrates skills of: • receiving and clarifying messages/information/communication • conveying messages/information • make conversations using formal and informal expressions of: ➢ greetings and farewells, ➢ introducing oneself and others, ➢ makingand receiving phone calls
Resource Implication	• Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Method of assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Service Level I	
Unit Title	**Conduct Basic Workplace Oral Communication in Language Other than English**
Unit Code	**CST FOS1 09 1021**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to receive, respond and act on basic English workplace communication.

Element	Performance Criteria
1. Receiving guests and farewells	1.1 ***Greeting expressions*** are identified and discussed by the trainees. 1.2 Corrections and clarifications are made about the formal and Informal greeting expressions. 1.3 ***Farewell expressions*** are identified and discussed by the trainees. 1.4 Corrections and clarifications are made about farewell expressions. 1.5 Greeting expressions and farewell expressions are practiced in conversations. 1.6 Feedbacks, corrections and clarifications are made.
2. Introducing guests and introducing oneself	2.1. ***Expressions of introducing others*** are identified and discussed by the trainees. 2.2. Corrections and clarifications are made about expressions of introducing others. 2.3. ***Expressions of introducing oneself*** are identified and discussed by the trainees. 2.4. Conversations are made using expressions of introducing guests and oneself. 2.5. Corrections and clarifications are given.
3. Using the phone and asking and responding to the requests.	3.1 ***Some expressions of making and receivingphone*** calls are required. 3.2 Some expressions of making and receivingphone calls are discussed and sorted out. 3.3 Some expressions of making and receivingphone calls are used in a conversation. 3.4 Corrections and clarifications on expressions of making and receiving phone calls are made.

Variable	Range
Greeting expressions	May include, but not limited to:

	• Formal and informal
	• Positive, Negative
Farewell expressions	May include, but not limited to:
	• Formal and informal
Expressions of introducing others	May include, but not limited to:
	• Formal and informal
Expressions of introducing oneself	May include, but not limited to:
	• Formal and informal
Some expressions of receiving and responding phone calls	May include, but not limited to:
	• Formal and informal
	• Positive and Negative responses

Evidence Guide	

Critical Aspects of Competence	Assessment requires evidence that the candidate:
	 • uses formal and informal expressions of:
	    ➢ greetings and farewells,
	    ➢ introducing oneself and others,
	    ➢ receiving and responding phone calls

Required Knowledge and Attitudes	Demonstrates knowledge of:
	
	 • formal and informal expressions of:
	    ➢ greetings and farewells,
	    ➢ introducing oneself and others, and
	    ➢ Making andreceiving phone calls.

Required Skills	Demonstrates skills of:
	
	 • receiving and clarifying messages/information/communication
	 • conveying messages/information
	 • make conversations using formal and informal expressions **of:**
	    ➢ greetings and farewells,
	    ➢ introducing oneself and others,
	    ➢ makingand receiving phone calls

Resource Implications	The following resources must be provided: • phrase books • dictionaries • audio and audio-visual materials • modules and worksheets • reference books
Methods of Assessment	Competence may be assessed through: • direct observation • oral testing • conversations

	• written evaluation
	• individual and group presentations
Context of Assessment	Competence may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.

Occupational Standard: Front Office Service Level I	
Unit Title	**Provide First Aid and Emergency Response**
Unit Code	**CST FOS1 10 1021**
Unit Descriptor	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 aiders, until the arrival of medical or other assistance.

Element	Performance Criteria
1. Assess and identify client's condition.	1.1. Basic principles of first aid are addressed 1.2. *Hazards* in the situation that may pose a risk of injury or illness to self and others are identified, assessed and minimized 1.3. Immediate *risk* to self and casualty's health and safety is minimized by controlling any hazard in accordance with work health and safety requirements 1.4. Emergency situation is recognized and *hazards* to health and safety of self and others are identified 1.5. *Vital signs* and state of consciousness are checked and monitored in accordance with guidelines. 1.6. *History of the event* is obtained. 1.7. Safety equipment and aids required for emergencies are selected, used, maintained and stored in good order 1.8. Options for action in cases of emergency are identified and evaluated 1.9. Organizational emergency procedures and policies are correctly implemented 1.10. Occupational health and safety procedures and safe working practices are applied
2. Provide first aid service	2.1. Communication style to match the casualty's level of consciousness is adopted 2.2. Availabl**e** *resources and equipment* are used to make the casualty as comfortable as possible 2.3. *Basic ABCDE rules* of life are applied. 2.4. The casualty is responded to in a culturally aware, sensitive and respectful manner 2.5. Relevant first aid procedures are determined and explained to provide comfort 2.6. Consent is sought from casualty prior to applying first aid

	management
	2.7. ***First aid managements provided*** in accordance with ***established first aid principles and procedures***
	2.8. Clinical first aid equipment are correctly operated as required for ***client management*** according to manufacturer/supplier's instructions and procedures
	2.9. Client care techniques are implemented in accordance with procedures and techniques applicable to standards.
	2.10. Safe manual handling techniques are used consistently
	2.11. ***Casualty's condition*** is monitored and responded in accordance with established first aid principles and procedures
	2.12. Casualty management is finalized according to casualty's needs and first aid principles
3. Prepare, evaluate and act in an emergency	3.1. Options for action in cases of emergency and group control strategies for evacuation are identified
	3.2. Occupational health and safety procedures and policies are correctly implemented
	3.3. Clients and other individuals are removed from danger.
	3.4. Assessed and evaluated potential hazards are reported and documented.
4.Communicate details of the incident	4.1. First aid assistance from others is sought in a timely manner and as appropriate
	4.2. Ambulance support and/or appropriate medical assistance are/is requested according to circumstances
	4.3. Observation of casualty's condition and management activities accurately is conveyed to ambulance services/relieving personnel
	4.4. A communication style is adopted to match the casualty's level of consciousness
	4.5. Details of casualty's physical condition, changes in condition, management and responses are accurately assessed and reported to management in line with established procedures
	4.6. Confidentiality of records and information is maintained in line with privacy principles and statutory and/or organization policies

Variable	Range
Hazards	Are:
	• Source or situation with the potential for harm in terms of human injury or ill-health, damage to property, the environment, or a combination of these.

	• Relevant hazards may be classified under the headings:
	   ➢ biological hazards
	   ➢ chemical hazards
	   ➢ physical hazards

Risk	May include, but not limited to: • Environmental risks • Exposure to blood and other body substances • Risks associated with the proximity of other workers and bystanders • Risks from body position • Risks from equipment, machinery and substances • Risks from vehicles • Risks from first aid equipment • Risk of further injury to the casualty
Vital signs	May include, but not limited to: • Blood pressure , pulse rate, respiratory rate and temperature, RBS
History of the event	Includes present history and may be elicited from: • Client • Bystander • Primary care givers • Medical (health) personnel • Evidence at the sight
Resources and equipment	May include, but not limited to: • AED (if available) • Bronchodilator and spacer • First aid kit • Resuscitation bag and mask
Basic ABCDE rules	• Air way, breathing, circulation, Disability and Exposure
Establishing first aid principles and procedures	Must include: • Airway management • Cardiopulmonary Resuscitation (CPR) • Control severe bleeding • Provide assistance with self-administered medications, such as insulin, bronchodilator • Care of the unconscious person such as: hypo glycaemia • Prevent hypothermia
Client management	Will need to take into account: • Location and nature of incident • Environmental conditions

Casualty's condition	Must include, but is not limited to:
	• Severe bleeding
	• Unresponsive
	• Unstable vital sign
	• Airway obstruction
	• Severe allergic reaction
	• Choking
	• Abdominal injuries
	• Burns – thermal, chemical, inhalational, electrical
	• Cardiac arrest
	• Chest pain
	• Drowning
	• Envenomation – snake, spider, insect and marine bites and stings
	• Environmental impact such as hypothermia, hyperthermia, dehydration, heat stroke
	• Injuries: cold and crush injuries; eye and ear injuries; head, neck and spinal injuries; chest injuries, minor skin injuries; needle stick injuries; soft tissue injuries including sprains, strains, dislocations, fractures
	• Medical conditions, including
	➢ cardiac emergencies,
	➢ epilepsy,
	➢ diabetes,
	➢ asthma,
	➢ shock,
	➢ stroke and
	➢ other respiratory conditions
	• Poisoning and toxic substances (including chemical contamination)
	• Substance misuse – common drugs and alcohol, including illicit drugs

Evidence Guide	
Critical Aspects of Competence	Demonstrate knowledge and skills to:
	• Explain essential knowledge across the range outlined to confirm physical health status
	• Perform initial check up, provide basic care and meet referral decision
	• Apply OHS standard requirements and codes of practice.
	• Demonstrate first aid knowledge and skills in line with guidelines

	• Perform first aid procedures
	• Practice first aid skills using prepared and improvised materials
	• Implement hazard identification, assessment and control.
	• Deal with contingencies
	• Communicate with others
Required Knowledge and Attitude	Must demonstrate knowledge of:
	• Awareness of stress management techniques and available support
	• Basic anatomy and physiology related to first aid and emergency response
	• Absence of:
	➢ normal breathing
	➢ response/consciousness:
	✓ choking/airway obstruction
	✓ severe bleeding
	✓ shock
	✓ chain of survival
	✓ duty of care requirements
	• Procedures and equipment used for basic life support, as specified within authorized limits
	• First aid techniques
	• Evaluation of client psychology
	• Use of safe working practices.
	• Emergency network
	• Evacuation procedures.
	• OHS standard requirements and codes of practice
	• Organizational and legal policies and procedures in the event of an accident/incident.
	• Local call out procedures to access emergency services personnel.
	• Practical first aid skills using prepared and improvised materials.
	• Hazard identification, assessment and control of emergencies
	• First aid procedures for:
	➢ airway management
	➢ bleeding control
	➢ casualty that is unresponsive/unconscious and not breathing normally
	➢ chest pain
	➢ infection control as it relates to standard precautions
	➢ respiratory distress, including asthma
	➢ severe allergic reaction

	➢ shock • How to access emergency response support services/personnel • Need to be culturally aware, sensitive and respectful • Own skills and limitations • Privacy and confidentiality requirements • Relevant workplace hazards • Understanding of the use of an Automated External Defibrillator (AED), including when to use and when not to First aid management, based on a risk assessment relevant to the workplace or community setting of: • Social / legal issues including: ➢ duty of care ➢ confidentiality ➢ importance of debriefing ➢ need to be culturally aware, sensitive and respectful ➢ own skills and limitations • Understanding of: ➢ basic work health and safety requirements in the provision of first aid ➢ basic principles and concepts underlying the practice of first aid ➢ chain of survival ➢ infection control principles and procedures, including use of standard precautions ➢ priorities of management in first aid when dealing with life threatening conditions ➢ procedures for dealing with major and minor injury and illness • The use of an Automated External Defibrillator (AED), including when to use and when not to use • The causes of asphyxia due to body position
Required Skills	Must demonstrate skills to: • Communicate effectively and assertively in an incident • Assess vital signs and response of casualty • Make initial client check-up and use of safe working practices • Apply first aid principles • Provide first aid service • Implement basic client care procedures • Refer client requiring further care • Perform emergency network. • Handle evacuation procedures.

		• Ensure legal responsibilities and Duty of Care.
		• Use communication skills and equipment
		• Apply local call out procedures to access emergency services personnel.
		• Practice first aid skills using prepared and improvised materials.
		• Undertake hazard identification, assessment and control.
		• Call an ambulance and/or medical assistance according to relevant circumstances and report casualty(s) condition
		• Demonstrate management of:
		➢ Anaphylaxis using adrenalin
		➢ Airway opening techniques
		➢ Choking management
		➢ Avoiding asphyxia due to body position
		➢ Bronchospasm using bronchodilator and spacer device
		➢ Cardiac arrest using single or two rescuer procedure, including the demonstration of a seamless changeover between operators
		➢ External hemorrhage
		➢ Fractures, sprains and strains using arm slings, roller bandages and other appropriate immobilization techniques
		➢ Unconscious casualty including using a recovery position
		• Demonstrate:
		➢ ability to call an ambulance
		➢ consideration of the welfare of the casualty
		➢ safe manual handling
		➢ site management to prevent further injury
		➢ understanding of causes contributing to asphyxia due to body position
		• Demonstrate correct procedures for airway opening
		• Demonstrate proper management of choking
		• Demonstrate correct procedures for performing CPR using a manikin, including standard precautions
		• Demonstrate infection control, including use of standard precautions
		• Evaluate own response and identify appropriate improvements where required
		• Make prompt and appropriate decisions relating to managing an incident in the workplace
		• Plan an appropriate first aid response in line with established first aid principles,

	• Report details of emergency incident and first aid provided
	• Provide assistance with self-medication as per subject's own
	• Call an ambulance and/or medical assistance, according to circumstances and report casualty's condition
	• Demonstrate first aid for mass casualty management principles:
	➢ assess and minimize danger
	➢ check for response
	➢ maintain casualty's airway, breathing and circulation
	• Demonstrate:
	➢ consideration of the welfare of the casualty
	➢ control of external bleeding
	➢ correct procedures for CPR on a resuscitation manikin
	➢ implementation of standard precautions
	➢ safe manual handling of casualty
	• Identify and minimize hazards to health and safety of self and others in the immediate workplace or community environment
Resource Implication	• Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Method of assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Service Level I	
Unit Title	**Apply 5S Procedures**
Unit Code	**CST FOS1 11 0921**
Unit Descriptor	This unit 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.

Elements	Performance Criteria
1. Prepare for work.	1.1. Work instructions are used to determine job requirements, including method, material and equipment.
	1.2. Job specifications are read and interpreted following working manual.
	1.3. *OHS requirements*, including dust and fume collection, breathing apparatus and eye and ear personal protection needs are observed throughout the work.
	1.4. *Tools and equipment* are prepared and used to implement 5S.
	1.5. *Safety equipment and tools* are identified and checked for safe and effective operation.
	1.6. Kaizen Board (Visual Management Board) is prepared and used in harmony with different workplace contexts.
2. Sort items.	2.1. Plan is prepared to implement sorting activities.
	2.2. Cleaning activities are performed.
	2.3. All *items* in the workplace are identified following *the appropriate procedures*.
	2.4. Necessary and unnecessary items are listed using the *appropriate format.*
	2.5. *Red tag* strategy is used for unnecessary items.
	2.6. Unnecessary items are evaluated and placed in an appropriate place other than the workplace.
	2.7. *Necessary items* are recorded and quantified using appropriate format.
	2.8. Performance results are reported using appropriate formats.
	2.9. Necessary items are regularly checked in the workplace.

3. Set all items in order.	3.1. Plan is prepared to implement set in order activities.
	3.2. General cleaning activities are performed.
	3.3. Location/Layout, storage and indication methods for items are decided.
	3.4. Necessary tools and equipment are prepared and used for setting in order activities.
	3.5. Items are placed in their assigned locations.
	3.6. After use, the items are immediately returned to their assigned locations.
	3.7. Performance results are reported using appropriate formats.
	3.8. Each item is regularly checked in its assigned location and order.
4. Perform shine activities.	4.1. Plan is prepared to implement shine activities.
	4.2. Necessary tools and equipment are prepared and used for shinning activities.
	4.3. *Shine activity* is implemented using appropriate procedures.
	4.4. Performance results are reported using appropriate formats.
	4.5. Regular shining activities are conducted.
5. Standardize 5S.	5.1 Plan is prepared and used to standardize 5S activities.
	5.2 *Tools and techniques to standardize 5S* are prepared and implemented based on *relevant procedures*.
	5.3 Checklists are followed for standardize activities and *reported* **to relevant personnel.**
	5.4 The workplace is kept to the specified standard.
	5.5 Problems are avoided by standardizing activities.
6. Sustain 5S.	6.1. Plan is prepared and followed to sustain 5S activities.
	6.2. Tools and techniques to sustain 5S are discussed, prepared and implemented based on relevant procedures.
	6.3. Workplace is inspected regularly for compliance to specified standard and sustainability of 5S techniques.
	6.4. Workplace is cleaned up after completion of job and before commencing next job or end of shift.

Variable	Range
	6.5. Situations are identified where compliance to standards is unlikely and actions specified in procedures are taken.
	6.6. Improvements are recommended to lift the level of compliance in the workplace.
	6.7. Checklists are followed to sustain activities and report to relevant personnel.
	6.8. Problems are avoided by sustaining activities.

Variable	Range
OHS requirements	May include, but not limited to: • Legislation/Regulations/Codes of practice and enterprise safety policies and procedures. This may include protective clothing and equipment, use of tooling and equipment, workplace environment and safety, handling of material, use of fire fighting equipment, enterprise first aid, hazard control and hazardous materials and substances. • Personal protective equipment is to include that prescribed under legislation/regulations/codes of practice and workplace policies and practices. • Safe operating procedures are to include, but are not limited to the conduct of operational risk assessment and treatments associated with workplace organization. • Emergency procedures related to this unit are to include but may not be limited to emergency shutdown and stopping of equipment, extinguishing fires, enterprise first aid requirements and site evacuation.
Tools and equipment	May include, but not limited to: • Paint • Hook • Sticker • Signboard • Nails • Shelves • Chip wood • Sponge • Broom • Pencil • Shadow board/Tools board

Safety equipment and tools	May include, but not limited to: • Dust masks/goggles • Glove • Working cloth • First aid and safety shoes
Items	May include, but not limited to: • Tools • Jigs/Fixtures • Materials/components • Machine and equipment • Manuals • Documents • Personal items (e.g. Bags, lunch boxes and posters) • Safety equipment and personal protective equipment • Other items which happen to be in the work area
The appropriate procedures	May include, but not limited to: • Steps for implementing 5S (sort, set in order and shine) activities. • Written, verbal and computer based or in some other format.
Unnecessary items	Are not needed for current production or administrative operation and include but not limited to: • Defective or excess quantities of small parts and inventory • Outdated or broken jigs and dies • Worn-out bits • Outdated or broken tools and inspection gear • Old rags and other cleaning supplies • Electrical equipment with broken cords • Outdated posters, signs, notices and memos • Some locations where unneeded items tend to accumulate • In rooms or areas not designated for any particular purpose • In corners next to entrances or exists • Along interior and exterior walls • Next to partitions and behind pillars • Under the eaves of warehouses • Under desks and shelves and in desk and cabinet drawers • Near the bottom of tall stacks of items • On unused management and production schedule boards • In tools boxes that are not clearly sorted
Appropriate format	May include, but not limited to:

	• All items, necessary and unnecessary items.
Red tag	A format prepared with a red color paper or card which is filled and attached temporarily on the unnecessary items until decision is made. The red tag catch people's attention because red is a color that stands out. So to fill and attach red tag on items, asks the following three questions: • Is this item needed? • If it is needed, is it needed in this quantity? • If it is needed, does it need to be located here?
Necessary items	Are required in the workplace for current production or administrative operation in the amount needed.

Shine activity	May include, but not limited to:
	• Inspection
	• Cleaning
	• Minor maintenance May include, but not limited to:
	   ➢ Tightening bolts
	   ➢ Lubrication and Replacing missing parts

Tools and techniques to Standardize 5S	May include, but not limited to: • 5S Job Cycle Charts • Visual 5S • The Five Minute 5S • Standardization level checklist • 5S checklist • The five Whys and one How approach(5W1H) • Suspension • Incorporation and Use Elimination • 5S slogans • 5S posters • 5S photo exhibits and storyboards • 5S newsletter • 5S maps • 5S pocket manuals • 5S department/benchmarking tours • 5S months • 5S audit • Awarding system • Big cleaning day • Patrolling system May include, but not limited to: ➢ Top management Patrol

	➤ 5S Committee members and Promotion office Patrol
	➤ Mutual patrol
	➤ Self-patrol
	• Checklist and Camera patrols
Relevant procedures	May include, but not limited to:
	• Assign 5S responsibilities
	• Integrate 5S duties into regular work duties
	• Check on 5S maintenance level
	• OHS measures such as signage, symbols / coding and labelling of workplace and equipment
	• Creating conditions to sustain your plans
	• Roles in implementation
Reporting	May include, but not limited to:
	• Verbal responses
	• Data entry into enterprise database
	• Brief written reports using enterprise report formats
Relevant personnel	May include, but not limited to:
	• Supervisors, managers and quality managers
	• Administrative, laboratory and production personnel
	• Internal/external contractors, customers and suppliers

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge to:
	• Discuss how to organize KPT.
	• Describe the pillars of 5S.
	• Discuss the relationship between Kaizen elements.
	• Implement 5S in own workplace by following appropriate procedures and techniques.
Required Knowledge and Attitudes	Demonstrates knowledge of:
	• Kaizen principle, pillars and concept
	• Key characteristic of Kaizen
	• Elements of Kaizen
	• Wastes/MUDA
	• Basics of KPT
	• Aims, benefits and principles of KPT
	• Stages of KPT
	• Structure and role of the components of Junior KPT
	• Concept and parts of Kaizen board
	• Concept and benefits of 5S

	• The pillars of 5S
	• Three stages of5S application
	• Benefits and procedure of sorting activities
	• The concept and application of Red Tag strategy
	• Relevant Occupational Health and Safety (OHS) and environment requirements
	• Benefits and procedure of set in order activities
	• Set in order methods/techniques
	• Benefits and procedure of shine activities
	• Inspection methods
	• Planning and reporting methods
	• Method of Communication
	• Benefits of standardizing and sustaining 5S
	• Tools and techniques to sustain 5S
	• Ways to improve Kaizen elements
	• Benefits of improving kaizen elements
	• Relationship between Kaizen elements
Required Skills	Demonstrates skills of:
	• Participating actively in KPT
	• Technical drawing
	• Communication skills
	• Planning and reporting own tasks in implementation of 5S
	• Following procedures to implement 5S in own workplace
	• Using sorting formats to identify necessary and unnecessary items
	• Improving workplace layout following work procedures
	• Preparing labels, slogans, etc.
	• Reading and interpreting documents
	• Observing situations
	• Gathering evidence by using different means
	• Recording activities and results using prescribed formats
	• Working with others
	• Solving problems by applying 5S
	• Preparing and using kaizen board
	• Preparing and using tools and equipment to implement and sustain 5S
	• Improving Kaizen elements by applying 5S
	• Standardizing and sustaining procedures and techniques to avoid problems

	• Procedures to standardizing 5S activities
	• Analyzing and preparing shop layout of the workplace
	• Standardizing and sustaining checklists
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through:
	• Interview/Written Test
	• Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

NTQF Level II

Occupational Standard: Front Office Services Level II	
Unit Title	**Provide Accommodation Reception Services**
Unit Code	**CST FOS 2 01 1021**
Unit Descriptor	This unit 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

Elements	Performance Criteria
1. Prepare for guest arrival	1.1 Reception area and equipment are prepared and checked prior to use.
	1.2 Daily arrival details are checked and reviewed prior to *guest* arrival.
	1.3 Room availability and room status are checked and determined.
	1.3 Rooms are allocated according to guest requests and organizational policy.
	1.4 Uncertain arrivals or reservations are followed according to enterprise procedures.
	1.5 Accurate arrivals list is compiled and distributed to relevant departments.
	1.6 Special requests and situations are informed to colleagues and other departments in a timely manner.
2. Welcome and register guests	2.1 Guests are welcomed warmly and courteously.
	2.2 *Details of reservation* with guests are confirmed.
	2.3 Enterprise procedures are followed for guests registering with or without reservations, and complete registration within acceptable timeframes and according to hotel security requirements.
	2.4 Correct *accounting procedures* are followed according to enterprise practices.
	2.5 Relevant details are explained clearly to guests, such as room key or electronic card, guest mail, messages and safe deposit facility arrangements.
	2.6 Hotel procedures are followed where rooms are not immediately available or overbooking has occurred in order to minimize guest inconvenience.
	2.7 Deviations of actual arrivals against expected arrivals are

	reported according to hotel procedures.
3. Assist guests during their stay	3.1 information is distributed to concerned departments about special requests to be given
	3.2 Guests' convenience and needs are followed by collecting their feedback.
	3.3 Mail and information services are given.
	3.4 Guests are updated about their account balance status according to the establishment's procedures.
4. Organize guest departure	4.1 Departure lists is reviewed and checked for accuracy.
	4.2 Information on departing guests from other departments is sought in a timely manner to facilitate preparation of account.
	4.3 Guest accounts are generated and checked for accuracy.
	4.4 Account is explained clearly and courteously to guests, process accounts, and receives and process payments.
	4.5 Keys or electronic cards Collected from guests and process correctly.
	4.6 Guest is **assisted with departure** courteously, or refers requests to the appropriate department for follow up.
	4.7 Express checkouts are Processed according to enterprise procedures where appropriate.
	4.8 Correct procedures for group checkout and process accounts are followed according to hotel procedures
	4.9 Feedback is Collected before guest departure
5. Prepare front office records and reports	5.1 Front office records are prepared and updated within designated timelines.
	5.2 Correct hotel policy is followed in regard to room changes, no shows, extensions and early departures.
	5.3 Reports and records are distributed to the appropriate departments within designated timelines.

Variable	Range
Guests	May include, but not limited to: • individuals • groups • international tourists • domestic tourists • business travellers • attendees at events, conferences, meetings and functions

Reservation details	May include, but not limited to:
	• name
	• contact details
	• arrival and departure date and time
	• length of stay
	• type of accommodation
	• payment details
	• special requests
	• rates and discounts
Accounting procedures	May include, but not limited to:
	• credit card payments
	• prepayments
	• deposits
	• vouchers
	• discount and group rates
	• refunds
	• checking final guest accounts
	• payments for additional services such as telephone calls, meals and mini-bar
	• issuing receipts
Assistance with departure	May include, but not limited to:
	• organizing transport
	• making forward bookings
	• luggage assistance

Evidence Guide	
Critical Aspects of Competence	Must demonstrates knowledge and skills to:
	• Check daily arrivals accurately, allocate rooms, check guests in and out of their accommodation and complete invoicing of guest charges within typical workplace time constraints
	• Complete guest registration and departure and reporting documentation accurately and on multiple occasions
	• Provide accommodation reception services for different customer types with various reservation requirements, in a range of accommodation types
	• communicate with guest
	• Communicate with departments.
Required Knowledge and Attitudes	Demonstrates knowledge of:
	• in-depth product knowledge of the accommodation venue

	• reservations and bookings terminology • check-in and check-out procedures for groups and individuals • documentation received and issued in an accommodation reception desk context • types of reports handled or generated by the front desk, including arrival and departure lists, occupancy rates, guest feedback summaries and accounting reports • front desk security systems, including issuing of keys or electronic cards and safety deposit arrangements • range of needs and expectations of different types of guests • relationships between the front desk and other areas of operation, including housekeeping, food and beverage service and maintenance • relationships between accommodation establishments and other sectors of the tourism industry in relation to their impact on front office operations • different sources of reservations (e.g. direct, travel agents, booking centers, inbound tour operators and online) local tourism operators promoted by reception
Required Skills	Must demonstrate: • Use of reservations jargon and system and product codes • High-level interpersonal communication skills to provide quality customer service to a diverse customer base • Literacy skills to read and interpret reservation information, such as customer files, customer requests and accommodation type and costing information • Writing skills to create customer files and to document succinctly complex customer requests and any conditions specifically applicable to the guest stay • Numeracy skills to prepare, present and explain guest accounts and occupancy reports and statistics
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Operation Level II	
Unit Title	**Receive and Process Reservations**
Unit Code	CST FOO2 02 1021
Unit Descriptor	This unit 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.

Elements	Performance Criteria
1. Receive reservation request.	1.1 The availability of the requested reservation is determined and advice to *customer* is offered. 1.2 Alternatives are offered if the requested booking is not available, including waitlist options. 1.3 Enquiries are answered regarding costs and other product features
2. Record details of reservation	2.1 *Customer details* are recorded accurately against their *reservation* in a manner that ensures correct interpretation by others who may access the reservations details. 2.2 *Customer profile* is checked and made use of or history, if available, and use information to assist in making the reservation and enhancing customer service. 2.3 Any special requests are clearly recorded according to organization requirements. 2.4 Details of the booking are confirmed with the customer and ensure that they understand and agree to all details. 2.5 Reservation is filed in a manner that ensures easy access by others and according to organization procedures. 2.6 *Documents* and other materials are prepared and issued to the customer according to requirements of the specific reservation
3. Update reservations	3.1 *The financial status of the reservation* accurately is *Updated* according to organization procedures. 3.2 Any reservations amendments or cancellation are received, and processed according to customer request and organization procedures.
4. Advise others on reservation details	4.1 *General and specific customer requirements and reservation details are* communicated to appropriate departments and colleagues. 4.2 Accurate and relevant reservation statistics is compiled and provided on request.
5. Minimize waste of printed materials	5.1 Printed materials is minimized by maximizing electronic transmission and filing of all documents to reduce waste and negative environmental impacts

Variable	Range
Customers	May include, but not limited to: • industry customers, e.g. retail travel consultants and inbound tour companies or operators • end users of the service, i.e. the consumer
Customer details	May include, but not limited to: • a computer file • a manual file
Reservation	May include, but not limited to: • phone • facsimile • mail • face-to-face • internet • individuals • groups • VIPs • conference delegates
Customer profile	May include, but not limited to: • full name and title • address • phone, fax, email and other communication methods • special requirements • amount of business generated by the customer • usual method of payment
Documents issued to customers	May include, but not limited to: • paper-based or electronically transmitted materials • invoices • credit notes • receipts • service vouchers • confirmation letters • information packs
Updating the financial status of the reservation	May include, but not limited to: • receiving, processing and recording payments • generating and issuing invoices and credit notes for changed reservations • checking and recording that the reservation has been fully paid

General and specific customer requirements and reservation details	May include, but not limited to: • special requests • timing details • special needs • payment arrangements • information of a style of customer, e.g. special interest group or VIP status • details of other services being used

Evidence Guide	
Critical Aspects of Competence	Must demonstrates knowledge and skills to: • make accurate reservations according to established systems and procedures and within typical workplace time constraints • receive and process multiple reservations in response to multiple customer requests covering a range of tourism products and services and ideally as a component of integrated work activity • understanding of the different sources of reservations and the industry interrelationships that apply • update the financial status of the reservation • receive and process reservations within the context of the particular industry sector in which they are working or seeking work
Required Knowledge and Attitudes	Demonstrates knowledge of: • the different sources of reservations and the industry interrelationships that apply • process reservations within the context of the particular industry sector in which they are working or seeking work
Required Skills	Must demonstrate: • verbal and written use of the 24-hour clock and ability to translate for customers • verbal and written use of reservation jargon, system and product codes • literacy skills to read and interpret reservation information such as customer files, customer requests and complex product and costing information • writing skills to create customer files and succinctly document complex customer requests and any conditions specifically applicable to reservations • numeracy skills to prepare and present reservation statistics

Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Service Level II	
Unit Title	**Perform Pre-arrival and Arrival Operations**
Unit Code	**CST FOS2 03 1021**
Unit Descriptor	This unit 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.

Elements	Performance Criteria
1. Identify the features offered by a computerized reservations systems	1.1 The benefits of using a computerised reservations *system* are explained. 1.2 The businesses that may use a computerised reservation system are identified. 1.3 The scope of a computerised *room booking* system is described. 1.4 The functions that can be performed on a computerised reservations system are described.
2. Operate the computerized reservation system	2.1 Check availability of required booking according to system functions and requirements. 2.2 Create new *reservations* containing accurate customer details and full requirements according to system procedures and features. 2.3 Input all *customer details* in the format required by the computer system. 2.4 Retrieve bookings as required, using the format required by the computer system. 2.5 Make accurate *updates and amendments to reservations* and store as required. 2.6 Cancellations are processed according to organizational policy and procedures. 2.7 *Download and file* any required reservation details 2.8 Deposits are processed for groups and Free Independent Travelers /FITs according to organizational policy and procedures.
3. Process reservations communications	3.1 Create and process accurate communications to *industry colleagues* using the required features of the system. 3.2 Access and interpret communications from industry colleagues at the appropriate time 3.3 Print *reports* from the computerized reservations system

	3.4 Create and process internal communications using the computerized reservations system
	3.5 Respond to external requests for information **using the computerized reservations system**
	3.6 Create and process communications for external Consumption
4. Administer Arrival Preparations	4.1 *Temporary room assignment* and room blocking activities are performed using the information retrieved from reservation details
	4.2 Expected arrival list is generated by computerized front office system
	4.3 *Special quests* of different guests are identified and noted for further follow-up
5. Carryout registration of guests using computerized system.	5.1. *Check-in procedures* are carried for guests who come with reservation
	5.2. Express check-in procedures are carried out using self-check-in systems
	5.3. Walk-in check-in is processed for guests who are coming without prior *reservation*
6. Minimize waste of printed materials	6.1 Minimize use of printed materials and maximize electronic transmission and filing of all documents to reduce waste and negative environmental impacts

Variable	Range
System	May be: • industry wide • organisation-specific • CRS • GDS • reservations-based • operations-based
Room Booking	May Include: • Enter a new reservation. • Amend an existing reservation • Cancel a reservation. • Enquire about a reservation

	• Copy a reservation • Re-instate cancelled reservations • Re-instate no-shows
Updates and amendments to reservations	May include: • Amend existing information • Inquire about reservations • Modify arrival dates • Modify departure dates • Modify other guest details n • adding additional customers • splitting an existing reservation • cancelling a booking • changing an itinerary by adding or deleting products or services • changing customer names, if permitted • cross-referencing multiple bookings • entering invoicing details • entering payment details • entering ticketing or voucher details • cancellation of reservation
Customer details	May include: • Personal details • Billing details • Arrival and departure dates • Arrival time • Special requests • Room type • Rates quoted • Segment
Industry colleagues	May include: • any product or service supplier with whom the reservation is being made, such as airline and rental car company • other organisation departments needing access to reservations or operations information
Reports	May include: • Room status report • Occupancy report • Expected arrival list • Forecast report

Temporary room assignment	May consider: • Location • Price • Guest preference • Smoking/non-smoking • Status
Special quests	May include but not limited to: • Extra bed • Baby cot/crib • Wine and chocolate • Flower • Extra towel • Physical support for disabled people
Check-in procedure	May include: • Preparation for guest arrival • Room and rate assignment • Registration • Checking the method of payment • Prepare and provide room key • Escorting guests to their rooms
Reservations:	can be made for the diverse range of products and services offered within the tourism industry, including: • airline seats • hotel rooms and other accommodation • rental cars and other vehicles • transportation • transfers • entertainment • tours • cruises • entrance to attractions or sites • travel insurance • tour guiding services • activities • meals • functions • special items with customer's corporate branding • special events

	• venue facilities
	• convention facilities
	• speaker services
	• audio-visual services
	• meeting or event equipment
	• special event consumable items
	• food, beverage and catering
	may be created for:
	• groups
	• individuals
	• tour guides, crew and other touring personnel
	• domestic tourists
	• outbound tourists
	• inbound tourists
	• meetings and conference delegates
	• events attendees

Evidence Guide	
Critical aspects of Competence	Must demonstrate knowledge and skills to:
	• use the features of a computerised reservations or operations system correctly and efficiently
	• operate a computer reservations system accurately to make and process bookings in response to multiple customer requests covering a range of tourism products and services, ideally as a component of integrated work activity
	• use a full range of system administrative capabilities relevant to the job role
	• project or work activities that show the candidates' ability to operate a computerised reservation or operations system used within the particular industry sector in which they are working or seeking work
	• complete registration and other check-in activities within typical workplace time constraints

Required Knowledge	Must demonstrate knowledge of:
	• Role of computerised reservations and operations systems within the tourism and hospitality industry
	• Range of products and services controlled by the computer system
	• Range of sales, operational and accounting functions that can be controlled by the system
	• Procedures and codes required to enter and exit a system
	• Common computerised reservation and operational entries, including encodes and decodes
	• Mandatory fields
	• Requirements for specific formatted entries
	• Procedures for confirming, storing and retrieving reservations or operational data
	• Procedures for amending and cancelling reservations
	• Procedures for sending and receiving messages
Required Skills	Must demonstrate:
	• Basic computer and keyboarding skills
	• Literacy skills to read and interpret complex product information controlled by the system which can include costs, terms and conditions of their sale; read, interpret and use system codes
	• Writing skills to input reservation or operational data accurately
	• Numeracy skills to interpret statistical data within the various reports produced and manage the accounting processes that relate to a particular file, customer or reservation
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competency may be assessed through:
	• Interview / Written Test / Oral Questioning
	• Observation / Demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Front Office Service Level II	
Unit Title	**Perform Safety and Security Procedures**
Unit Code	**CST FOS2 05 10 21**
Unit Descriptor	This unit 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.

Elements	Performance Criteria
1. Follow workplace procedures for safety and security	1.1 The organization's **health safety and security procedures** are followed correctly and consistently according to relevant legislative requirements. 1.2 **Safe work practices** are incorporated into all workplace activities. 1.3 The safety directions of supervisors or managers and heed any workplace safety warning signs is followed. 1.4 Any required protective equipment and wear required personal protective clothing is used. 1.5 Unsafe work practices, **issues and breaches of safety and security procedures** are identified and promptly reported. 1.6 Any suspicious behavior or unusual occurrences promptly are reported to the designated person.
2. Identify potential emergencies	2.1 Potential emergencies are identified based on information from **stakeholders** 2.2 Causes of **potential emergencies** are identified based on knowledge of *OHS hazards* **and** *standards* 2.3 Appropriate **specialist advisers** **and** **emergency agencies** are identified and liaised with to identify causes of potential emergencies 2.4 A **risk register** is developed to identify potential emergencies and their causes 2.5 Major types of emergencies are categorized based on standard classifications to identify appropriate response

3. Follow procedures for emergency situations	3.1 Emergency and potential *emergency situations* promptly are recognized and required actions within the scope of individual responsibility is determined or taken. 3.2 The organization's emergency procedures are followed correctly. 3.3 Assistance colleagues or other authorities where appropriate are sought. 3.4 Details of emergency situations accurately is reported according to organization procedures
4. Plan initial response procedures	4.1 Actions required limiting potential emergencies and effect on guests, personnel, property and the environment are identified and discussed with staff 4.2 Actions to be taken during emergencies are explained to staff to minimize damage to guests, personnel and property. 4.3 *Resources* required and available for immediate response are identified 4.4 *Emergency equipment* is checked to ensure serviceability, accessibility, cleanliness and correct location 4.5 Actions required for a number of major types of emergency are documented, taking account of standards, current industry practice, specialist advice and input by emergency agencies 4.6 Training needs and appropriate providers are identified to ensure quick and correct response by personnel
5. Implement response procedures	5.1 Own role and role of staff in emergency response is made sure to be implemented according to company established procedures 5.2 Established *emergency procedures* are ensured to be carried out during emergency situations 5.3 Responses to emergencies are monitored for efficiency and minimizing damage to guest, personnel and property
6. Participate in the organization's OHS practices	6.1 *In OHS management practices* developed by the organization is *participated* to ensure a safe workplace. 6.2 In the OHS *consultation* processes is actively participated and safety and procedural issues requiring attention is identified and reported. 6.3 Immediate work area free from hazards is ensured, in scheduled hazard identification activities is participated and hazards on an ongoing basis is reported. 6.4 In risk assessments and suggest appropriate ways of controlling risk is participated. 6.5 OHS issues and concerns with designated persons is raised according to organization and legislative requirements

7. Eliminate or control the risk	7.1 With a range of personnel within the organization is consulted to achieve broad input into risk control process.
	7.2 Control measures are implemented according to individual level of responsibility or refer to appropriate personnel for permission or further action.
	7.3 Where possible the risk is eliminated and if not practical actions is taken to control the risk using a *five-step hierarchical approach*

Variable	Range
Health, safety and security procedures	May include, but not limited to: ➢ emergency, fire and accident ➢ incident and accident reporting ➢ consultation ➢ hazard identification ➢ risk assessment ➢ risk control ➢ security, including: ➢ documents ➢ cash ➢ equipment ➢ people ➢ key control systems ➢ Serious injury events ➢ Emergencies requiring evacuation ➢ Fires and explosions ➢ Hazardous substance and chemical spills ➢ Explosion and bomb alerts ➢ Security emergencies, such as armed robberies, intruders and disturbed persons
Safe work practices	May include, but not limited to: • use of personal protective clothing and equipment • safe posture and movements, including sitting, standing and bending • using safe manual handling techniques for such things as lifting and transferring • taking designated breaks • rotating tasks • using knives and equipment and handling hot surfaces

	• taking account of the dangers associated with inert gases used in beverage dispensing systems • using computers and electronic equipment • safe handling of chemicals, poisons and dangerous materials • using ergonomically sound furniture and workstations • clearing any hazards from immediate work area • paying attention to safety signage
Issues and breaches of health, safety and security procedures	May include, but not limited to: • loss of keys • strange or suspicious persons • broken or malfunctioning equipment • loss of property, goods or materials • damaged property or fittings • lack of suitable signage when required • lack of training on health and safety issues
Emergency situations	May include, but not limited to: • bomb threats • irrational customers • accidents • robberies or armed hold-ups • fires • floods • earthquakes • power failure
Five-step hierarchical approach	May include, but not limited to: • substituting a system of work or equipment with something safer • isolating the hazard • introducing engineering controls • using personal protective equipment • implementing combined control methods to minimize risk
Participation in OHS management practices	May include, but not limited to: • active participation in OHS induction training and safe work practice training • involvement in hazard identifications • involvement in risk assessments • involvement in suggesting methods for and making joint decisions on how to eliminate or control risks • involvement in writing parts of OHS policies and procedures

Consultation	May include, but not limited to: • OHS discussions with all employees during the course of each business day • a diary, whiteboard or suggestion box used by staff to report issues of concern • regular staff meetings that involve OHS discussions • special staff meetings or workshops to specifically address OHS issues • surveys or questionnaires that invite feedback on OHS issues • informal meetings with notes • formal meetings with agendas, minutes and action plans • discussions with and reports to formal OHS representatives and committee members
Emergency Procedures	May include but not limited to: • Pull the nearest fire alarm • Use the nearest exit • Do not use elevators • Persons with disabilities, that cannot use the stairs, should wait for trained responders • Take your belongings IF they are nearby • Move to a safe distance • Re-enter only if directed by first responders • Let others know about the evacuation & encourage...
Emergency Equipment	May include but are not limited to: • Fire extinguishers and equipment • Communication equipment • Evacuation alarms • Evacuation equipment, especially for disabled persons • Torches • Clothing items such as colored hats and vests

Evidence Guide	
Critical Aspects of Competence	Must demonstrates knowledge and skills of: • The following predetermined health, safety and security procedures, incorporate safe work practices into all workplace activities and participate in consultation, hazard identification and risk assessment activities for a given service industry operation in line with regulatory requirements • the implications of disregarding those procedures

	• the legal requirement to work according to health, safety and security procedures • identified and categorized emergency situations • developed risk registers, equipment checklists and documents to inform and report to concerned persons in the organization
Required Knowledge and Attitudes	Demonstrates knowledge of: • Individual employee responsibilities in relation to ensuring safety of self, other workers and other people in the workplace • Broad understanding of employer's responsibilities under relevant federal and regional OHS legislation • Ramifications of failure to observe OHS policies and procedures and legislative requirements • Working knowledge and understanding of the contents of health, safety and security procedures that relate to the individual workplace • Emergency procedures and standards • Roles and functions during emergency situations • Relevant stakeholders • Major workplace hazards and associated health, safety and security risks associated with the hazards as relevant to the individual workplace • Safe work practices relevant to individual job roles and responsibilities • Broad understanding of the particular consultation, hazard identification and risk assessment methods used in the particular workplace • Familiarity with hazard identification and risk assessment tools and template documents
Required Skills	Must demonstrate: • literacy skills to read and interpret workplace safety signs, procedures, emergency evacuation plans, and hazard identification and risk assessment tools and template documents • communication skills to participate in consultation processes, to clearly report and explain hazards, to contribute to risk assessments and to assertively suggest control methods • Gathering and analyzing information and data from different sources to identify possible emergencies and any deficiencies in response • Analyzing information and data from a number of sources to

	prioritize actions during response
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Service Level II	
Unit Title	**Prepare and Serve Non-alcoholic Beverages**
Unit Code	**CST FOS2 04 1021**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to prepare and serve a range of non-alcoholic drinks according to standard operating procedures.

Elements	Performance Criteria
1. Clean bar and equipment	1.1 ***Bar surfaces and equipment*** is cleaned according to enterprise standards and hygiene regulations, in consultation with other bar attendants and with minimum disruption to bar operations.
	1.2 Equipment is operated according to manufacturer instructions and enterprise procedures.
	1.3 Condition of utensils and glassware is checked during the cleaning process for dirty or damaged items.
	1.4 Broken and cracked items and other waste are disposed of according to enterprise procedures and environmental considerations safely.
2. Organize and prepare work areas	2.1 Workstation is organized according to workplace safety and hygiene practices, to enable efficient work flow and easy access to ***equipment*** and commodities.
	2.2 Preparation and work routines are developed according to ***enterprise requirements***.
	2.3 ***Mise en place*** and preparation are completed for non-alcoholic beverage service according to enterprise procedures.
	2.4 Inputs and commodities are stored in appropriate conditions to maintain quality and freshness, according to workplace hygiene procedures and food safety regulations
3. Provide and advise customers on non-alcoholic drinks	3.1. Advice is provided to customers about ***non-alcoholic drinks*** types and characteristics where appropriate.
	3.2. Customers' non-alcoholic drinks preferences and requirements are determined and choices and accompaniments are offered accordingly
	3.3. Determine customer coffee preferences and requirements, and

	offer *coffee style* choices and accompaniments accordingly
4. Prepare non-alcoholic drinks	4.1. Coffee is selected, roasted and *ground* to correct particle size, according to enterprise requirements and customer preferences.
	4.2. Required dosage is measured or dispensed and placed into clean filter basket, tamping coffee evenly using correct pressure.
	4.3. Water and pump pressure is monitored, and moderated between cycles, according to enterprise procedures.
	4.4. Quality of extraction assessed visually and where appropriate by verifying flavor
	4.5. Correct cold milk and appropriate clean cold jug are selected according to espresso requirements and quantity on order.
	4.6. Excess water is expelled from steam wand before and after text rising milk and wipe clean after use.
	4.7. Milk is textured according to milk type and specific order requirements.
	4.8. Foam and milk are combined through rolling, ensuring even consistency.
	4.9. 4.9. Milk is poured promptly, evenly and consistently, according to coffee style and customer preferences
	4.10. Other espresso based hot drinks are prepared
	4.11. Variety of juices, frappes and mock tails are prepared
5. Present and Serve non-alcoholic drinks	5.1 Non- alcoholic drinks are presented attractively using clean ceramic or glass cups and avoiding drips and spills.
	5.2 Non-alcoholic drinks are served at the required temperature, according to customer requirements and style, with appropriate cream, milk froth and accompaniments
6. Perform after service activities	6.1 The required OHS and enterprise requirements are followed throughout all *cleaning* and maintenance procedures.
	6.2 Machines and spare parts are cleaned thoroughly and safely according to manufacturer specifications and enterprise policies and procedures, using appropriate *cleaning methods* and recommended cleaning products and materials.
	6.3 Allied *end of service activities* are carried out
	6.4 The Service and efficiency of the espresso machine are *monitored*

	and assessed and grinder during usage and take appropriate action where required in relation to defects and faults according to enterprise policies and procedures, *OHS and warranty requirements*
	6.5 Situations requiring the attendance of a trained service technician, licensed electrician or a designated senior person within the enterprise are identified.
	6.6 All equipment and stocks are stored on the required conditions according to proper standard
7. Reduce negative environmental impacts	7.1 energy and water resources are used efficiently when preparing coffee and cleaning equipment to reduce negative environmental impacts
	7.2 Damaged glass, plastic bottles and containers are collected for recycling
	7.3 All waste, especially hazardous substances are disposed of safely to minimise negative environmental impacts

Variable	Range
Equipment	May include but not limited; • types and brands of coffee grinders or mills and coffee machines • service ware, including cups, saucers, mugs and glasses of various sizes • flatware • measuring equipment • tampers • blender • storage bins in appropriate sizes and materials • bins for discarded pucks • service counters • cash register and related equipment • refrigeration equipment • ice machines • coffee machines • utensils • glassware • food containers for garnishes and chips

	• glass washers
Enterprise requirements	May include but not limited; • policies and procedures • circumstances requiring the services of an authorised and trained technician • specific requirements for routine and non-routine cleaning and maintenance • requirements for checking and replacing parts and equipment • specific requirements for decoration of coffee prior to presentation, such as stencils, logos, sprinkled toppings and coffee art • policies and procedures for stock control, ordering and rotation
Mise en place	May include but not limited; • turning on machines to achieve correct pressure and temperature for espresso based drinks • make ready equipment • setting out cups, mugs, saucers, plates, jugs, glasses and other required service ware • ensuring adequate supplies of coffee, milk varieties and sugars, including specialised sugars and substitutes • assembling flavourings and toppings • laying out flatware, serviettes and wipes • Prepare equipment and tool for frappes, juices, mock tails and other carbonated drinks
Non-alcoholic drinks	May include but not limited; • tea • juices • Water • frappes • soft drinks • mocktails • Espresso coffee
Coffee styles	May include but not limited; • short black (espresso) • long black • cappuccino • flat white

	• caffe latte
	• short and long macchiato
	• mocha
Cleaning	May include but not limited;
	• wiping down entire machine to ensure cleanliness
	• purging reservoir of hot water, releasing steam and backwashing the machine with an appropriate cleaning solution
	• pouring boiling water to clean drainage pipes
	• back flushing the machine at the end of a service cycle, using clean water to ensure no chemical and other residues are left
	• cleaning the bean hopper using wet method, and drying thoroughly before refilling and storing
	• brushing out dispensers and blenders
	• cleaning all remaining parts using dry cleaning method
	• using colour-coded cloths, such as using blue for general cleaning and yellow for cleaning and wrapping steam wands
	• wiping steamer wands after each use, using a damp cloth
	• where there is build-up or caked-on product, wrapping steamer wands in a clean cloth, opening the valve and allowing hot water, with steam venting, to soften caked-on milk and then wiping with a damp cloth
	• washing glassware and other equipment drip trays
	• using correct and environmentally sound disposal methods for waste including recyclable glass and plastic bottles and containers
End of service activities	May include but not limited:
	• removing beans from hoppers at the end of service day or shift
	• storing according to enterprise requirements
Monitor and assess	May include but not limited:
	• ensuring the dosing chamber delivers the correct dosage of coffee
	• checking steam and pump pressure
	• stripping the grinder of external working parts, observing required safety procedures according to enterprise requirements

Evidence Guide	
Critical aspects of Competence	Must demonstrates knowledge and skills to:
	• able to recognise quality in non-alcoholic, meet customer requirements and expectations
	• able to address problems during preparation and service of non-

	alcoholic
	• able to present quality coffee and other non-alcoholic within realistic timelines
	• comply with all workplace hygiene and food safety regulations
Underpinning Knowledge and Attitudes	Must demonstrate knowledge of: • major non-alcoholic styles and their characteristics • types of non-alcoholic • key principles of coffee making • factors that affect quality of non-alcoholic • types of machines and equipment and their main features and differences • storage conditions and requirements for non-alcoholic and commodities • cleaning and maintenance procedures • symptoms of potential faults in machines and tools • sequencing and production of orders and service
Underpinning Skills	Demonstrate skills to: • make, serve and store non-alcoholic and service equipment • Apply techniques for dosing, tamping and purging group head • extraction and presentation of quality coffee • Apply safe work practices when using machines and other equipment • calculate and measure doses of non-alcoholic ingredients
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competency may be assessed through: • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Front Office Service Level II	
Unit Title	**Apply Point-of-Sale Handling Procedures**
	CST FOS2 06 1021
Unit Descriptor	This unit 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.

Elements	Performance Criteria
1. Operate Point-of-Sale Equipment	1.1. Point-of-sale terminals are opened and closed according to *store policy and procedures.*
	1.2. Point-of-sale terminal is cleared and tender is transferred according to store procedure.
	1.3. Cash is handled according to store security procedures.
	1.4. Supplies of change are maintained in point-of-sale terminal according to store policy.
	1.5. Active point-of-sale terminals are attended according to store policy.
	1.6. Records are completed according to store policy for transaction errors.
	1.7. Adequate supplies of dockets, vouchers and *point-of-sale documents* are maintained.
	1.8. Customers are informed of delays in the point-of-sale operation where required.
2. Ensure Accuracy of Transactions.	2.1. *Numerical calculations* are identified and performed to ensure accurate pricing and collection of money.
	2.2. Numerical information are collected from various sources and calculated accurately with or without the use of a calculator.
3. Perform Point-of-Sale Transactions	3.1 *Point-of-sale transactions* are completed according to store policy.
	3.2 Store procedures are identified and applied in respect of cash and

	non-cash transactions.
	3.3 Store procedures identified and applied in regard to exchanges and returns.
	3.4 Goods are moved efficiently and with attention to fragility and packaging through point-of-sale area.
	3.5 Information is entered into *point-of-sale equipment*.
	3.6 Price or total amount of cash received is stated verbally to customer.
	3.7 Correct changes are tendered.
4. Complete Sales.	4.1. Customer order forms, invoices and receipts are completed and any loyalty card transactions are processed.
	4.2. Customer delivery requirements are identified and processed according to set timeframes.
	4.3. Sales transactions are processed or customers are directed to point-of-sale terminals according to store policy without undue delay.
	4.4. Customers are acknowledged and thanked in line with store policy and procedures
5. Wrap and Pack Goods.	5.1 Adequate supplies of *wrapping and packaging materials* are requested and maintained.
	5.2 Appropriate wrapping or packaging materials are selected.
	5.3 Merchandise are wrapped neatly and effectively where required.
	5.4 Items are packed safely to avoid damage in transit, and labels are attached where required.
	5.5 Transfer of merchandise or other *delivery methods*, if required is arranged for parcel pick up

Variable	Range
Store policy and procedures	May relate to: • Cash handling • Financial transactions • Handling techniques of stock • Operation of point-of-sale equipment • Sales transactions

	• Security
Point-of-sale documents	May include: • Credit slips • Lay-by slips • Message pads • Order forms • Product return slips • Promotional
Numerical calculations	May include: • Addition and subtraction • Calculations of cash amounts and change • Calculations of discount amounts • Estimation of quantities • Measurement • Multiplication and division • Percentages.
Point-of-sale transactions	May include: • Cheques • Credit cards and store cards • EFTPOS • Exchanges • Gift Vouchers • Lay-by • Returns • Smart cards • Travelers' Cheques.
Point-of-sale equipment	May include: • EFTPOS terminal • Electronic scales • Numerical display board • Scanner • Security tagging
Wrapping and packaging materials	May include: • Adhesive tape • Bags • Boxes • Bubble wrap • Gift wrapping

	• Paper • Ribbon • String
Delivery methods	May include: • Courier • Domestic or international delivery • Freight • Parcel pick-up • Post or express post

Evidence Guide	
Critical Aspects of Competency	Must demonstrate knowledge and skills on: • Operates point-of-sale equipment according to manufacturer instructions and store policy and procedures • Applies store policy and procedures in regard to cash handling and point-of-sale transactions • Interprets, calculates and records numerical information accurately • Processes sales transaction information responsibly and accurately according to store policy and procedures • Applies store policy and procedures in regard to the handling, packing, wrapping and delivery of goods or merchandise

Required Knowledge	Must demonstrate knowledge on:
	• Cash and non-cash handling procedures, including:
	   ➢ balancing point-of-sale equipment
	   ➢ calculating non-cash documents
	   ➢ change required, denominations of change and tendering change
	   ➢ clearance of terminal and transference of tender
	   ➢ counting cash
	   ➢ maintenance of cash float
	   ➢ opening and closing point-of-sale terminal
	   ➢ recording takings
	   ➢ security of cash and non-cash transactions
	• Functions and procedures for operating point-of-sale equipment, including:
	   ➢ calculators
	   ➢ electronic scales
	   ➢ numerical display board
	   ➢ registers

	Merchandise handling techniques, including wrapping and packaging techniques
	• Range of services provided by the store
	• Relevant legislation and statutory requirements, including:
	➢ industry codes of practice
	➢ work health and safety (WHS)
	➢ scanners
	• Store policy and procedures in relation to:
	➢ allocated duties and responsibilities
	➢ bag checking
	➢ customer service
	➢ exchanges and returns
	➢ handling, packing and wrapping goods or merchandise
	➢ point-of-sale transactions
	➢ Stock availability
	• Key features of a calculator
Required Skills	Must demonstrate:
	Communication and interpersonal skills to:
	• ask questions to identify and confirm requirements
	• inform customers of delays
	• listen actively
	• request adequate supplies of wrapping material or bags through clear and direct communication
	• share information
	• state price or total and amount of cash received
	• use and interpret non-verbal communication
	• use language and concepts appropriate to cultural differences
	• Self-management skills to:
	➢ deal with different types of transactions
	➢ follow set routines and procedures
	• Literacy and numeracy skills to:
	➢ document sales and delivery information
	➢ render change
	➢ undertake work functions, including addition, division, multiplication, percentages and subtraction
	• relevant documentation, such as: stock, inventory and price lists
	• financial transaction dockets and slips
	• lay-by, credit and product return slips
	• store policy and procedures manuals

	• a range of point-of-sale equipment.
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Services Level II	
Unit Title	**Provide Quality Customer Service**
Unit Code	**CST FOS2 07 1021**
Unit Descriptor	This unit 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.

Elements	Performance Criteria
1. Develop and maintain product, service and market knowledge	1.1 Opportunities are identified and ***formal and informal research*** is used to develop and maintain knowledge of products and services. 1.2 Customer feedback and workplace observation are used to evaluate ***products***, ***services and promotional initiatives*** and changes in ***customer preferences***, ***needs and expectations*** are identified. 1.3 Market, ***product and service knowledge*** is shared with colleagues to enhance the effectiveness of the team. 1.4 Idea is suggested to appropriate person for product and service adjustments to meet customer needs for future planning according to organization policy
2. Provide a quality service experience to customers	2.1 Customer ***service issues***, ***standards*** and expectations are clearly communicated to colleagues. 2.2 ***Customer service*** in the workplace is monitored according to organization policies and procedures to ensure standards 2.3 Customer preferences, needs and expectations are determined and clarified. 2.4 Accurate information about appropriate products and services is offered to customers to meet their needs and expectations. 2.5 Customer preferences, needs and expectations throughout the

	service experience are anticipated.
	2.6. Products and services are provided in a timely manner appropriate to individual needs and preferences according to organization standards.
	2.6 Possible extras, add-ons and additional services &products are provided appropriately.
	2.7 Products *and services* are proactively *promoted* at appropriate opportunities according to current organization goals
	2.8 Promotional focus and *selling techniques* are practiced to encourage product usage and purchase.
	2.8 Problems in products and services are identified and action is taken immediately.
	2.9 Team members are liaised to ensure timely and efficient service provision.
3. Identify complaints and deal with difficult customer	3.1 Questioning techniques are used to identify possible cause and details of the *complaint.*
	3.2 Difficult customer service situations are identified and reached on consensus with the customer
	3.2 *Communication techniques* are used to assist in the management of the complaint and the situation is handled sensitively, courteously and discreetly.
	3.3 Responsibility is taken for finding a solution to the complaint within the scope of individual responsibility.
	3.4 Possible options are determined to resolve the complaint and the best solution is analysed and decided promptly to account any *organization constraints*.
	3.5 Appropriate action is taken swiftly to resolve the complaint in agreement with customer
	3.6 Appropriate techniques are used to turn complaints into opportunities to demonstrate high quality customer service.
	3.7 Feedback on complaints to appropriate personnel is provided in order to avoid future occurrence.
	3.8 Complaint and solutions are reflected on and evaluated to enhance response to future complaints or difficult service situations

4. Refer complaints	4.1. Complaints that require referral to other personnel or external bodies are identified
	4.2. Complaints are referred to concerned personnel for follow-up in accordance with individual level of responsibility
	4.3. All necessary documents including investigation reports are forwarded to *appropriate personnel*

Variable	Range
Formal and informal research	May include, but not limited to: • discussions with colleagues • reading organization information • research of product and service information brochures • general media • membership of industry associations and networks • attendance at conferences, trade shows and industry events distributing surveys and questionnaires
Cultural and social differences	May include: • modes of greeting, farewell and conversation • body language/ use of body gestures • formality of language
Products, services and promotional initiatives	May include, but not limited to: • tours and transport • conferences and conventions • function facilities • entertainment • shopping services • restaurant facilities • food and beverage add-on services and special offers or packages
Customer preferences, needs and expectations	May include, but not limited to: • active listening • questioning • observation • recognition of non-verbal signs • age • gender • social and cultural characteristics • prior knowledge

	• special needs
	• friendliness
	• courtesy
	• value for money
	• prompt or timely service
	• assistance
	• empathy and support
	• comfort
	• new experience
	• basic needs for food, shelter, transport or other services
Product and service knowledge	May include, but not limited to:
	• general features
	• special features
	• benefits
	• disadvantages
	• price
	• special offers
	• availability
	• how to purchase or order
Customer service issues and standards	May include, but not limited to:
	• response times
	• service guarantees
	• pricing guarantees
	• product quality
	• document presentation standards
	• personal presentation standards
	• complaint management
Customer service	May include, but not limited to:
	• face-to-face
	• online
	• by telephone
	• email or written communication
Promoting products and services	May include, but not limited to:
	• displays
	• promotions
	• special offers and deals
	• menus and specials
	• word of mouth and up-selling

Selling techniques	include up-selling and suggestive selling and may involve:
	• serving
	• helping
	• advising
	• building rapport with customers
	• arousing interest
Complaints or difficult customer service situations	May include, but not limited to:
	• problems or faults with the service or product
	• delays or poor timing of product or service supply
	• misunderstandings or communication barriers
	• difficult or demanding customers
	• customers with different or special needs or expectations
	• escalated complaints
Communication techniques	May include, but not limited to:
	• listening and active listening
	• asking questions to gain information, clarify ambiguities and adequately understand requirements
	• rephrasing and repeating questions, requests and statements to confirm that they have been correctly understood
	• empathizing with the customer's situation while upholding organization policy
	• non-verbal communication and recognition of non-verbal signs
	• using communication techniques appropriate to different social and cultural groups
	• ability to speak clearly, be understood and use appropriate language, style and tone
Organization constraints	May include, but not limited to:
	• feasibility
	• costs and budgets
	• policy and procedures
	• job role and responsibility
Customer information	May include, but not limited to:
	• names
	• preferences and expectations such as favorite products, rooms, additional requirements and special needs
	• details of products and services experienced
	• comments and feedback provided

Appropriate person	May include:
	• Immediate superior within the organizational hierarch
	• Specialist customer service staff
	• External bodies

Evidence Guide	
Critical Aspects of Competence	Must demonstrates knowledge and skills of:
	• providing a total quality service experience
	• different customer preferences and ways to meet both stated and unstated requirements
	• quality service principles and processes
	• use selling techniques to promote products and services within a specific tourism or hospitality context
	• handling and resolving complaints and difficult customer service situations
Required Knowledge and Attitudes	Must demonstrate knowledge of:
	• any legal issues that impact on the sale of products and services
	• in-depth knowledge of organization products and services
	• general knowledge of the market for different types of products and services
	• different stated and unstated customer preferences and needs, and ways of meeting requirements
	• protocols, service rituals, and service culture and expectations in relevant industry context
	• expectations of socially and culturally diverse customers
	• role of frontline staff in maximizing business performance through effective up-selling and promotion
	• ways in which different services present and promote products
	• client management and reward systems, such as customer databases, promotions and loyalty programs
	• Anger management techniques and conflict resolution techniques
	• Communicate effectively with all relevant people throughout the complaint resolution process
Required Skills	Must demonstrate:
	• communication skills to source information and determine customer needs and preferences through observation, questioning and active listening
	• appropriate personal presentation and use of non-verbal

	communication
	• selection and use of appropriate communication medium, including email and telephone and appropriate tone and style for different purposes and target audience
	• formal and informal research skills
	• conflict resolution techniques
	• managing own work tasks, timing and workflow
	• problem-solving techniques to deal with contingencies, difficult service situations and customer complaints
	• Compilation and classification of information and data
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Level II	
Unit Title	**Maintain Financial Records**
Unit Code	CST FOS2 08 1021
Unit Descriptor	This unit 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.

Elements	Performance Criteria
1. Apply basic accounting concepts	1.1. Basic accounting is defined and understood to perform company's financial information efficiently and effectively in accordance with the requirement of organization. 1.2. Accounts are **classified** and described in accordance within the organization. 1.3. Business transaction is analysed and identified accurately and completely within organizational timelines
2. Maintain daily financial records	2.1. Daily financial records are maintained in accordance with **organizational requirements** for accounting purposes 2.2. **Discrepancies** or errors are identified and rectified in **documentation** 2.3. Transactions are communicated to **designated persons** in accordance with organizational requirements 2.4. Credit and debit transactions are promptly and accurately entered into **journals** in accordance with organizational requirements

3. Monitor cash control	3.1. Cash flow is ensured for accuracy of accounts in accordance with organisational and legislative requirements
	3.2. *Payments* are made and received in accordance with organisational and legislative requirements
	3.3. *Outstanding* accounts are collected or followed up within *designated* timelines
	3.4. Payment documentation is checked for accuracy of information and despatch to creditors within designated timeline

Variable	Range
Classifications	May include but not limited to: • Asset • Liability • Capital • Revenue • Expense
Organizational requirement	May include but not limited to: • guidelines for reconciling journals • legal and organizational policies, guidelines and requirements • procedures for totalling adjusted journals • quality assurance and/or procedures manuals • resolution procedures • security procedures
Discrepancies	May include but not limited to: • bank charges • dishonoured cheques • errors in transposing between source documents and journals interest
Documentation	May include but not limited to: • purchase credit notes • purchase invoices • sales credit notes • sales invoices
Journals	May include but not limited to: • cash payments • cash receipts • purchases and purchase returns • sales and sales returns

Transactions	May include but not limited to:
	• cash and credit card receipts
	• cash and credit card payments
	• petty cash
	• sales
	• refunds
	• rebates
	• interest expenses or interest received
	• direct debits and credits
	• returns and allowances journal entries
	• bad debts journal entries
	• main, general journal entries
	• purchase of a fixed asset on credit
	• sale of a fixed asset on credit
	• withdrawal of stock/assets by owner
	• write-off a bad debt
Payments	May include but not limited to:
	• cash
	• cheque
	• credit card
	• direct debit

Evidence Guide	
Critical aspects of Competence	Must demonstrate knowledge and skills of:
	• the concepts accounting practice
	• identifying business transactions
	• identifying and responding to discrepancies and errors
	• transferring and recording financial data accurately
	• reconciling expenditures and revenue
	• organizational policies and procedures relating to maintaining financial records
Required Knowledge and Attitudes	Demonstrates knowledge of:
	• features of financial record-keeping systems relevant to the industry sector or organization
	• bookkeeping cycle relevant to a particular industry sector or organization
	• principles of bookkeeping and general understanding of bookkeeping terminology, including charts of accounts, reporting periods, ledgers, double-entry, debits, credits, debtors, creditors,

	income, expenditure, receipts, disbursements, transactions, journals, accounts, reconciliations, un presented cheques, bank charges, and direct debits and credits • income and expenditure types relevant to a particular industry sector or organization • nature of source documents relevant to a particular industry sector or organization • Procedures for identifying and using relevant workplace technology when carrying out cost calculations • Typical mathematical problems and appropriate action and solutions
Required Skills	Must demonstrate: • problem-solving skills to identify and resolve discrepancies in transaction journals and reconciliations • organizational skills to logically organize, file and maintain a wide range of business source documents • literacy skills to interpret a range of source documents numeracy skills to make basic calculations, identify numerical discrepancies and work with financial reconciliations • Communicate effectively with others when carrying out basic workplace calculations • Read and interpret instructions, procedures and information relevant to basic workplace calculations • Work collaboratively with others when carrying out basic workplace calculations • Promptly report and/or rectify any identified problems that may arise when carrying out basic workplace calculations • Operate and adapt to differences in equipment in accordance with standard operating procedures
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front office Service Level II	
Unit Title	**Provide Housekeeping Services**
Unit Code	**CST FOS2 09 1021**
Unit Descriptor	This unit 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.

Elements	Performance Criteria
1. Handle housekeeping requests	1.1 *Guest requests* in a polite and friendly manner is handled according to enterprise customer service standards and security procedures. 1.2 Guests are acknowledged by use of name wherever possible. 1.3 Details of requests made is confirmed and noted. 1.4 Appropriate apologies are made where a request has arisen from breakdown in room servicing. 1.5 Guests on timelines are agreed for meeting *requests*. 1.6 Requested items are located and delivered promptly within agreed timeframes. 1.7 Items for pick-up within agreed timeframes are collected. 1.8 *Equipment* is sat up for guests when appropriate. 1.9 Information and advice about special services and benefits to guests are proactively offered to ensure maximum take-up of services and profitability of guest's stay
2. Advise guests on room facilities	2.1 Guests are advised courteously on correct usage of equipment. 2.2 Equipment malfunctions are reported promptly according to enterprise procedures, and where possible, make alternative arrangements to meet guest needs. 2.3 Suitable times are agreed where appropriate to collect equipment.
3. Set up equipment and trolleys	3.1 *Equipment required for preparing room* and servicing *Rooms* is select. 3.2 Supplies are identified for trolleys and sufficient numbers are selected or ordered according to enterprise procedures. 3.3 trolleys are loaded safely with adequate supplies according to

	enterprise procedures
4. Access rooms for servicing	4.1 Rooms requiring service from information supplied to housekeeping staff are identified. 4.2 Rooms are accessed according to enterprise customer service and security procedures
5. Make up beds	5.1 Beds and mattresses are stripped and pillows and linen are checked for stains and damage. 5.2 Stains are removed according to enterprise procedures. 5.3 bed linen is replaced according to enterprise standards and procedures
6. Clean and clear rooms	6.1 Rooms in the correct order and with minimum disruption to guests are cleaned. 6.2 All *furniture*, *fixtures and fittings* are cleaned and checked according to enterprise procedures and safety and hygiene guidelines. 6.3 All items are reset according to enterprise standards. 6.4 *Room supplies* are shacked, replenished or replaced according to enterprise standards. 6.5 Pests are identified promptly and appropriate action is taken according to safety and enterprise procedures. 6.6 Rooms for any defects are checked and reported according to enterprise procedures. 6.7 Damaged items are recorded according to enterprise procedures. 6.8 Any unusual or suspicious items or occurrences are reported promptly according to enterprise procedures. 6.9 Guest items that have been left in vacated rooms and stores are collected according to enterprise procedures
7. Clean and store trolleys and equipment	7.1 Trolleys and equipment after use are cleaned according to safety and enterprise procedures. 7.2 All items are stored according to enterprise procedures. 7.3 Supplies and items are checked, replenished or reordered according to enterprise procedures
8. Reduce negative environmental impacts	8.1 Energy, water and other resources are used efficiently when cleaning, preparing and maintaining guest rooms to reduce negative environmental impacts. 8.2 All waste, especially hazardous substances are safely disposed of to minimize negative environmental impacts.

Variable	Range
Guest requests	May include, but not limited to: • roll away beds • additional pillows and blankets • irons • hair dryers • additional room supplies • rectification cleaning • repairs and maintenance • lost property enquiries
Requests	May include, but not limited to: • range of services and products offered by the establishment • availability, hours and location of meals, services and equipment • how various types of equipment work • local services, attractions, transport, shops, entertainment, etc.
Equipment	May include, but not limited to: • electric kettles and jugs • telephones • computers • televisions and videos • hair dryers • alarm clocks
equipment required for preparing rooms	May include, but not limited to: • cleaning agents and chemicals • vacuum cleaners • mops • brushes • buckets • cleaning and polishing cloths • gloves • protective clothing
Rooms	May include, but not limited to: • bathroom • bedroom • lounge • kitchen • balcony

	• lobby or vestibule
Furniture, fixtures and fittings	May include, but not limited to:
	• floor surfaces
	• mirrors and glassware
	• wardrobes
	• soft furnishings
	• desks
	• light fittings
	• telephones
	• televisions
	• refrigerators
	• shelving
Room supplies	May include, but not limited to:
	• stationery
	• linen
	• bathroom supplies
	• enterprise promotional material
	• local tourist information
	• magazines and newspapers
	• mini-bar supplies
	• glassware
	• crockery
	• cutlery
	• tea, coffee, sugar and milk
	• biscuits
	• discretionary supplies and gifts such as fruit, beverages and chocolates

Evidence Guide	
Critical aspects of Competence	Must demonstrates knowledge and skills of:
	• offer courteous and friendly service to guest
	• a range of housekeeping services and equipment
	• security and safety procedures as they apply to housekeeping services and guests
	• organizing efficient, resource effective and safe cleaning and servicing of guest rooms
	• undertaking duties according to organizational health, safety and security practices

	• correct and environmentally sound disposal methods for waste and in particular for hazardous substances
	• complete servicing within the timeframe required by a commercial accommodation establishment
Required Knowledge and Attitudes	Must demonstrate knowledge of:
	• typical housekeeping services and procedures
	• security and safety procedures as they apply to housekeeping services and guests
	• key products and services offered within accommodation facilities and within the particular facility
	• cleaning procedures for various surfaces and equipment, including wet and dry
	• correct cleaning chemicals, equipment and procedures for cleaning various surfaces and materials
	• enterprise procedures and standards in relation to presentation of guest rooms
	• safe work practices relating to use of cleaning equipment, bending and manual handling
	• security and safety issues for guest rooms
	• applications of different types of cleaning products
	• the essential features of and safe practices for using common hazardous substances used by the hospitality industry and in particular substances used by the organization e.g. cleaning products
	• the environmental impacts of cleaning guest rooms and equipment and minimal impact practices to reduce these especially those that relate to resource, water and energy use correct and environmentally sound disposal methods for waste and in particular for hazardous substances.
Required Skills	Must demonstrate:
	• interpersonal skills to interact effectively with guests
	• problem-solving skills to overcome barriers that affect communication with guests, such as language and disability
	• correct use of personal protective equipment
	• cleaning techniques for guest rooms and housekeeping equipment
	• problem-solving skills to identify and deal with problems related to room servicing, and fabric and carpet stains
	• literacy skills to read schedules and timetables for room

	servicing, product labels and product safety instructions • numeracy skills to calculate the dilution requirements of cleaning products
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competence may be assessed through: • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Front Office Services Level II	
Unit Title	**Conduct Basic Workplace Oral Communication in English Level II**
Unit Code	**CST FOS2 10 1021**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements with courteous.

Elements	Performance Criteria
1. Give, ask, present information and recommend	1.1 Different *pieces of information* are put forward.
	1.2 The pieces of information are sorted out and classified.
	1.3 Some *expressions related to giving, asking and presenting information* are practiced.
	1.4 Corrections and Clarifications are made
2. Deale with Polite Requests and Responses	2.1 Expressions of *polite requests and responses* are required.
	2.2 Expressions of polite requests and responses are identified and discussed by the trainees.
	2.3 Expressions of polite requests and responses are practiced.
	2.4 Corrections and clarifications on expressions of polite requests and responses are made.
3. Deale with complaint and apologize	3.1. *Various ways of complaint expressions* are identified and discussed by the trainees
	3.2. Various ways of complaint expressions are practiced.
	3.3. Corrections and clarifications are made on different complaint expressions.
	3.4. *Different ways of apologizing expressions* are identified and discussed by the trainees.
	3.5. Different ways of apologizing expressions are practiced.
	3.6. Corrections and clarifications on apologizing expressions are made.

Variable	Range
Pieces of information	• Information related today activities, facilities, services and procedures at workplace
Expressions related in giving, asking and presenting information	• Expressions on giving, asking, and presenting information related day to day activities, facilities, services and procedures at workplace.
Polite requests and responses	• expressions of polite requests and responses related to everyday activities, facilities, services and procedures at workplace
Expressions on complaints and apologizing	• expressions on complaints and apologizing related regular activities, facilities, services and procedures at workplace

Evidence Guide	

Critical Aspects of Competence	Assessment requires evidence that the candidate:
	• uses expressions of:
	  ➢ giving, asking and presenting information,
	  ➢ polite requests and responses, and
	  ➢ complaints and apologizing

Required Knowledge and Attitudes	Demonstrates knowledge of:
	• expressions on:
	  ➢ giving, asking and presenting information,
	  ➢ polite requests and responses, and
	  ➢ complaints and apologizing

Required Skills	Demonstrates skills to:
	• make conversations in various situations using expressions of:
	  ➢ giving, asking and presenting information,
	  ➢ polite requests and responses, and
	  ➢ complaints and apologizing

Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front office Service Level II	
Unit Title	**Conduct Workplace Communication other than English**
Unit Code	**CST FOS2 11 1021**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements with courteous.

Elements	Performance Criteria
1.Perform Giving, asking, presenting information and recommending	1.1 Different *pieces of information* are put forward. 1.2 The pieces of information are sorted out and classified. 1.3 Some *expressions related to giving, asking and presenting information* are practiced. 1.4. Corrections and Clarifications are made.
2.Deal with Polite Requests and Responses	2.1 Expressions of *polite requests and responses* are required. 2.2 Expressions of polite requests and responses are identified and discussed by the trainees. 2.3 Expressions of polite requests and responses are practiced. 2.4 Corrections and clarifications on expressions of polite requests and responses are made.
3.Deal with complaints and apologize	3.1*Various ways of complaint expressions* are identified and discussed by the trainees 3.2Various ways of complaint expressions are practiced. 3.3 Corrections and clarifications are made on different complaint expressions. 3.4*Different ways of apologizing expressions* are identified and discussed by the trainees. 3.5 Different ways of apologizing expressions are practiced. 3.6 Corrections and clarifications on apologizing expressions are made.

Variable	Range
Pieces of information	May include, but not limited to: • Information related to day activities, facilities, services and procedures at workplace
Expressions related to giving, asking and presenting information	May include, but not limited to: • Expressions on giving, asking, and presenting information related to day to day activities, facilities, services and procedures at workplace.

Polite requests and responses	May include, but not limited to: • expressions of polite requests and responses related to day to day activities, facilities, services and procedures at workplace
Expressions on complaints and apologizing	May include, but not limited to: • expressions on complaints and apologizing related to day to day activities, facilities, services and procedures at workplace

Evidence Guide	

Critical Aspects of Competence	Assessment requires evidence that the candidate:
	• uses expressions of:
	  ➤ giving, asking and presenting information,
	  ➤ polite requests and responses, and
	  ➤ complaints and apologizing

Required Knowledge and Attitudes	demonstrates knowledge of:
	• expressions on:
	  ➤ giving, asking and presenting information,
	  ➤ polite requests and responses, and
	  ➤ complaints and apologizing

Required Skills	demonstrates skills to:
	• make conversations in various situations using expressions of:
	  ➤ giving, asking and presenting information,
	  ➤ polite requests and responses, and
	  ➤ complaints and apologizing

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front office Service Level II	
Unit Title	**Prevent and Eliminate MUDA**
Unit Code	**CST FOS2 12 1021**
Unit Descriptor	This unit 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.

Element	Performance Criteria
1. Prepare for work.	1.1. Work instructions are used to determine job requirements, including method, material and equipment. 1.2. Job specifications are read and interpreted following working manual. 1.3. ***OHS requirements***, including dust and fume collection, breathing apparatus and eye and ear personal protection needs are observed throughout the work. 1.4. Appropriate material is selected for work. 1.5. ***Safety equipment and tools*** are identified and checked for safe and effective operation.
2. Identify MUDA and problem	2.1 Plan of MUDA and problem identification is prepared and implemented. 2.2 Causes and effects of MUDA are discussed. 2.3 All possible problems related to the process /Kaizen elements are listed using ***statistical tools and techniques***. 2.4 All possible problems related to kaizen elements are identified and listed on Visual Management Board/Kaizen Board. 2.5 ***Tools and techniques*** are used to draw and analyze current situation of the work place. 2.6 Wastes/MUDA are identified and measured based on ***relevant procedures***. 2.7 Identified and measured wastes are reported to relevant personnel.

3. Analyze causes of a problem.	3.1 All possible causes of a problem are listed.
	3.2 Cause relationships are analyzed using **4M1E**.
	3.3 Causes of the problems are identified.
	3.4 The root cause which is most directly related to the problem is selected.
	3.5 All possible ways are listed using **creative idea generation** to eliminate the most critical root cause.
	3.6 The suggested solutions are carefully tested and evaluated for potential complications.
	3.7 Detailed summaries of the action plan are prepared to implement the suggested solution.
4. Eliminate MUDA and Assess effectiveness of the solution.	4.1. Plan of MUDA elimination is prepared and implemented by **medium KPT** members.
	4.2. Necessary attitude and the **ten basic principles** for improvement are adopted to eliminate waste/MUDA.
	4.3. Tools and techniques are used to eliminate wastes/MUDA based on the procedures and OHS.
	4.4. Wastes/MUDA are reduced and eliminated in accordance with OHS and organizational requirements.
	4.5. **Tangible and intangible results** are identified.
	4.6. Tangible results are compared with targets using **various types of diagrams**.
	4.7. Improvements gained by elimination of waste/MUDA are reported to relevant bodies.
5. Prevent occurrence of wastes and sustain operation.	5.1. Plan of MUDA prevention is prepared and implemented.
	5.2. Standards required for machines, operations, defining normal and abnormal conditions, clerical procedures and procurement are discussed and prepared.
	5.3. Occurrences of wastes/MUDA are prevented by using **visual and auditory control methods**.
	5.4. Waste-free workplace is created using **5W and 1H**sheet.
	5.5. The completion of required operation is done in accordance with standard procedures and practices.
	5.6. The updating of standard procedures and practices is facilitated.
	5.7. The capability of the work team that aligns with the requirements of the procedure is ensured and trained on the new **Standard Operating Procedures (SOPs)**.

Variable	Range

OHS requirements	May include, but not limited to: - Are to be in accordance with legislation/ regulations/codes of practice and enterprise safety policies and procedures. This may include protective clothing and equipment, use of tooling and equipment, workplace environment and safety, handling of material, use of firefighting equipment, enterprise first aid, hazard control and hazardous materials and substances. - PPE are to include that prescribed under legislation/regulations/codes of practice and workplace policies and practices. - Safe operating procedures are to include, but are not limited to the conduct of operational risk assessment and treatments associated with workplace organization. - Emergency procedures related to this unit are to include but may not be limited to emergency shutdown and stopping of equipment, extinguishing fires, enterprise first aid requirements and site evacuation.
Safety equipment and tools	May include, but not limited to: - Dust masks/goggles - Glove - Working cloth - First aid and - Safety shoes
Statistical tools and techniques	May include, but not limited to: 7 QC tools May include, but not limited to: - Stratification - Pareto Diagram - Cause and Effect Diagram - Check Sheet - Control Chart/Graph - Histogram and Scatter Diagram - QC techniques May include, but not limited to: - Brain storming - Why analysis - What if analysis 5W1H
Tools and techniques	May include, but not limited to: - Plant Layout - Process flow

	- Other Analysis tools - Do time study by work element - Measure Travel distance - Take a photo of workplace - Measure Total steps - Make list of items/products, who produces them and who uses them & those in warehouses, storages etc. - Focal points to Check and find out existing problems - 5S - Layout improvement - Brainstorming - Andon - U-line - In-lining - Unification - Multi-process handling &Multi-skilled operators - A.B. control (Two point control) - Cell production line - TPM (Total Productive Maintenance)
Relevant procedures	May include, but not limited to: - Make waste visible - Be conscious of the waste - Be accountable for the waste and measure the waste.
4M1E	May include, but not limited to: - Man - Machine - Method Material and Environment
Creative idea generation	May include, but not limited to: - Brainstorming - Exploring and examining ideas in varied ways - Elaborating and extrapolating - Conceptualizing
Medium KPT	May include, but not limited to: - 5S - 4M (Machine, Method, Material and Man) - 4p (Policy, Procedures, People and Plant) - PDCA cycle

	Basics of IE tools and techniques
The ten basic principles for improvement	May include, but not limited to: • Throw out all of your fixed ideas about how to do things. • Think of how the new method will work- not how it won. • Don't accept excuses. Totally deny the status quo. • Don't seek perfection. A 5o percent implementation rate is fine as long as it's done on the spot. • Correct mistakes the moment they are found. • Don't spend a lot of money on improvements. • Problems give you a chance to use your brain. • Ask "why?" At least five times until you find the ultimate cause. • Ten people's ideas are better than one person's. • Improvement knows no limits.
Tangible and intangible results	May include, but not limited to: • Tangible result may include quantifiable data • Intangible result may include qualitative data
Various types of diagrams.	May include, but not limited to: • Line graph • Bar graph • Pie-chart • Scatter diagrams • Affinity diagrams
Visual and auditory control methods	May include, but not limited to: • Red Tagging • Sign boards • Outlining • Add ones • Kanban, etc.
5W and 1H	May include, but not limited to: • Who • What • Where • When • Why and • How

Standard Operating Procedures (SOPs).	May include, but not limited to: • The customer demands • The most efficient work routine (steps) • The cycle times required to complete work elements • All process quality checks required to minimize defects/errors • The exact amount of work in process required

Evidence Guide	
Critical Aspects of Competence	Demonstrate knowledge and skills to: • Discuss why wastes occur in the workplace • Discuss causes and effects of wastes/MUDA in the workplace • Analyze the current situation of the workplace by using appropriate tools and techniques • Identify, measure, eliminate and prevent occurrence of wastes by using appropriate tools and techniques • Use 5W and 1H sheet to prevent • Detect non-conforming products/services in the work area • Apply effective problem-solving approaches/strategies. • Implement and monitor improved practices and procedures • Apply statistical quality control tools and techniques.
Required Knowledge and Attitude	Demonstrate knowledge of: • Targets of customers and manufacturer/service provider • Traditional and kaizen thinking of price setting • Kaizen thinking in relation to targets of manufacturer/service provider and customer • value • The three categories of operations • the 3"MU" • wastes occur in the workplace • The 7 types of MUDA • QC story/PDCA cycle/ • QC story/ Problem solving steps • QCC techniques • 7 QC tools • The Benefits of identifying and eliminating waste • Causes and effects of 7 MUDA • Procedures to identify MUDA • Necessary attitude and the ten basic principles for improvement • Procedures to eliminate MUDA

	• Prevention of wastes
	• Methods of waste prevention
	• Definition and purpose of standardization
	• Standards required for machines, operations, defining normal and abnormal conditions, clerical procedures and procurement
	• Methods of visual and auditory control
	• TPM concept and its pillars.
	• Relevant OHS and environment requirements
	• Method and Lines of communication
	• Methods of making/recommending improvements.
	• Reporting procedures
	• Workplace procedures associated with the candidate's regular technical duties
	• organizational structure of the enterprise
Required Skills	Demonstrate skills to:
	• Draw & analyze current situation of the work place
	• Use measurement apparatus (stop watch, tape, etc.)
	• Calculate volume and area
	• Apply statistical analysis tools
	• Use and follow checklists to identify, measure and eliminate wastes/MUDA
	• Identify and measure wastes/MUDA in accordance with OHS and procedures
	• Use tools and techniques to eliminate wastes/MUDA in accordance with OHS procedure.
	• Apply 5W and 1H sheet
	• Update and use standard procedures for completion of required operation
	• Apply Visual Management Board/Kaizen Board.
	• Detect non-conforming products or services in the work area
	• Work with others
	• Read and interpret documents
	• Observe situations
	• Solve problems
	• Communicate information
	• Gather evidence by using different means
	• Report activities and results using report formats
	• Implement and monitor improved practices and procedures

Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

NTQF Level III

Occupational Standard: Front Office Service Level III	
Unit Title	**Conduct Front Office Accounting Level III**
Unit Code	**CST FOS3 01 1021**
Unit Descriptor	This unit describes knowledge, skills and attitude required to process simple financial transactions in a range of workplace contexts. Cash and other types of transactions are included in the unit.

Elements	Performance Criteria
1. Create and maintain an accurate accounting record	1.1. The concept of front office accounts related to the financial transactions is understood. **1.2. *Debit and credit postings* are prepared and processed on appropriate guest / *non-guest account.* 1.3. *Outlet bills* are communicated through different *communication mechanisms*.**
2. Process receipts payments and refunds.	2.1. *Types of financial transactions* are differentiated. 2.2. Relevant *financial documents* are prepared for transactions. 2.3. Accuracy of accounts is checked and ensured by reconciling against receipts and vouchers. 2.4. Cash float is received and checked accurately where appropriate using correct documentation. 2.5. Payments received from the customer are checked and correct change is given where appropriate. 2.6. Accurate receipts including all relevant tax details are prepared and issued. 2.7. *Transactions* are processed and recorded according to organization and financial institution procedures. 2.8. When cash payments are required, documents and issue cash checked according to organization procedures. 2.9. Refunds are processed for different *methods of payment* and appropriate documents produced. 2.10. Transactions are conducted to meet organization speed and customer service standards
3. Reconcile takings	3.1. *Balancing procedures* are performed at the designated times according to organization policy and in consultation with colleagues. 3.2. Balancing of cash float are performed in accordance with property standards

	3.3. Cash, cash equivalents and *non-cash documents* are segregated and accurately counted.
	3.4. Balance of between computerized system and sum of cash and non-cash transactions is accurately determined, tallied and balanced.
	3.5. Transactions are recorded and processed according to property standards.
	3.6. Cashier's account is properly closed based on property standards.
	3.7. Source documents are properly filed and stored

Variable	Range
Debit and credit postings	May include, but not limited to: • Deposit • Charges • Settlements • Payments • Paid-outs • Allowances • Refunds • Miscellaneous charges
Guest / non-guest account.	May include, • In-house guest accounts • Pre-arrival guest accounts • Post departure guest accounts • City accounts • Skipper accounts • Disputed accounts
Outlet bills	May include, but not limited to: • Mini-bar charge • Laundry charges • Bar and restaurant charges • Recreational area charges • Valet service charges • Transportation service charges • Room service charges • Business centre charges • Miscellaneous charges
Communication	May include, but not limited to:

mechanisms	• Manual
	• Mechanical
	• Automated
Financial transactions	May include, but not limited to:
	• cash
	• credit cards
	• cheques
	• EFTPOS
	• deposits
	• advance payments
	• vouchers
	• company charges
	• refunds
	• travellers cheques
	• foreign currency
Financial documents	May include, but not limited to:
	• Folios
	• Ledgers
	• Receipts
	• Vouchers
	• Outlet bills
	• Invoices and Financial reports
Balancing procedures	May include, but not limited to:
	• manual
	• electronic
Security procedures	May include, but not limited to:
	• process for taking cash from customers
	• managing floats, such as when to reduce cash held
	• maintaining low levels of cash in tills
	• rules for when and how cash should be counted
	• handling customer claims of short change
	• transporting takings to the bank
	• procedures in the event of a hold-up

Evidence Guide	
Critical Aspects of Competence	Must demonstrates knowledge and skills of:
	• conducting accurate and secure financial transactions
	• Undertaking balance transactions within acceptable organization

	timeframes
	• security principles and procedures in relation to tender and other financial documentation
	• working within time constraints typical of the industry environment, such as several people waiting to pay their bill
	• processing of multiple and varied transactions to address different situations and contexts
Required Knowledge and Attitudes	Demonstrates knowledge of: • procedures for processing different types of transactions in the relevant industry context • Required principles of the reconciliation and balancing process • relevant software, such as point of sale • role and importance of the reconciliation and balancing process in a broader financial management context • security procedures for cash and other financial documentation • how GST affects financial transactions in a given industry context
Required Skills	Must demonstrate: • problem-solving skills to identify and investigate a range of routine reconciliation discrepancies • literacy skills to read and interpret documentation, such as credit card details, receipts or cash float documentation • numeracy skills to tender correct change and undertake simple financial reconciliations
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

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Occupational Standard: Front Office Service Level III	
Unit Title	**Sell Hotel Products and Services**
Unit Code	**CST FOO3 02 1021**
Unit Descriptor	This unit describes knowledge, skills and attitude required to collect sells information, and ability to sell accommodation products and services in a hospitality environment. It involves the use of sales techniques and encompasses the key selling skills from approaching the customer to closing the sale. It requires a basic level of product knowledge.

Elements	Performance Criteria
1. Apply product and service knowledge	1.1. Current products, services, ***capabilities and resources***, are recorded including the need for specialist assistance. 1.2. Features and benefits of hotel products and services are briefed, demonstrated and suggested to guests. 1.3. ***Product knowledge*** is developed by accessing ***relevant sources of information*** **1.3. Product knowledge is conveyed to other** *staff* **as required.** **1.4. Competitors' product and service ranges and their** *pricing structure* **are identified**
2. Approach customer	2.1. Timing of ***customers*** approach is determined and applied. 2.2. Effective ***sales*** approach is identified and applied. 2.3. A positive impression is conveyed to arouse customer interest. 2.4. Knowledge of customer buying behavior is demonstrated.
3. Gather information	3.1. Questioning techniques are applied to determine customer buying motives. **3.2. Internal and external sells information is communicated.** 3.2. Listening skills are used to determine customer requirements. 3.3. Non-verbal communication cues are interpreted and clarified. 3.4. Customers are identified by name where possible. 3.5. Customer is directed to specific accommodation product or service
4. Sell benefits and features	4.1. Customer needs are matched to appropriate products and services. 4.2. Knowledge of product features and benefits is communicated clearly to customers. 4.3. ***Routine customer questions*** about accommodation product or service are answered accurately and honestly or referred to

	senior team members whenever necessary
5. Overcome objections	5.1. Customer objections are identified and accepted.
	5.2. Objections are categorized into price, type, features and benefits.
	5.3. Solutions are offered according to organizational policy.
	5.4. ***Convincing approaches*** are applied to overcome customer objections
6. Close sale	6.1. Customer buying signals are monitored, identified and responded appropriately.
	6.2. Customer is encouraged to make buying decisions.
	6.3. Appropriate method of closing sale is selected and applied.
7. Maximize sales opportunities	7.1. Opportunities are recognized and applied to sell additional or upgraded accommodation products or services.
	7.2. Customers are advised of complementary products or services according to their need.
	7.3. Personal sales outcomes are reviewed to maximize future sales

Variable	Range
Capabilities and resources	May include: • human resources • financial resources • equipment capacity • staff skill levels • hours of operation • communication capabilities • location and position • e-business capacity
Product knowledge	May include, but not limited to: • buying and legal requirements • safety and security features • price/rate • brand options • product features and benefits • warranties • use-by dates • handling and storage requirements

Staff	May include, but not limited to:
	• full-time, part-time or casual
	• under contract
	• people with varying degrees of language and literacy
	• people from a range of cultural, social and ethnic backgrounds
	• people with a range of responsibilities and job descriptions
Relevant sources of information	May include, but not limited to:
	• staff members
	• product profiles
	• demonstrations and product tours
	• written documents and reports
Customers	May include, but not limited to:
	• new or regular guests
	• customers with routine or special requests
	• people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities
Sales	May include, but not limited to:
	• face to face
	• over the telephone
	• online
Routine customer questions	May include, but not limited to:
	• price and price reductions
	• quality
	• availability
	• features and benefits

Evidence Guide	
Critical Aspects of Competence	Must demonstrates knowledge and skills of:
	• recording of current product and service capabilities and resources, including the need for specialist assistance
	• applying product knowledge and uses appropriate sales approach to sell the benefits of products and services, overcome objections and close sales
	• using questioning, listening and observation to determine customer requirements
	• consistently applying organizational policies and procedures in regard to selling products and services
	• maximizing sales opportunities according to organizational policies and procedures

	• consistently applies industry codes of practice, relevant legislation and statutory requirements in regard to selling products and services • evaluates personal sales performance to maximize future sales

Required Knowledge	Must demonstrate knowledge of:
	• organizational policies and procedures, in regard to:
	  ➢ selling products and services
	  ➢ allocated duties and responsibilities
	• specific product or service knowledge
	• relevant legislation and statutory requirements
	• relevant industry codes of practice
	• customer types and needs, including:
	  ➢ customer buying motives
	  ➢ customer behavior and cues
	  ➢ individual and cultural differences
	  ➢ demographics, lifestyle and income
	  ➢ types of customer needs, e.g. functional, psychological

Required Skills	Must demonstrate:
	• selling techniques, including:
	  ➢ opening techniques
	  ➢ recognizing buying signals
	  ➢ add-ons and complementary sales
	  ➢ overcoming customer objections
	  ➢ closing techniques
	• verbal and non-verbal communication skills
	• handling difficult customers
	• negotiation skills
	• sales performance appreciation
	• questioning, listening and observation
	• literacy skills in regard to:
	  ➢ reading and understanding product information
	  ➢ reading and understanding organizational policies and procedures
	  ➢ recording information
	• numeracy skills in regard to:
	  ➢ handling payment for accommodation products

Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.

Methods of Assessment	Competence may be assessed through:
	• Interview/Written Test
	• Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Service Level III	
Unit Title	**Establish and Maintain Guest Relations**
Unit Code	**CST FOS4 03 1021**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to establish and maintain guest relations. It involves the use of customer contact approach, provision of information and advice, exhibit loyalty to sustain business relationships.

Elements	Performance Criteria
1. Establish contact with customer	1.1. Customer needs are accurately assessed against the products/services provision of the organization. 1.2. Customer needs are determined by questioning and active listening techniques. 1.3. Guest reservations are followed up to know details of customer history with the organization as well as arrival details. 1.4. ***Communication media*** are used during pre-arrival to confirm customers' preferences and requests. 1.5. Information on amenities like clubs, ***club services and facilities*** are provided 1.6. Customer details are clearly and accurately gathered so as to record membership on formats 1.7. Welcoming environment to customers prior to their arrival is maintained. 1.8. Customers are warmly welcomed to ***monitor entry*** according to organizational policies and procedures. 1.9. Effective service environment through verbal and non-verbal presentation are created according to enterprise policies and procedures. 1.10. Customer data is maintained to ensure database relevance and currency. 1.11. Information on customers and service history for analysis is gathered. 1.12. ***Opportunities*** are identified and capitalized to maintain regular contact with customers.
2. Provide information and advice	2.1. Features and benefits of products/services provided by the organization are described / recommended to meet customer needs.

	2.2. Information is provided to satisfy customer needs.
3. Foster and maintain business relationships	3.1. Information is sought, reviewed and acted upon pro-actively to maintain sound relations with customers. 3.2. Agreements within the scope of individual responsibility are honored. 3.3. Adjustments are made to **Negotiation techniques** to requests in consultation with the customer and information is shared with appropriate colleagues. 3.4. Relationships through regular contact are nurtured and effective interpersonal and communication skills are used.
4. Establish loyalty programs	4.1. The essence of the organization's **loyalty program privileges** is communicated thoroughly. 4.2. Recruitment is facilitated by providing information about the program and relevant customer details are collected. 4.3. Registration of customers is processed and required documents are issued. 4.4. The provision of privileges is followed in accordance with membership levels. 4.5. Requests and complaints regarding membership privileges and level status are managed.

Variables	Range
Club services and facilities (vary according to the particular club)	May include, but not limited to: • restaurants and cafes • gaming facilities • shows and attractions • prize nights and special events • games and sporting facilities • gymnasiums and health facilities • member clubs and associations • computer rooms and internet facilities • community courses and training programs • member benefits
Monitor entry	May include, but not limited to: • Checking membership badges or cards upon entry • Sign in accordance to government and organization requirements. • Checking dressing and age regulations organization policy. • Denying entry to guests who do not follow regulations.

	• Handling club entry disputes
	• Report uncontrolled disputes to security, supervisor or other relevant person.
Opportunities	May include, but not limited to:
	• informal social occasions
	• industry functions
	• association membership
	• co-operative promotions
	• program of regular telephone contact
Negotiation techniques	May include, but not limited to:
	• identification of goals, limits
	• clarification of needs of all parties
	• identifying points of agreement and points of difference
	• preparatory research of facts
	• active listening and questioning
	• non-verbal communication techniques
	• appropriate language
	• bargaining
	• developing options
	• confirming agreements
	• appropriate cultural behavior
Loyalty Programs Privileges	May include , but not limited to:
	• Ranges of discounts
	• Guaranteed room upgrades
	• Late checkout
	• Early check-ins
	• Accumulated number of nights with the hotel chain
	• Complimentary breakfast and room upgrades
	• Rewarded with tangible benefits

Evidence Guide	
Critical Aspects of Competence	Demonstrate knowledge, skills and attitude of:
	• Applying enterprise policies and procedures and industry codes of practice in regard to customer service
	• Providing a quality service environment by treating customers in a courteous and professional manner through all stages of the procedure
	• Using effective questioning/active listening and observation

	• skills to identify customer needs • Communicating effectively with others involved in or affected by the work • Maintaining relevant and current customer databases in accordance with enterprise policies and procedures • build and maintain relationships to achieve successful business outcomes • Performing proper monitoring to customer entry to club service area

Required Knowledge	Must demonstrate knowledge of:
	• Operational knowledge of enterprise policies and procedures in regard to:
	  ➢ customer service
	  ➢ dealing with difficult customers
	  ➢ maintenance of customer databases
	  ➢ allocated duties/responsibilities
	  ➢ General knowledge of the range of enterprise merchandise and services, location of telephone extensions and departments/sections
	• Basic operational knowledge of legislation and statutory requirements, including consumer law, trade practices and fair trading legislation
	• Basic operational knowledge of industry/workplace codes of practice in relation to customer service
	• negotiation and communication techniques appropriate to negotiations that may be of significant commercial value

Required Skills	Must demonstrate skills to: • Use workplace technology related to use of customer database • Collect, organize and understand information related to collating and analyzing customer information to identify needs • Communicate ideas and information • Plan and organize activities concerning information for database entries • Use mathematical ideas and techniques to plan database cells and size • Establish diagnostic processes which identify and recommend improvements to customer service
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information

	on workplace practices and OHS practices.
Assessment Methods	Competence may be assessed through:
	• Interview / Written Test / Oral Questioning
	• Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Front Office Service Level III	
Unit Title	**Operate Bar and Cellar System**
Unit Code	**CST FOS3 04 1021**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to carry out bar & cellar operations in a range of hospitality enterprises. The unit involves the service of a range of alcoholic and non-alcoholic beverages commonly found in a bar.

Elements	Performance Criteria
1. Prepare bar and cellar area	1.1 Bar and cellar are *set up* to display and work area according to regulatory and enterprise requirements and style of *bar service*.
	1.2 *Bar products* and materials are checked and restock where necessary, by completing any required documentation.
	1.3 All items are stored in correct place and at correct temperature.
	1.4 Suitable range of decorations, coasters and edible and non-edible garnishes are prepared and stocked, according to enterprise requirements.
	1.5 *Beer systems* & other Beverage are operated, handled, connected and stored according to with manufacturer instructions and relevant safety requirements.
	1.6 Beverage system parts are cleaned in accordance with manufacturer instructions and safety requirements.
	1.7 *Dispensing system* is corrected and reported faults to the appropriate person according to scope of individual responsibility and enterprise contracting arrangements
	1.8 *Refrigeration system* is monitored and accurately, and adjust to comply with product requirements.
2 Monitor quality of beverage products	2.1 Storage temperature is monitored to ensure optimum storage conditions for different *beverage products*.
	2.2 Cellar conditions are checked systematically to ensure the requirements of the international Food Standards Code are met.
	2.3 Systematic product rotations are used to maintain quality.

	2.4 Manual or electronic stock control system is use to assist in monitoring the quality of products and controlling stock during receiving, storage and issuing. 2.5 The quality of beverage is tested products regularly and identifies faults. 2.6 Appropriate action is taken to rectify faults within scope of individual responsibility or report and follow up with the appropriate person
3 Take and process drink orders	3.1 Orders are taken by either note or memorize them correctly. 3.2 Products and brand preferences are checked with the customer in a courteous manner. 3.3 Recommendations and suggestions are made to customers to assist them with drink selection, and promote or up-sell products as appropriate. 3.4 *Specific customer preferences are identified*.
4 Prepare and serve drinks	4.1 Drinks are prepared according to legal and enterprise standards, using the correct *equipment*, ingredients and standard measures. 4.2 Drinks are served promptly and courteously according to customer preferences, using required glassware and garnishes. 4.3 Wastage and spillage are minimized. 4.4 Beverage quality is checked during service and took corrective action when required. 4.5 Tray service is provided where appropriate, according to enterprise procedures. 4.6 Any *mishaps* are attended promptly and safely 4.7 Customer payments are received and processed

5 Close down bar operations	5.1 When appropriate, shut down equipments are shut down according to enterprise safety procedures and manufacturer instructions.
	5.2 Bar areas are cleared cleaned or dismantled according to enterprise procedures.
	5.3 Any suitable leftover garnishes are stored hygienically and at the correct temperature.
	5.4 Stocks are checked and reordered according to enterprise procedures.
	5.5 Bar is set up correctly for next service, ensuring equipment, stock and glasses are in the correct place.
	5.6 Where appropriate, handover is conducted to incoming bar staff and share *relevant information*
6 Reduce negative environmental impacts	6.1 Energy, water and other resources are used efficiently when operating and cleaning the bar to reduce negative environmental impacts.
	6.2 Damaged glass are collected and plastic bottles and containers for recycling
	6.3 All waste are disposed safely , especially hazardous substances, to minimise negative environmental impacts

Variable	Range
Set-up	May include but not limited; • dry till • inclusive packages • cash drinks • set limits • pre-set drinks • open and prepare bar
Bar service	May include but not limited; • a variety of mixed drinks and basic cocktails • beers • spirits • wines • non-alcoholic beverages

	• fortified drinks
Beer systems	May include but not limited to:
	• direct pull systems
	• party kegs
	• multiple hook-up
	• flow back systems
	• refrigerated beer line systems
	• ice bank systems
	• Temperate or instantaneous cooler system
Dispensing systems	May include but not limited to:
	• beer
	• post-mix syrups
Refrigeration system	May include but not limited to:
	• glycol system or refrigerated beer line system
	• compressors
	• chiller plates
	• glycol tanks and pumps
	• cold rooms
	• cabinets
	• portable systems
	• chilled beer fonts
	• ice bank or water chilled system
	• Temprite or instantaneous cooler system
Specific customer preferences	May include but not limited;
	• ice
	• garnishes
	• glassware
	• mixers
	• temperature
	• strength
Equipment	May include but not limited to:
	• blenders, vitamisers, juicers and shakers
	• coffee-making equipment
	• cleaning equipment
	• refrigeration equipment
	• utensils

	• glass-washers
	• beer reticulation equipment
	• electronic spirit measures
	• post-mix systems
	• ice machines
	• manual and electronic cash registers, credit and electronic funds transfer at point of sale (EFTPOS) equipment
Beverages	May include but not limited to:
	• bulk and packaged beers
	• wine
	• spirits
	• liqueurs
	• aerated and mineral waters
	• post-mix
	• juices and syrups
	• tea
	• coffee
	• carbonated drinks
	• juices
	• frappes and 'mock tails' (non-alcoholic cocktails)
Mishaps	May include but not limited to:
	• spillages
	• breakages
Relevant information	May include but not limited to:
	• current customer information, such as preferences or problems
	• issues relating to beverage quality
	• stock requirements

Evidence Guide	
Critical aspects of Competence	Must demonstrates knowledge and skills to:
	• Identify safety requirements for operating bar & cellar equipment
	• Operate bar & cellar equipment within standard requirements
	• Maintain hygiene and tidiness of bar & cellar area
	• Use of accurate measures and appropriate glassware for drinks
	• Prepare a range of standard drinks, both alcoholic and non-alcoholic

	• Set up and operate a bar according to established procedures and systems under normal operating conditions and workplace time constraints
Underpinning Knowledge and Attitudes	Must demonstrate knowledge of: • Cellar compliance requirements under various legislation • Safety issues and safe work practices of specific relevance to bar operations including • Different types of bars and bar service, including those relevant to events and functions • Major types of beverages and their characteristics, including beers, spirits, mixed drinks, soft drinks, wines and cocktails with correct handling and storage • Operational features of typical bar equipment • Correct and environmentally sound disposal methods for bar waste
Underpinning Skills	Must demonstrate: • Communication skills to provide practical information about cellar issues to colleagues • Technology skills to work with equipment at an serviceable and basic maintenance level • Preparation and serving techniques for a basic range of drinks, • Problem-solving skills to deal with beverage quality problems • Numeracy skills to calculate costs, change and ratios and quantities for recipes
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competency may be assessed through: • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Front Office Service Level III	
Unit Title	**Perform Occupancy and Departure Operations**
Unit Code	**CST FOS3 05 1021**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to perform occupancy and departure operations using computerized system. It includes operational activities of creating and maintaining guest accounts, following up financial transactions and effectively performs guest checkout procedures using automated system.

Elements	Performance Criteria
1. Manage Guest Services using computerized system	1.1. Guest information is being created and amended using computerised system 1.2. *Guest details* are updated as per the information provided. 1.3. *Complaints* are logged according to their urgency and need of follow-up. 1.4. Wake-up-calls are received and logged in the system according to the request of the guests. 1.5. *Room change requests* are processed on the system. 1.6. Linking and de-linking of rooms are processed upon guest request 1.7. Cancellation of check-in is undertaken according to the establishment policy and procedures.
2. Operate Cashiering Services Using Computerized System	2.1 *Credit Postings* are processed using computerized system 2.2 *Debit postings* are processed using computerized system 2.3 The outstanding balance of a guest account is cross checked for correctness 2.4 Deposits and refunds are managed and checked for correctness 2.5 *Bills and folios* are being split according to guests request 2.6 **2.6** Accounts are transferred to the appropriate destination according to guests request
3. Perform Departure Procedures Using Computerized System	3.1 *Preparations for Checkout* are processed in advance for the daily departures 3.2 Guest bills are prepared and checked for correctness before guest request for the bill 3.3 Bills are split or merged up on the request of the guest using the automated system 3.4 *Settlement* is carried out effectively and with maximum precision 3.5 Cash and *cash equivalents* are collected and managed

4. Complete Day End Process Using Computerized System	4.1. *Night auditing procedures* are performed using computerized system
	4.2. *Guest history records* are created and saved for future use on the computerized system
	4.3. *Night audit reports* are generated and readied for dissemination for respective departments and officials
	4.4. Minimize use of printed materials and maximize electronic transmission and filing of all documents to reduce waste and negative environmental impacts
5. Carry out Supervisory Tasks Using Computerized System	5.1. New users are created and access levels are determined
	5.2. New rates are defined and set according to company standards
	5.3. Commissions are handled and maintained according to company standards
	5.4. *Advanced miscellaneous features* of the system are identified and performed
	5.5. Currency exchange entries are maintained
	5.6. Room types, features, and meal plans are set
	5.7. Room status are updated

Variable	Range
Guest Details	May include but not limited to: • Departure date • Number of persons • Payment details • Name of the guest • Company details • Group information
Complaints	May include: • Attitudinal complaints • Unusual complaints • Mechanical complaints • Service related complaints
Room change requests factors	May include: • Interest of the guest • Location of rooms • Price of rooms • Availability of rooms • Desire and décor of rooms • Room type

Credit Postings	May include:
	• Deposits
	✓ Pre-payments
	✓ Settlement Payments
	✓ Payments for part of the bill during stay
	• Bill allowances
	• Bill transfers depending on their entry types
Debit postings	May include:
	• Room charges Postings
	• Restaurant charge postings
	• Laundry charge postings
	• Bar charges postings
	• Recreation and spa postings
	• Bill transfers depending on their entry types
	• Telephone charges
Bills and folios	May include:
	• Employee folios
	• Guest folios
	• Non guest folios/Incidental folios
	• Guest bills
	• Non guest bills
Preparations for Checkout	May include:
	• Preparing guest bill and folio
	• Preparing ledgers for groups
	• Late charges posting
	• Sending the bills to guests for verification
	• Advising guest on checkout options(express checkout/self-checkout)
Settlements	May include:
	• Cash settlements
	• Credit/debit card settlements
	• Direct billing settlements
	• Cheque settlements
	• Voucher settlements
	• Account transfer settlements
	• Bill allowance for settlement

Cash equivalents	May include:
	• Credit card vouchers
	• Company cheques
	• Company letters
	• Travellers' vouchers
	• Airline vouchers
	• Gift vouchers
Night Auditing Procedures	May include:
	• Complete outstanding posting
	• Reconcile room status discrepancies
	• Verify room rates
	• Balance all departmental accounts
	• Verify no-show reservations
	• Post room rates and taxes
	• Prepare reports
	• Prepare cash receipts for deposit
	• Clear or back up the system
	• Distribute reports
Guest History Records	May include but not limited to:
	• Guests' behaviour
	• Guest preferences
	• Special incidents
	• Guest complaints
Night audit reports	May include:
	• Occupancy percentage reports
	• Departmental revenues reports
	• Police report
	• Board report
	• No-shows and cancellations report
	• High-balance report
	• Group sales report
	• Discrepancy report
	• Daily operation reports
Advanced miscellaneous features	May include but not limited to:
	• Data extraction,
	• User activity log
	• File export
	• Membership management

| | • Room and floor plan |
| | • Account maintenance |

Evidence Guide	
Critical aspects of Competence	Must demonstrates knowledge and skills of:
	• The ability to use the features of a computerised reservations or operations system correctly and efficiently
	• The ability to accurately operate a computer reservations system to make and process bookings in response to multiple customer requests covering a range of tourism products and services, ideally as a component of integrated work activity
	• The ability to use a full range of system administrative capabilities relevant to the job role
	• project or work activities that show the candidates' ability to operate a computerised reservation or operations system used within the particular industry sector in which they are working or seeking work
	• completion of registration and other check-in activities within typical workplace time constraints
Required Knowledge and Attitudes	Demonstrates knowledge of:
	• role of computerised occupancy and checkout operations systems within the tourism and hospitality industry
	• range of products and services controlled by the computer system
	• range of sales, operational and accounting functions that can be controlled by the system
	• procedures and codes required to enter and exit a system
	• common computerised operational entries, including encodes and decodes
	• mandatory fields
	• requirements for specific formatted entries
Required Skills	Must demonstrate skills to:
	• Apply procedures for confirming, storing and retrieving occupancy operations
	• Identify procedures for amending, posting and checkout
	• Apply procedures for sending and receiving messages
	• Apply basic computer and keyboarding
	• Read and interpret complex product information controlled by the system which can include costs, terms and conditions of their sale; read, interpret and use system codes

	input operational data accurately numeracy skills to interpret statistical data within the various reports produced and manage the accounting processes that relate to a particular file, customer or reservation
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competency may be assessed through: • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational standard: Front Office Services Level III	
Unit Title	Maintain Workplace Relations
Unit Code	**CST FOS3 06 1021**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to manage workplace relations and resolve conflict situations with customers and colleagues. It also describes the resolution of escalated complaints respectively.

Elements	Performance Criteria
1. Communicate with customers and colleagues from diverse backgrounds.	1.1. Customers and colleagues from different cultural are valued treated with respect and sensitivity. 1.2. Attempts are made to overcome **language barriers** by communicating through the use of gestures, sign language, or simple words in English or the other person's language. 1.3. Obtain assistance from colleagues, reference books or *outside organizations* when required.
2. Build a positive industrial relationship	2.1. Potential causes of industrial unrest in external environments are analysed and appropriate action is taken promptly. 2.2. **Conditions of employment** are created according to relevant legislation and industrial awards or agreements. 2.3. Mechanisms for consulting with staff are implemented and facilitating two-way communication. 2.4. Induction and training initiatives are used effectively to develop a competent workforce. 2.5. Consultative structures for the identification and resolution of grievances are established
3. Develop effective team relationship	3.1 Relationships with **team members** and promote benefits of cooperative work consistent with *organizational plan goals and objectives* are developed and maintained 3.2 *Responsibilities* and assignments in a positive manner to promote effective relationships within the work group are undertaken 3.3 Courteous and **appropriate communication** with others in a manner, which reflects sensitivity to individual *social* and *cultural differences* in accordance with *organizational requirements*, are conducted
4. Identify team conflict	4.1 Potential for **conflict** is identified quickly and swift is taken and tactful action to prevent escalation.

	4.2	*Situations where personal safety of customers or colleagues treatment is* identified quickly and appropriate assistance is organized.
	4.3	*Resources to assist in managing conflict* where appropriate *are* identified and used according to organization policy and procedures
5. Resolve team conflict	5.1	Responsibility for finding a solution to the conflict within scope of individual responsibility is taken.
	5.2	Conflict is dealt with sensitively, courteously and discreetly and steps are taken to maximize impact on other colleagues and customers.
	5.3	Effective *communication skills* are used to assist in management of the conflict.
	5.4	All points of view, acknowledge is encouraged and treated them with respect.
	5.5	The nature and details of the conflict with all parties is established and agreed and the impact of the situation on them is assessed.
	5.6	Possible options are determined to resolve the conflict and the best solution in agreement with all parties, taking into account any *organization constraints* are promptly analyzed and decided.
	5.7	Accepted *conflict resolution techniques* are used to manage the conflict situation and solutions are developed.

Variable	Range
Attempts to overcome language barriers	May include, but not limited to: • meet, greet and farewell customers • give simple directions • give simple instructions • answer simple enquiries • prepare for, serve and assist customers • describe goods and services
Outside organizations	May include, but not limited to: • interpreter services • diplomatic services • local cultural organisations • appropriate government agencies • educational institutions • disability advocacy groups

Appropriate action	May include, but not limited to:
	• initiation of consultation processes
	• further research on issues presented
	• making reports and recommendations to colleagues
	• accessing specialist assistance
Conditions of employment	May include, but not limited to:
	• salary or wages
	• penalty rates
	• holiday and leave entitlements
	• superannuation
	• hours of work
	• grievance procedures
Team members	May Include:
	• Specific groups of employees assigned to complete designated tasks, or to work together
	• The organization as a whole
	• Individual branches
	• Individual work sections
Organizational goals and objectives	May Include:
	• Reporting deadlines
	• Budgetary targets
	• Team participation
	• Team and individual learning goals
	• Professional development
Responsibilities	May Include:
	• Obeying lawful orders
	• Confidentiality and privacy requirements
	• Safety and care with respect to occupational safety and health requirements
	• Terms and conditions of own employment
	• Responsibility of providing a safe environment, free from discrimination and sexual harassment
appropriate communication	May Include:
	• Using active listening
	• Using both open and closed questions
	• Speaking clearly and concisely
	• Using appropriate language and tone of voice
	• Being attentive

	• Maintaining eye contact in face-to face interactions • Using appropriate non-verbal communication in face-to-face interactions, e.g. Body language, attention and personal presentation
Social and cultural differences	May Include: • Language • Traditional practices and observations • Beliefs, values, practices • Food, diet • Dress • Religious and spiritual observances • Social conventions • Cultural stereotypes • Conventions of gender/sexuality
organizational requirements,	May Include: • Legal and organizational policy and procedures, including personnel practices and guidelines • Organizational goals, objectives, plans, systems and processes • Legislation relevant to the operation, incident and/or response • Employer and employee rights and responsibilities • Business and performance plans
Organization standards, policies and procedures	May Include: • Complaints procedures • Organizational standard report forms • Job descriptions • Code of ethics • Quality systems, standards and guidelines
Conflict	May include, but not limited to: • customer complaints • conflict among work colleagues • refused entry • drug or alcohol-affected persons • ejection from premises • problems or faults with a service or product • delays or poor timing of product or service supply • misunderstandings or communication barriers • difficult or demanding customers • customers with different or special needs or expectations

Situations where personal safety of customers	May include, but not limited to: • drug or alcohol-affected persons • people with guns or arms • situations where someone has been or may be hurt • people who appear to be violent or are threatening • situations where customers refuse to leave or be pacified
Customers or colleagues may be from a range of cultural	May include, but not limited to: • workmates • hospitality or tourism customers • outside contractors • suppliers
Resources to assist in managing conflict	May include, but not limited to: • senior staff • other staff members • internal security staff or police • counselors
Communication skills	May include, but not limited to: • listening and active listening • questioning techniques, such as asking the right question to elicit the other parties' needs • asking questions to gain information, clarify ambiguities and adequately understand requirements • rephrasing and repeating questions, requests and statements to confirm that they have been correctly understood • empathizing with the colleague or customer's situation while upholding organization policy • assertiveness • non-verbal communication and recognition of non-verbal signs ability to speak clearly to be understood and use appropriate language, style and tone
Organization constraints	May include, but not limited to: • costs and budgets • organization policy on refunds or exchange • lack of availability of replacement items, services or tickets
Conflict resolution techniques	May include, but not limited to: • problem-solving • negotiation • use of appropriate communication skills

Causes of workplace conflict	May include, but not limited to:
	• poor communication
	• lack of information
	• changes to practices and procedures
	• cultural misunderstanding
	• lack of empathy
	• complaints
	• workplace problems and issues

Evidence Guide	
Critical aspects of Competence	Must demonstrates knowledge and skills of:
	• Industrial relations issues, procedures and regulations as they apply to particular sectors
	• Interpreting industrial awards and agreements
	• Foster the development of a positive industrial relations climate
	• The development of workplace relations approaches to meeting a particular organization or industry need
	• Analyzing feedback techniques and team building techniques to build and maintain interpersonal
	• Relationships within a designated work group or team
	• Conflict resolution techniques
	• Applying conflict resolution techniques to resolve a range of different conflict situations in contexts appropriate to the job role and workplace
Required Knowledge and Attitudes	Must demonstrates knowledge of:
	• Principles that underpin cultural awareness
	• Overview of the current federal and relevant state or territory industrial relations system, including legal obligations of employers
	• Role of specific unions in the relevant industry sector
	• Role of specific employer groups in the relevant industry sector
	• Overview of procedures for creating workplace agreements
	• Procedures and specific communication skills for formal counseling, and grievance and industrial dispute resolution
	• Team building techniques to build and maintain interpersonal relationships within a designated work
	• Communicate effectively with a range of people relevant to position and role
	• Types of conflict that typically occurs and typical causes

	• conflict theory, including signs, stages, levels, factors involved and results

Required Skills	Must demonstrate:
	 • Critical thinking and analytical skills to evaluate complex information from varied sources and apply that information to management practices
	 • Planning and organizational skills to organize and implement workplace procedures to address industrial relations issues
	 • Numeracy skills to work with numerical aspects of industrial agreements
	 • Principles of effective communication skills
	 • Conflict resolution skills and strategies incorporating communication skills of:
	     ➢ Assertiveness
	     ➢ Listening
	     ➢ non-verbal communication
	     ➢ language style
	     ➢ problem-solving
	     ➢ negotiation

Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competency may be assessed through: • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Front Office Service Level III	
Unit Title	**Conduct Routine Workplace Communication in English**
Unit Code	**CST FOS3 07 1021**
Unit Descriptor	This unit covers the knowledge, attitudes and skills needed to conduct routine workplace communication in conveying the necessary information using asking, giving, describing, comparing and reporting at workplace.

Elements	Performance Criteria
1. Ask and compare	1.1. Different expressions of asking and comparing things, ideas and persons are used. 1.2. ***Various* expressions *on asking and comparing* things, ideas and persons are identified and discussed by the trainees.** 1.3. Different ways of expressions on asking and comparing things, ideas and persons are performed. 1.4. Feedbacks and clarifications on different expressions of asking and comparing things, ideas and persons are given.
2. Describe things and work places	2.1. Different expressions of describing things, ideas and persons are used. 2.2. ***Various expressions on describing things, ideas and persons* are identified and discussed by the trainees.** 2.3. Different ways of expressions on ideas and persons describing things are performed. 2.4. Feedbacks and clarifications are made on different expressions of
3. Give and follow instructions and directions	3.1. Different expressions of giving and following instructions and directions are used. 3.2. ***Various* expressions on *giving and following instructions and directions* are identified and discussed by the trainees.** 3.3. Different ways of expressions on giving and following instructions and directions are performed. 3.4. Feedbacks and clarifications are made on different expressions of giving and following instructions and directions
4. Write and report Simple things and persons.	4.1. Information about persons and things in workplace communications is reported. 4.2. ***Various forms of application letters and personnel datasheets (resume)* are introduced.** 4.3. Various forms of application letters are written. 4.4. Various forms of personnel datasheets (resume) are written.

	4.5. Feed backs and clarifications are given.

Variables	Ranges
Various expressions on asking and comparing	• Related day to day activities, facilities, services and procedures at workplace.
Various expressions on describing things, ideas and persons	• Related to everyday activities, facilities, services and procedures at workplace.
Various expressions on giving and following instructions and directions	• Related to routine activities, facilities, services and procedures at workplace.
Various forms of application letters and personnel datasheet (resume)	• Notices, memos, forms, application letters, and personal data sheets related to regular activities, facilities, services and procedures at workplace.

Evidence Guide	

Critical Aspects of Competence	Demonstrates skills and knowledge to:
	• use appropriate expressions of:
	  ➢ giving, asking and comparing information,
	  ➢ describing things, ideas and persons,
	  ➢ giving and following instructions and directions
	• Write out notices, memos, forms, letters, and personal data sheets related every day activities, facilities, services and procedures at workplace.

Required Knowledge and Attitudes	Demonstrates knowledge of: • Notices, memos, forms, letters, and personal data sheets related to routine activities, facilities, services and procedures at workplace.

Required Skills	Demonstrates skills to:
	• Identify appropriate expressions on:
	  ➢ giving, asking and comparing information,
	  ➢ describing things, ideas and persons,
	  ➢ giving and following instructions and directions
	• Make conversations using expressions of:
	  ➢ giving, asking and comparing information,
	  ➢ describing things, ideas and persons,
	  ➢ giving and following instructions and directions

	• Produce notices, memos, forms, letters, and personal data sheets related to regular activities, facilities, services and procedures at workplace.
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Service Level III	
Unit Title	**Conduct Workplace Communication in a Language Other Than English**
Unit Code	**CST FOS3 08 1021**
Unit Descriptor	This unit describes knowledge, skills and attitude required to carry out both predictable and non-routine and varied communication in tourism and hospitality workplaces in French language involving daily transactions and interactions.

Elements	Performance Criteria
1. Ask and give location and direction.	1.1. Appropriate ***communication method to asking and giving directions*** is used*.* 1.2. Different vocabulary is used to communicate accordingly. 1.3. Questioning and answering methods are used to gain extra information. 1.4. Correct sources of information on a deal are identified. 1.5. Information is selected and organized correctly. 1.6. Direction telling is demonstrated following language rule and regulations. 1.7. Future tense is used to tell location and direction. 1.8. Roll play is used with team to demonstrate specific activities.
2. Making and receiving phone calls.	2.1. Some expressions of ***telephoning*** are used, as required. 2.2. Communication skills are maintained during telephoning. 2.3. Goals and objectives are undertaken in telephone reservation. 2.4. Appropriate expressions and different terms are used to make and receive phone calls. 2.5. Some expressions of making and receiving phone calls are discussed and sorted out. 2.6. An appropriate expression is used to make and receive telephone reservation. 2.7. Roll play is done in a real situation.

3. Welcoming and serving guest in the restaurant, hotel, airport, museum and tourist sites.	3.1. Appropriate expressions are used to welcome and fare well guest.
	3.2. Specific vocabulary and expression are identified to **welcome and serve guests**.
	3.3. The need of guest is understood in welcoming and serving process.
	3.4. All conflicts and complaints are recognized with sensitivity and in keeping with the social and cultural conventions of the guest.
	3.5. Appropriate apologies and expressions of regret for the situation are conveyed.
	3.6. How to ask and respond are comprehended in the restaurant, hotel, airport, museum, tourist sites and etc in polite way.
	3.7. Used terms and vocabulary related to welcome and serve guest in the restaurant, hotel, airport, museum, tourist sites and etc. are identified frequently.
	3.8. How to explain and give advice on European and Ethiopian national dish and national drinks for guest are used.
	3.9. The price (the bill.) of service is asked.
	3.10. Roll play is played in the restaurant /in the hotel /in the museum etc. following work place procedure.

Variable	Range
Asking and giving direction	May include, but not limited to: • Where is • Where are • Where is found • Where is situated • How can I… • How do I... • Would / Could you ... Please? • Excuse me where is... • I am looking for... • Go straight • Turn to left /right... • Take the first /the second...../ the last... • It is located /found... • Left/ right • In front of /behind.... • East, West, North, South.

	• First floor /second floor
	• Bus /Train number 23
	• Distance in km
	• Far /Nearby bus, by plan, by train ,on foot etc.
Telephoning	May include, but not limited to:
	• Composing the number and calling.
	• Speaking on the phone in polite manner.
	• Responding a telephone in polite manner.
	• Giving and Receiving message in the telephone.
	• Dealing with the wrong number.
	• Dealing with the bad connection.
	• Giving an appointment and calling back.
	• Taking a reservation.
	• Confirming and cancelling a reservation.
	• Taking and giving information in telephone.
Welcoming and serving guests	May include, but not limited to:
	• Well come.
	• Well come to Ethiopia /our hotel /restaurant/museum/airport/ historical site...
	• Taking food and beverage order and give an advise.
	• Explaining the ingredient and the different cooking method.
	• Dealing complaints and apologizing.
	• Asking and giving the bill.
	• Fare welling.
	• Check in and checkout in the airport and in the hotel.
	• Price museum /plane /shop.

Evidence Guide	
Critical Aspects of Competence	Evidence of the following is essential:
	• Use a range of extended non-verbal communication skills effectively, as well as verbal skills such as narrative and descriptive statements
	• use repetition, clarification and paraphrasing techniques to clarify requirements, solve problems and conflict, and reassure customers and colleagues
	• Communicate constructively and sensitively in French to solve problems and conflict, and reassure customers and colleagues in a particular workplace.

Required Knowledge and Attitudes	Demonstrates knowledge of: • key information and information sources relating to the particular tourism or hospitality circumstance • key information and standard procedures specific to negotiating in relation to operations and functions in a particular workplace
Required Skills	Demonstrates skills to: • cross-cultural communication to participate in non-routine and varied communication situations • communication and interpersonal to allow for positive and courteous interactions with customers • positive and effective verbal and non-verbal communicative and interactive techniques to establish rapport, provide detailed information and advice, be responsive to customers and deal with the needs of a particular workplace relevant to the languages being assessed • problem solving and conflict resolution techniques
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

NTQF Level IV

Occupational Standard: Front Office Services Level IV	
Unit Title	**Apply Revenue Management Techniques**
Unit Code	**CST FOS4 01 1021**
Unit Descriptor	This unit covers the knowledge, skills and attitudes to apply revenue management concept, maximize occupancy and revenue, occupancy and revenue statistics, exchange notifications and operational reports with other departments of a hotel and maintain and use guest history records.

Elements	Performance Criteria
1. Analyze revenue management concepts	1.1. ***Scope of the role of revenue management*** is explained. 1.2. Revenue management ***terminologies*** are identified**.** 1.3. The relationship and difference between yield and revenue is identified
2. Interpret yield management computations	2.1 The concept of yield management is demonstrated 2.2 Yield percentage using actual and potential room revenues is computed 2.3 Occupancy percentage is computed and its implications are explained 2.4 Average Daily Rate/ADR and Revenue Per Available Rooms/Rev PAR are computed 2.5 Types of bookings or businesses, which are most profitable for the organization, are identified and prioritized
3. Apply pricing strategies	3.1 ***Pricing strategies*** required for managing income are assessed. 3.2 Different room rates (or 'differential pricing') to secure bookings from the most profitable market segments are applied. 3.3 The ***role of the revenue manager*** in the hospitality industry is interpreted and illustrated. 3.4 Demand inventory & ***goals of pricing*** is explained. 3.5 Importance of ***factors affecting fixation of price*** are explained.
4. Prepare front office, operational and financial reports	4.1 ***Front office***, ***operational and financial reports*** are analyzed and compiled to evaluate organizational performance 4.2 Departmental notifications are dispatched to concerned departments in a timely manner

Variable	Range
Scope of Revenue Management	May include: • Implement revenue management operations, procedures and best practices. • Identify new revenue opportunities. • Provide daily, weekly and monthly reporting. • Optimize and expand distribution partnerships. • Act as overall business development consultant for the hotel manager/owner. • Challenge and influence hotel to improve service level and operational standards. • Build and maintain strong working relationships with levels of staff at the client hotel. • Travel regularly to each hotel. • Embed a revenue management culture.
Terminologies	May include: • Average length of stay (ALOS) • Cost of Acquisition • Occupancy rate • Allotment • Best Available Rate • Market share • Best Available Rate (BAR) • Average Rate Index (ARI) • Cost Per Occupied Room (CPOR)

Pricing strategies	May include:
	• Cost Based pricing
	  ✓ Rule of thumb and
	  ✓ Scientific approach/Hubbart's formula)
	• Market based pricing
	  ✓ Competition based
	  ✓ Market tolerance
	  ✓ Rate cutting
	  ✓ bundle pricing
	  ✓ guest needs based rated
	  ✓ psychological pricing

Role of revenue manager	May include: • Monitor, analyze, and report on demand patterns, sales, and losses.

	• Develop, implement daily, and improve sales strategies as needed • Analyze no-shows, cancellations, early departures, and unexpected stay over patterns • Direct weekly revenue meetings • Assist with product development and marketing of transient packaging • Provide weekly reports
Goal of pricing	May Include: • Increase in market Share • Meet or prevent competition • Profit Maximization • Stabilizing Price • Pricing for Target Return on Investment (ROI): • Resource Mobilization
Factors affecting fixation of price	May include • Cost of production • Demand for a product • Price of competing firms • Purchasing power of customers • Government regulations • Marketing methods used • Goal of the company
Front office reports	May include, but not limited to: • Daily occupancy reports • Occupancy forecasts • Daily business report • RevPAR and ADR reports
Departmental notifications	May include, but not limited to: • Arrival list • Guest list • Room list • Room change notification • Departure list • VIP/ SPATT list • Group list (Function List)
Operational reports	May include, but not limited to: • Housekeeping report

	• Standard room/ maintenance report (room status report)
	• Incident book, handover report or department diary
Financial reports include:	May include, but not limited to:
	• A daily business, trading or sales report
	• Method of payment summary
	• Debtor analysis
	• Budgets

Evidence Guide	
Critical aspects of competency	Must demonstrates knowledge and skills of:
	• The nature and use of revenue management
	• Manipulating average daily rate, revenue per available room, and yield percentage
	• Maximizing occupancy and revenue using different techniques
	• Working on yield management using hotel soft wares
	• Gather and use guest, occupancy and revenue statistics for business analysis
	• Preparing front office, operational and financial reports
Required knowledge and attitudes	Must demonstrates knowledge of:
	• Identifying different types of rates and pricing methods
	• Identifying market segments
	• Measurement and analysis of different data
	• Marketing strategies and sales promotion techniques
Required skills	Must demonstrate:
	• Skills to operate relevant hotel software
	• Problem-solving skills to identify and investigate a range of routine statistics
	• Literacy skills to read and interpret numerical data, such as percentages,
	• Numeracy skills to tender correct change and undertake simple financial reconciliations
Resource Implications	The following resources must be provided: Workplace or fully equipped location with necessary tools and equipment as well as consumable materials

Assessment Methods	Competence may be assessed through:
	• Interview / Written exam
	• Observation / Demonstration
Context for Assessment	Competence may be assessed in the workplace or in simulated work

Occupational Standard: Front Office Service Level IV	
Unit Title	**Conduct Night Audit**
Unit Code	**CST FOS4 02 1021**
Unit Descriptor	This unit describes knowledge, skills and attitude required to check and reconcile daily financial transactions and records, and produce reports relating to a commercial accommodation establishment's trading and revenue.

Elements	Performance Criteria
1. Monitor financial transactions	1.1. *Transactions* are carried out according to enterprise procedures. 1.2. Balances prepared by other outlets are reconciled according to enterprise procedures. 1.3. Financial and system *discrepancies* are identified and resolved according to level of responsibility. 1.4. *Financial systems* and financial control systems are implemented according to enterprise procedures. 1.5. Systems are monitored and feedback is provided to appropriate management
2. Perform Night Audit Process	2.1 *Night audit processes* are completed as per the enterprise's requirement 2.2 All *departmental accounts* are balanced 2.3 Cash receipts for deposit are prepared
3. Complete routine records and reports	3.1 Routine records and *reports* are completed accurately within designated timelines. 3.2 Reports are forwarded promptly to the appropriate person or department. 3.3 Use of printed materials is minimized and electronic transmission and filing of all documents are maximized to reduce waste and negative environmental impacts.

Variable	Range
Transactions	May include, but not limited to: • arrivals and departures transactions • food and beverage • mini-bar • laundry and other services • interdepartmental vouchers

	• foreign currency activities • all types of payment
Discrepancies	May include, but not limited to: • incorrect posting • errors in guest folios • computer problems • errors in source documentation
Financial systems	May include, but not limited to: • petty cash • floats • debtor control • banking procedures
Night Audit Process	May Include: • Complete outstanding posting • Reconcile room status discrepancies • Verify room rates • Balance all departmental accounts • Verify no-show reservations • Post room rates and taxes • Prepare reports • Prepare cash receipts for deposit • Clear or back up the system • Distribute reports
Departmental accounts	May Include but not limited to: • Restaurant and Bar accounts • Recreational Centre accounts • Laundry accounts • Banquets and even accounts • Business centre accounts etc
Reports	May include, but not limited to: • paper-based or electronically transmitted materials • occupancy • sales performance • department break ups • commission earnings • supplier activity • sales returns • commercial account activity

	• foreign currency activities

Evidence Guide

Critical Aspects of Competence	Must demonstrate knowledge and skills of: • Undertaking check and balance a range of transactions, including identifying and rectifying discrepancies within typical workplace time constraints • How the night audit process impacts on overall financial management of the accommodation establishment • Conducting a night audit accurately on multiple occasions covering transactions from several different operating periods
Required Knowledge and Attitudes	Demonstrates knowledge of: • typical financial control processes and procedures that apply to front office operations • financial reporting cycles and procedures for a front office • importance of financial checking and reporting processes in the overall financial management of an accommodation establishment
Required Skills	Must demonstrate: • identifying and rectifying typical variances and discrepancies that occur within an accommodation establishment • literacy skills to read and interpret complex documents such as individual and group guest reservation information, services provided to guests and accounting folios • high-level numeracy skills to interpret, calculate and perform financial reconciliation of complex guest and front office accounting information
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Service Level IV	
Unit Title	**Plan and Implement Sales Activities**
Unit Code	**CST FOS4 04 1021**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to plan and implement sales activities. It requires the ability to identify and analyse market and customer needs, proactively target current and new customers, plan the operation of sales calls, make calls and prepare sales reports.

Elements	Performance Criteria
1. Collect information on the internal and external sales activity	1.1. Current and past sales activities' ***information*** is identified. 1.2. Strengths, weaknesses and critical success factors are identified in all areas of sales. 1.3. Current ***capabilities and resources*** for the sale of products and services are identified and recorded, including the need for specialist assistance. 1.4. Any under-performing products and services are identified and reported on reasons for under-performance. 1.5. ***Comparative market information*** is gathered and examined.
2. Plan sales activities.	2.1. Sales activities for existing and potential customers are planned and scheduled according to marketing plan or other organization systems. 2.2. Appropriate organization, customer and market ***information*** are identified, analyzed and incorporated into the sales planning process. 2.3. Prospects are proactively sourced and profiles are created accordingly. 2.4. Potential revenue is estimated based on sound analysis of information and in consultation with appropriate colleagues. 2.5. Activities are planned to maximize opportunities to meet individual and team targets. 2.6. ***Practical sales call patterns*** are e***stablished*** based on analysis of all relevant customer and market information.

3. Prepare for sales calls.	2.1. Sales call appointments are made in advance where appropriate. 2.2. **Sales call strategies and tactics** are developed based on market knowledge, current sales focus and consultation with appropriate operational colleagues. 2.3. Specific **information support materials** are gathered to support individual sales calls.
4. Make sales calls.	4.1. Sales calls are made according to agreed call patterns. 4.2. Relationships with customers through the use of effective interpersonal communication styles are built. 4.3. Customer trust and confidence through the demonstration of personal and professional integrity is developed. 4.4. Customer issues and problems are proactively identified and resolved. 4.5. Selling techniques are used to maximize opportunities to meet and exceed sales targets. 4.6. Current, accurate and relevant information on product features and benefits are provided according to current organization marketing focus. 4.7. Feedback from customers is encouraged and market intelligence is proactively sought.
5. Review and report on sales activities.	5.1. All activities are reviewed according to agreed evaluation methods and incorporate results into future sales planning. 5.2. Sales reports are prepared according to required timelines and organization procedures. 5.3. Market intelligence is presented in a manner that provides clear and concise information to those responsible for sales and market planning. 5.4. Market intelligence is shared with relevant colleagues in a timely fashion.

Variable	Range
Information	May include, but not limited to: • sales and marketing reports • official statistics • government agencies • industry associations • business advisory services • financial institutions • industry publications

	• market trends • competitive activity • internet • peer
capabilities and resources	May include, but not limited to: • human resources • financial resources • equipment capacity • staff skill levels • hours of operation • communication capabilities • location and position • e-business capacity
comparative market information	May include, but not limited to: • best practice information • benchmarking • competitor information
Practical sales call patterns	May include, but not limited to: • specific sales and revenue targets • call intensity required • geographic considerations and restraints • current organization priorities • need for administration and reporting time
Sales call strategies and tactics	May include, but not limited to: • focus on specific products or offers • individual customer history • current sales figures for nominated periods • response to competitive activity
Information support materials	May include, but not limited to: • brochures • tariff sheets • other hand-outs • internet and web pages • electronic updates • display material • giveaways • incentive material

Evidence Guide	
Critical aspects of Competence	Must demonstrates knowledge and skills of: • assignment deeds that show gathering information ability to prepare sales plan • project or work activities that show plan and implement sales activities for a specific business operation and to prepare sales reports • use of effective communication skills during sales calls • the industry, including structure and interrelationships, industry networks, information sources and distribution and marketing networks • project or work activities conducted over a commercially realistic period of time

Required Knowledge	Demonstrates knowledge of:
	• the principles of selling, sales communication and relationship building
	• in-depth product characteristics sufficient to take a proactive sales role
	• detailed knowledge of the industry, including structure and interrelationships, industry networks and information sources
	• industry and market knowledge appropriate to the sector and organization, including:
	  ➢ in-depth knowledge of distribution and marketing networks, especially those that support the product or service being promoted
	  ➢ current customer and market trends, products and service style that would meet particular customer and market requirements and preferences
	  ➢ links between sales and other areas of the organization's operations
	• overall structure and content of marketing plans
	• role of sales within the overall marketing mix
	• broad and working knowledge of the legal liability and implications of consumer legislation and regulations on selling products appropriate to particular industry sectors

Required Skills	Must demonstrate: • sales skills to sell diverse products and services in a range of industry contexts and environments • planning and organizational skills that relate to the conduct of

	sales activities • high-level verbal communication skills, specifically active listening and questioning • conflict and problem resolution techniques in order to take a lead role in solving ongoing problems • high-level literacy skills to interpret customer information and market trend information, and to read and prepare sales reports • high-level numeracy skills to calculate potential sales revenues and create and interpret sales statistics
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competency may be assessed through: • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Front Office Services Level IV	
Unit Title	**Lead and Manage Front Office Team Members**
Unit Code	**CST FOS4 05 1021**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to lead and manage Front offices personnel in the workplace including, Prepare for on-the-job coaching , Coach colleagues on the job, Model high standards of performance and behavior, Implement performance management systems, Monitor staff performance and provide feedback and Recognize and resolve performance problems in the front offices department.

Elements	Performance Criteria
1. Prepare for on-the-job coaching	1.1. The need for coaching is identified based on a *range of factors.* 1.2. Specific coaching needs are identified through discussion with colleague to be coached. 1.3. Where appropriate, *coaching sessions* are organized according to organization policy.
2. Coach colleagues on the job	2.1 The overall purpose of coaching is explained to colleague. 2.2 The specific *skills* to be coached are explained and demonstrated. 2.3 Any required *knowledge* is communicated clearly to colleagues and their understanding is verified. 2.4 Colleagues are provided with opportunity to practice their skill and allowed to ask questions. 2.5 Feedback is provided in a constructive and supportive manner. 2.6 *Performance problems or difficulties* are identified with the coaching and rectified or referred to the appropriate person for follow-up.
3. Model high standards of performance and behavior.	3.1 Modeling an individual performance as a positive reinforcement is made. 3.2 Organization goals in day-to-day work performance are supported. 3.3 Colleagues are treated with integrity, respect and empathy
4. Implement performance management systems.	4.1 Formal performance management systems are implemented according to organization policy 4.2 Individual performance evaluations are conducted openly and fairly according to organization policy. 4.3 Performance management records are completed and filed according to organization policy and industrial requirements. 4.4 Courses of action with colleagues are agreed and followed up at

	workplace according to standards set.
5. Monitor staff performance and provide feedback.	5.1 Colleagues are consulted about ***expected standards of performance*** using appropriate communication mechanisms. 5.2 Ongoing performance is monitored by maintaining close contact with relevant colleagues at workplace. 5.3 Feedback is offered with corrective action to colleagues on an ongoing basis. 5.4 ***Appropriate guidance and support*** is provided to colleagues at workplace. 5.5 ***Recognition and reward*** for achievements and outstanding performance are provided according to organization procedures. 5.6 The need for further coaching or training is identified according to organization policies.
6. Recognize and resolve performance problems	6.1 Performance problems are promptly identified and investigated. 6.2 Feedback and coaching are used appropriately to address performance problems. 6.3 ***Possible solutions*** with the colleague in question are discussed and agreed upon according to organization procedures. 6.4 Outcomes of informal counseling through review in the workplace are followed up. 6.5 Formal counseling session when needed is organized and conducted according to ***required procedures***.

Variable	Range
Range of factors	May include, but not limited to: • request for coaching from colleague to be coached • own observation and workplace experience • direction from colleagues
Coaching sessions	May include, but not limited to: • on-the-job during work hours • before or after work • In a simulated location away from the actual workplace
Skills	May include, but not limited to: • customer service skills • technical or practical skills, such as operating equipment, making something or completing documentation • selling or promoting products and services

Performance problems or difficulties	May include, but not limited to: • shyness or lack of confidence • breakdown in communication • language or cultural barriers • insufficient opportunity to practise • inappropriate circumstances for coaching
expected standards of performance	May include, but not limited to: • productivity • punctuality • personal presentation • level of accuracy in work • adherence to procedures • customer service standards • team interaction • response times • waste minimisation • cost minimisation
Appropriate guidance and support	May include, but not limited to: • advice on training and development opportunities • support with difficult interpersonal situations • opportunity to discuss work challenges • confirmation of organizational objectives and key performance requirements • ensuring adequate resources are applied representing staff interests in other forums
Recognition and reward	May include, but not limited to: • informal acknowledgment • acknowledgment to the whole team of an individual's • good performance • presentation of awards • written report to management • incentive initiatives
performance management systems	May include, but not limited to: • type of assessment, e.g. self, peer, team and productivity indicators • methods of collecting performance data • methods of interpreting performance data • processes for performance appraisal interviews

Possible solutions	May include, but not limited to:
	• additional training
	• assistance with problems outside of the workplace
	• adjustment of workload
	• reorganization of work practices
	• agreement on short-term goals for improvement
Required procedures.	May include, but not limited to:
	• formal notification to staff member and management
	• invitation of appropriate people
	• organization of appropriate location for counselling session

Evidence Guide	
Critical aspects of Competence	Must demonstrate knowledge, skills and attitude to:
	• Provide supportive on-the-job coaching with constructive and supportive feedback
	• Knowledge of basic training principles build positive team spirit
	• Effectively manage overall team performance within a specific workplace context
	• Effectively manage overall team performance within a specific workplace context
	• Knowledge of typical procedures and processes for formal performance management and counseling
	• Knowledge of typical procedures and processes for formal performance management and counselling
Required Knowledge and Attitudes	Must demonstrates knowledge of:
	• context for workplace coaching, including objectives, scope and relationship to other workplace activities
	• basic principles of training, such as explanation, demonstration, review, trainee explanation, trainee demonstration and feedback
	• role and importance of feedback and coaching, including appropriate communication, in relation to monitoring staff performance grievance procedures
	• roles of and functions performed by supervisors and managers
	• different leadership styles and the characteristics of effective leadership
	• role and theories of motivation and their application to

	different workplace contexts
	• understanding of the performance management concept within an organization
	• types of performance standards and performance management systems applicable to tourism and hospitality workplaces
	• performance appraisal techniques and systems, including:
	➢ reasons for performance appraisal
	➢ types of performance assessment
	➢ compiling and using performance data
	➢ protocols and procedures for performance appraisal interviews
	➢ procedures for formal counseling sessions
	➢ communication skills, including active listening
Required Skills	Must demonstrate: • communication skills, specifically the use of questioning techniques and clarity in oral communication • planning and organizational skills to ensure activities and initiatives important to team development are integrated into own work planning • problem-solving skills to develop and respond to unpredictable staff performance issues • planning and organizational skills to monitor and maintain a formal performance management system • literacy skills to interpret a wide range of operational workplace information and develop clear and articulate team plans • time management skills problem solving and decision making skills
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competency may be assessed through: • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Front Office Service Level IV	
Unit Title	**Organize In-House Events or Functions**
Unit Code	**CST FOS4 06 1021**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to plan the delivery of events or functions in a commercial venue. It requires the ability to identify customer operational needs and preferences, prepare and confirm event proposals, and finalize operational documents for the delivery of events.

Elements	Performance Criteria
1. Liaise with event customer to satisfy service expectations	1.1. Purpose and scope of event or function is discussed and confirmed with customer. 1.2. *Specific operational needs*, preferences and budget for event are determined. 1.3. Site inspection is conducted. 1.4. On-going discussions are held about event plans to satisfy all requirements and service expectations.
2. Prepare and confirm event proposal.	2.1 Event staging requirements are analysed and documented based on detailed review. 2.2 *Additional sales opportunities* are identified and pursued to ensure maximum event profitability. 2.3 *Options and ideas* are developed on event concept, theme and format for inclusion in event proposal. 2.4 Operational and service practicality of proposal is verified in consultation with colleagues and suppliers. 2.5 Proposal including accurate information on costs, range and style of products and services is presented. 2.6 Final event details are negotiated and agreed.
3. Coordinate event services.	3.1 Effective event planning is facilitated in liaison with internal personnel and external suppliers. 3.2 Potential *environmental and social impacts* are identified and services are organized to minimize impacts. 3.3 Event orders are issued and updated to venue departments and external suppliers according to event deadlines. 3.4 *Event documentations* are prepared and distributed to internal personnel and suppliers according to organizational procedures. 3.5 *Event briefings* are developed and provided to relevant operations personnel in advance of event.

4. Finalize event and evaluate operational success.	4.1. Debriefing is conducted with event crew
	4.2. Feedback is obtained from customers and input is sought from personnel and contractors on event operations.
	4.3. Final customer invoices are prepared and payment of supplier invoices are checked and authorized.
	4.4. *Operational problems* are evaluated.
	4.5. All information is used to enhance future event planning activities.

Variable	Range
Specific event operational needs:	may relate to • catering • technical equipment • overall format and style • access • bump-in and bump-out • security • timing
Options and ideas	may relate to: • refining or adjusting catering options • ideas about technical requirements • use of other suppliers • entertainment • equipment • furniture • catering • security • display or decoration • other specialist services, such as interpreters
Additional sales opportunities	may include: • extra services • upgraded services

Event documentations	may include:
	• paper-based or electronically transmitted materials
	• access and security details
	• booking conditions
	• confirmations
	• financial documents, including invoices and receipts
	• running sheets
	• service vouchers
	• information packs
Event impacts	may relate to:
	• crowds
	• noise
	• security
	• negative environmental impacts due to:
	• inefficient use of energy, water and other resources during event set-up, operation and break-down
	• unsafe disposal of all waste, especially hazardous substances
Event briefings	may be verbal or written and may be for:
	• internal staff
	• external suppliers
	• participants
	• staff in client organization
Operational problems	may relate to:
	• failure to provide agreed services
	• deficit in quality of services being provided
	• non-performance of internal or external suppliers
	• technical malfunctions
	• last minute changes in client requirements
	• unforeseen incidents or circumstances
Post-event administrative requirements	may include:
	• finalizing accounts
	• collating event feedback

Evidence Guide

Critical aspects of Competence	Must demonstrate knowledge and skills of: • Coordinating efficient, resource effective and safe events and provide services that meet agreed client requirements • Effective liaison and proactive identification of operational problems • Accuracy in presentation of event information and the ability to tailor venue services to meet client needs • The types and range of event services that may be required by different clients • Presence of typical workplace time constraints for the completion of tasks

Required Knowledge	Must demonstrate knowledge of:
	• General characteristics of different types of events and event clients for different styles of venue
	• Role of different venue personnel in the event management process, including the relationships of different venue personnel to clients
	• Understanding of event costing and venue profitability requirements
	• Range and general features of typical internal and external services required for different types of events, including:
	   ➢ catering
	   ➢ technical
	   ➢ use of space or different layouts
	   ➢ security
	   ➢ entertainment
	   ➢ display and decoration
	   ➢ current industry practice in relation to use of different services and technologies
	   ➢ typical event coordination procedures and systems within a commercial venue
	   ➢ types of problems that commonly occur during event planning and operations
	   ➢ purposes and features of various types of documentation used to control the event management process within a venue
	   ➢ safety legislation and requirements that impact on event set-up and operation

	➢ the environmental impacts of resource, water and energy use during event set-up, operation and break-down and minimal impact practices to reduce these
	➢ correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances
Required Skills	Must demonstrate skills to: • Coordinate a complete event within a framework of existing venue procedures and systems • Apply problem-solving to anticipate and respond to a range of event planning and operational issues • Undertake interpersonal communication to establish and conduct positive business relationships with internal and external clients • Develop and interpret a range of event documentation • Estimate and calculate costs of different services and products • Deliver customer service • Undertake upselling
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competency may be assessed through: • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Front Office Service Level IV	
Unit Title	**Prepare and Monitor Budgets**
Unit Code	**CST FOS4 07 1021**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to prepare and monitor budgets. It builds on the skills in unit Manage finances within a budget. While the nature of the budget may vary, the unit focuses on the key managerial skills of analyzing financial information to inform developing a budget, drafting a budget and monitoring budget performance over time. It includes budget planning, estimation, development, negotiation and monitoring. It requires sound knowledge of accounting principles, budget development methods, and presentation formats for different types of budget.

Elements	Performance Criteria
1. Prepare budget information.	1.1 Scope and nature of budgetary planning activity are determined and confirmed with relevant colleagues.
	1.2 *Sources of data* required for *budget* preparation are identified, accessed and interpreted.
	1.3 *Internal and external factors* are analyzed for potential impact on budget.
	1.4 Adequate notice of the opportunity is provided to relevant colleagues to contribute to the budget planning process.
2. Prepare budget.	2.1 Budget is drafted based on analysis of all available information and according to organization policy.
	2.2 Income and expenditure and support are estimated with valid, reliable and relevant information, including income and expenditure for previous time periods.
	2.3 *Types of costs* are defined and classified according to organizational requirement
	2.4 Options are assessed and presented where appropriate.
	2.5 Recommendations are presented clearly, concisely and in an appropriate format.
	2.6 Organization objectives are reflected appropriately within the draft budget.
	2.7 The draft budget is circulated to appropriate individuals for comment.
3. Finalize budget.	3.1 Budget is negotiated according to organization policy and procedures.
	3.2 Modifications are agreed and incorporated accurately and in

	consultation with colleagues.
	3.3 Final budget is completed in required format within designated timelines.
	3.4 Colleagues are informed of final budget decisions and their application within the relevant work area, including reporting and financial management responsibilities.
4. Monitor and review budget.	4.1 Budget is reviewed regularly against estimated performance to assess actual performance and accurate *financial reports* are prepared.
	4.2 All financial commitments are incorporated promptly and accurately into budget and in all budget reports.
	4.3 Significant deviations are investigated and appropriate action is taken.
	4.4 Changes in the internal and external environment are analyzed during budget review, and adjustments made accordingly.
	4.5 Relevant information is collected and recorded to assist in future budget preparation.

Variable	Range
Sources data	May include but not limited to: - performance data from previous periods - financial proposals from key stakeholders - financial information from suppliers - customer or supplier research - competitor research - management policies and procedures - organization budget preparation guidelines - declared commitments in given areas of operation - grant funding guidelines or limitations
Budgets	May include but not limited to: - sales budgets - purchasing budgets - stock budget - debtor budget - departmental budgets - wage budgets - event budgets - cash flow budgets and grant funding budgets - budgets for micro, small, medium or large businesses

Internal and external factors	May include but not limited to: • organizational and management restructures • organizational objectives • new legislation or regulation • growth or decline in economic conditions • significant price movement for certain commodities or items • shift in market trends • venue availability and cost (for events) • human resource requirements
Financial reports	May include but not limited to: • periodic reports showing budget versus year-to-date actual and financial commitments • periodic sales reports • taxation commitments • funding acquittals in relation to grants received
Types of costs	May include but not limited to: • Direct cost • Indirect cost • Overhead cost

Evidence Guide	
Critical aspects of Competence	Must demonstrate knowledge of: • The technical processes and procedures that must be followed in budget preparation • Sound analysis of the factors that impact the budget and budget development process • Preparing realistic and accurate budgets within relevant workplace context • Preparation of multiple budgets to meet specific and differing workplace needs • Project or work activities conducted over an operationally realistic period of time so that the planning and evaluation aspects of preparing and monitoring a budget can be assessed
Required Knowledge and Attitudes	Must demonstrate knowledge of: • role and nature of the budget development process within different businesses and contexts • accounting terminology, principles and practices relevant to budget preparation in any context and for different types of budgets

	• budget preparation and monitoring principles, practices and techniques, including:
	➢ information required for budget preparation
	➢ components of a budget and a budget performance report
	➢ techniques for making budget estimates
	➢ type of supporting information required
	➢ use of software for preparing and monitoring budgets
	➢ how to present budgets and budget reports
	➢ budget deviation management, including common reasons for deviations
	➢ regulatory issues that may impact on budget development in the relevant work context
Required Skills	Must demonstrate:
	• planning and organizational skills to organize a timely, efficient and consultative budget development process
	• communication and negotiation skills to liaise with colleagues on potential complex and conflicting budget development issues
	• critical thinking and problem-solving skills to develop different options for addressing budgetary challenges
	• literacy skills to interpret and analyse information that deals with complex ideas and concepts
	• numeracy skills to interpret and analyse financial information, including forecasts and previous performance data, and to develop financial estimates and scenarios
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through:
	Interview / Written Test
	Observation / Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Service Level IV	
Unit Title	**Address Protocol Requirements**
Unit Code	**CTH FOS4 08 1021**
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to address protocol requirements in a broad range of business activities. It requires the ability to identify appropriate information sources, access and interpret specific details of protocol requirements, and coordinate the use of protocol.

Elements	Performance Criteria
1. Source information on appropriate protocol	1.1 The need for protocol to be followed in given *work contexts* is assessed. 1.2 Relevant *sources of protocol information are* identified. 1.3 Relevant protocol information is interpreted at workplace.
2. Integrate appropriate protocol procedures into work activities	2.1 *Specific work activities* that require appropriate use of protocol are identified in timely manner. 2.2 The correct use of protocol into work activities is integrated. 2.3 Importance of liaising with colleagues and other stakeholders, to determine appropriate protocol requirements, is explained. 2.4 Appropriate information on protocol to relevant colleagues and stakeholders is provided.
3. Update knowledge of protocol	3.1 *Opportunities to update protocol knowledge are* identified and used*.* 3.2 Updated knowledge with customers and colleagues is shared and incorporated into day-to-day working activities
4. Prepare for visits by VIPs	4.1 *Nature of the visits* by the VIP are identified 4.2 *Relevant people* are liaised regarding the visit 4.3 *Factors impacting on VIP* safety are identified while at the premises. 4.4 *Safety plans* are created for the VIP visit 4.5 *Resources* required are identified to support safety plans

	4.6 *Surveillance and communication equipment* are acquired
	4.7 *Staff* are selected *to provide for VIP safety*
	4.8 Information is provided to staff in relation to VIP safety and plans
	4.9 *Media liaison facilities and procedures* are established
	4.10 *Drills to trial safety plans* are conducted
5. Implement plans for VIP safety	5.1 *Pre-arrival preparations* are applied
	5.2 *Final pre-arrival checks* are conducted
	5.3 VIPs are met and escorted to the establishment
	5.4 *Safety of VIPs during stay* are maintained
	5.5 *Departure of VIPs* are facilitated
6. Conduct evaluation of plans following departure of VIP	6.1 Staff who were involved with project are *de-briefed*
	6.2 *Responses to breaches* are analyzed.
	6.3 Draft Safety plans are prepared for future VIP visits on the basis of feedback received and analysis undertaken

Variable	Range
Work contexts that require consideration of protocol issues	may include event organization , including: • civic receptions • formal parades • freedom of city ceremonies • national day receptions • citizenship ceremonies • private functions general business administration marketing
Sources of protocol information	may include: • libraries • internet • federal, state or territory, and local government protocol departments • Ethiopian nation and nationalities Land Councils • Ethiopia Day Councils • Office of the United Nations.

Specific work activities that require integration of protocol	may include: • issuing invitations • preparing running sheets • preparing briefing papers • liaison with dignitaries and officials • correspondence to dignitaries and officials • providing various services during the conduct of an event, including on-site management and service of food and beverage
Opportunities to update protocol knowledge	may include: • informal networking with colleagues • reading relevant journals • internet research
Nature of the visit	May include: • Day and date of the visit • Time and duration of the visit • Reason for the visit • Number, names and positions of others • accompanying the VIP
VIP	May include: • Royalty – local and foreign • Heads of state – local and foreign • Politicians – local and foreign • Pop/rock stars – local and foreign • Film stars – local and foreign • Sporting stars – local and foreign • Celebrities – local and foreign.
Relevant People	May include: • VIP managers and handlers • Local authorities including police • Staff and entourage accompanying the VIP • Security staff engaged by the VIP • Security staff engaged by the authorities • Government/embassy staff
Factors impacting on VIP safety	May include: • Access to the premises relating to crowd control –including blocking of access by protestors and/or fans • Physical hazards that may exist within the premises - slippery floors, heights, stairs

	- Assault - Demonstrations – including potential for conflict, projectiles and delays - Media presence – relating to privacy and confidentiality issues - Visual lines-of-sight – and considerations relating to cameras, snipers and shooters - Drugs and excessive alcohol consumption –relating to venue response where VIP is affected by drugs or excessive alcohol - Members of the public causing nuisance and/or threat - Weather and darkness – including consideration of how these elements impact on the level of safety
Safety plans	May include: - Preparing necessary 'prior to arrival', 'on arrival', 'during stay' and 'on departure' procedures - Liaison with relevant people - Identifying roles and responsibilities - Verifying appropriate insurance is in place to cover identified contingencies - Allocating individuals to VIPs - Communication strategies - Preparing running sheets – 'on arrival', 'during stay' and 'on departure' - Controlling ingress and egress – including identification of restricted and 'no-go' zones, rear-of premises access, staffing of doors, restricting movement of members of the public and unauthorized persons Identification and tagging of authorized personnel –including security checks of same - Screening of mail (including emails and faxes), parcels, vehicles and telephone calls - Emergency response procedures – such as trigger points for 'lockdown' and 'flee' responses - Evacuation procedures – including safe transport arrangements, safe route and safe evacuation point/s based on differing threat types.
Resources	May include: - Personnel – internal and external including those provided by VIP including security checks as required - Transport – to, within and from the host establishment - Firearms and 'less than lethal' equipment – such as batons, sprays,

	restraints, handcuffs
	• Protective equipment – including helmets and shields
	• Communication equipment – portable radios, mobile telephones and land-line telephones
	• Electronic surveillance and detection equipment
	• Facilities to screen areas and restrict access and vision
	• Authorities to override traditional internal scopes of authority
	• Plans and maps of the layout of the host establishment and environs
	• External assistance for road closures, crowd control, identification checking, access limitation –private security companies and local authorities, including police
	• Personnel to undertake checks of premises - dog searches, physical searching, electronic surveillance, staff checks, checks on vehicles entering site
	• Rosters for staff
	• Running sheet to guide security activities
Surveillance and communication equipment	May include: • Electronic surveillance equipment • Electronic detection equipment • Closed circuit televisions, recorders and monitors • Portable radios, mobile telephones and land-line • telephones • Patching facilities into communications systems used by support agencies and personnel • Establishment of a control and communications room • Conducting tests of all surveillance and communications equipment
Staff to provide for VIP safety	May include: • External security companies and guard • Police • Personal bodyguards • Internal security staff • Staff provided by, or accompanying VIP • Security checks • Identification of authorized staff
Information to staff	May include: • Providing details of visit and VIP on a 'need to know' basis only • Maintaining secrecy regarding preventative measures that have

	been taken
	• Advising of changes to standard operating procedures – including revisions to restricted areas, new no-go zones, allocation of standard duties to other personnel
	• Advising of emergency and evacuation procedures that have been established
	• Notifying staff of drills to be undertaken prior to actual arrival of VIP
	• Prohibiting taking of photographs and seeking of autographs
	• Prohibiting staff contact with media
Media liaison facilities and procedures	May include: • Preparing media releases • Procedures for media contact in the event of problems, emergencies, or breaches of security • Nominating single media contact person for the host establishment
Drills to trial safety plans	May include: • Practicing emergency procedures • Implementing all details of the safety plans that have been developed • Involving outside agencies and personnel • Testing communications and surveillance equipment and protocols • Conducting response trials focusing on potential/probable safety breaches • Staging simulated breaches of security to test responses • Revising safety plans on the basis of feedback/observation of trials • Re-running drills based on alterations made to safety plans on the basis of observation and feedback
Pre-arrival preparation	May include: • Training staff in required responsibilities and tasks – including use of relevant equipment, application of designated protocols • Supplying necessary food and beverages • Providing necessary support facilities – toilets, wash room, make-up room, media interview room, change room • Erecting barricades and cordoning off areas in accordance with safety plan • Restricting public access in accordance with safety plan • Implementing re-allocation of duties and standard operating procedures in accordance with safety plan

Final pre-arrival check	May include: • Confirming functional operation of communications and control center • Keying off lifts in accordance with safety plan • Conducting sweep of area for suspicious packages and unauthorized persons • Confirming identity of all persons within restricted areas • Checking locked areas • Confirming lines of sight are protected and/or available as required • Conducting communication checks • Confirming key personnel are in position in accordance with safety plan • Confirming security of all areas in accordance with safety plan • Up-dating staff of last minute changes issuing 'all clear' notification
Meet and escort VIPs	May include: • Securing arrival area and entry route to 'first arrival' location • Identifying VIP/VIPs • Integrating and liaising with external security staff to facilitate arrival • Handling secure entry to building • Monitoring crowds and observing environment for threats – including intoxicated persons, drug affected persons, persons causing public nuisance, political activists, mentally deranged persons • Notifying communication and control room of threats, progress and deviations from scheduled running sheet • Requesting assistance where threat or problems arise • Matching security level to degree of threat or danger identified • Adapting security procedures on the basis of VIP requests and preferences, where possible • Accompanying VIPs to designated 'first arrival' location • Confirming security of 'first arrival' location • Handing over security at 'first arrival' location to designated 'first arrival' location staff
Safety of VIPs during stay	May include: • Conducting on-going sweeps and searches • Maintaining restricted access to facilities and no-go zones

	• Confirming security protocols are being adhered to
	• Checking identification of persons in the vicinity
	• Liaising with external security staff and authorities
	• Maintaining vigils on doors, windows and other designated locations – inside and outside the building
	• Checking vehicles – including vehicles entering the premises and those parked close by
	• Removing unauthorized vehicles and persons
	• Screening calls, communications and deliveries to VIPs
	• Restricting the movement of VIPs where security is compromised
	• Escorting staff who are serving VIPs
	• Providing static protection services
	• Maintaining surveillance, communication and monitoring activities in accordance with safety plan
	• Modifying standing plans in response to threats or other issues arising
	• Providing notification to staff of progress and changes to plans and previous advices.
Departure of VIPs	May include:
	• Keying off lifts in accordance with safety plan
	• Conducting sweep of area for suspicious packages and unauthorized persons
	• Confirming identity of all persons within restricted areas
	• Checking locked areas
	• Confirming lines of sight are protected and/or available as required
	• Conducting communication checks
	• Confirming key personnel are in position in accordance with safety plan
	• Confirming security of all areas in accordance with safety plan
	• Updating staff of last minute changes
	• Issuing 'all clear/ready to exit' notification
	• Integrating and liaising with external security staff to facilitate departure
	• Handling secure departure from rooms and building
	• Monitoring crowds and observing environment for threats – including intoxicated persons, drug affected persons, persons causing public nuisance, political activists, mentally deranged persons

	• Notifying communication and control room of threats, progress and deviations from scheduled running sheet • Requesting assistance where threat or problems arise • Matching security level to degree of threat or danger identified • Adapting security procedures on the basis of VIP requests and preferences, where possible • Accompanying VIPs to designated departure location • Confirming security of departure location • Checking vehicles – including vehicles entering the premises and those parked close by • Removing unauthorized vehicles and persons • Handing over security at departure point to another designated security staff
De-brief staff	May include: • Meeting with internal staff involved in security to discuss security procedures that were implemented with a view to identifying security breaches and improving planning and responses for future VIP events • Obtaining feedback from external security staff and authorities
Responses to breaches	May include: • Watching and analyzing video-tape of the event –arrival, during the stay and departure • Interviewing staff involved in the security event • Interviewing persons who breached security • Answering standard security questions, such as: why did it happen? Who was involved? Where did it happen? What happened as a result? What could have happened as a result? How can it be prevented in the future? Was it an equipment or human failure?

Evidence Guide	
Critical aspects of Competence	Must demonstrate knowledge and skills of: • Demonstrated preparedness to undertake a trial of a safety plan for the visit of a nominated VIP • Demonstrated ability to identify surveillance, detection and communication equipment required to provide for the safety of a nominated VIP • Demonstrated liaising with media, authorities and external service providers in relation to the visit of a nominated VIP • Demonstrated pre-arrival security checks and other related preparations for a nominated VIP

	• Demonstrated meeting and safely escorting a nominated VIP to a designated 'first arrival' location
	• Demonstrated safety of a nominated VIP during an identified length of stay at a designated establishment
	• Provided a secure escort and protection services for a nominated VIP on departure from the establishment at the conclusion of a stay
	• Demonstrated ability to evaluate and improve safety plans following the stay of a nominated VIP at a designated establishment.
	• Observed safety measures applicable to worksite operation
	• Communicated effectively with others to ensure effective work operation.
Required Knowledge and Attitudes	Must demonstrate knowledge of:
	• importance and role of protocol in different business situations
	• key sources of information on protocol
	• main types of civic functions held in Ethiopia
	• Ethiopian honours system, including order of precedence, ranks and forms of address, and wearing of honours and medals
	• appropriate protocols for the involvement of Indigenous Ethiopians and other cultural groups in business activities
	• correct use of national and state symbols, including flags, anthems and military salutes
	• forms of address for different VIPs and dignitaries, both for written correspondence and in oral communication
	• protocol procedures for different types of event, including:
	➢ invitations to VIPs
	➢ arrival procedures, including for heads of state or government officials
	➢ introduction protocols and order of speakers
	➢ order of precedence for official guests
	➢ seating arrangements
	➢ dress styles
Required Skills	Must demonstrate:
	• Research skills to identify and access information on protocol
	• Literacy skills to interpret protocol information
	• Numeracy skills to work with concepts around order and timing, such as for speakers or dignitaries

Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: Interview / Written Test Observation / Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Front Office Service Level IV	
Unit Title	**Conduct Complex Workplace Communication in English**
Unit Code	**CST TGS4 09 1021**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to writing, and conversing with customers and colleagues participate in workplace meetings and discussions, Providing detailed information and offering help and advice to meet specific needs of clients.

Elements	Performance Criteria
1. Read, write, and converse with customers and colleagues.	1.1. ***Some reading and writing materials*** related to workplace are required. 1.2. The required materials are read, discussed and written. 1.3. Appropriate work place conversations based on the reading and writing materials are made. 1.4. Feed backs and corrections are given.
2. Participate in work place meetings and discussions	2.1. Expressions on arranging, starting, participating and ending meetings are required. 2.2. Expressions on arranging, starting, participating and ending meetings are identified and discussed by the trainees. 2.3. Sample meetings are presented. 2.4. Corrections and clarifications on expressions on arranging, starting, participating and ending meetings are made.
3. .Provide detail information and offer help and advice	3.1. Some ***detailed pieces of information*** related to day to day activities, facilities, services and procedures at work place are provided. 3.2. Some expressions on offering help and advice are given and discussed. 3.3. Conversations on offering help and advice are presented. 3.4. Feed backs, corrections and clarifications are given.
4. Respond to unpredictable situations and problems.	4.1. Expressions related to responding ***unpredictable situations and problems*** are required. 4.2. The expressions in various situations are given and discussed. 4.3. Conversations on responding in various unpredictable situations and problems are presented. 4.4. Feed backs, corrections and clarifications on responding in various unpredictable situations and problems are given.

Variable	Range
Some reading and writing materials	Related to work place such as: • brochures, magazines, newspapers and price lists • signs, maps, diagrams, forms, labels and tickets • pamphlets, timetables, charts, price tags and menus • tour documentation and tickets • booking conditions • invoices
Detailed pieces of information	may relate, but not limited to: • work place and local facilities, locations, guiding, activities and events • roles and responsibilities of support personnel • food and beverage products and services • functions, meetings and event services • tourism products and services • workplace health and security • shopping locations, including post office • medical and emergency services • timetables and • itineraries
Unpredictable Situations and problems	May include, but not limited to: • lost luggage and stolen property • lost people • delays to vacation schedule, and changes and errors in itinerary • service quality issues, such as special dietary needs and dissatisfaction with room, room service or food • medical emergencies and minor injuries • breaches in security and work place health and safety rules • non-functioning equipment • lack of other guests' awareness and knowledge of social and cultural conventions

Evidence Guide	
Critical Aspects of Competence	Assessment requires evidence that the candidate: • demonstrates effective communication skills with clients accessing service and work colleagues • ability to use a range of extended written communication skills effectively in descriptive statements • ability to communicate constructively and sensitively to solve

	problems and conflict, and reassure customers and colleagues in a particular work place
Required Knowledge and Attitudes	Demonstrates knowledge of: • communication process such as reading, writing and conversing in various work place situations • communication skills relevant to client groups
Required Skills	Demonstrates skills that include, but not limited to: • active listening • feedback • interpretation • role boundaries setting • negotiation • establishing empathy • Positive and effective written communicative and interactive techniques to establish rapport, provide detailed information and advice, be responsive to customers and deal with the needs of a particular work place relevant to the languages being assessed.
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Assessment Methods	Competence may be assessed through: • Interview / Written Test / Oral Questioning • Observation / Demonstration
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Front Office Service Level IV	
Unit Title	**Conduct Complex Workplace Communication in a Language Other Than English**
Unit Code	**CST FOS4 10 1021**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to writing, and conversing with customers and colleagues participate in workplace meetings and discussions, Providing detailed information and offering help and advice to meet specific needs of clients.

Elements	
1. Read, write, and converse with customers and colleagues.	1.1. ***Some reading and writing Materials*** related to workplace are required.
	1.2. The required materials are read, discussed and written.
	1.3. Appropriate workplace conversations based on the reading and writing materials are made.
	1.4. Feedbacks and corrections are given.
2. Participate in work place meetings and discussions	2.1. Expressions on arranging, starting, participating and ending meetings are required.
	2.2. Expressions on arranging, starting, participating and ending meetings are identified and discussed by the trainees.
	2.3. Sample meetings are presented.
	2.4. Corrections and clarifications on expressions on arranging, starting, participating and ending meetings are made.
3. Provide detailed information and offering help and advice	3.1. Some ***detailed pieces of information*** related to day to day activities, facilities, services and procedures at workplace are provided.
	3.2. Some expressions on offering help and advice are given and discussed.
	3.3. Conversations on offering help and advice are presented.
	3.4. Feedbacks, corrections and clarifications are given.
1. Respond to unpredictable situations and problems.	4.1. Expressions related to responding ***unpredictable situations and problems*** are required.
	4.2. The expressions in various situations are given and discussed.
	4.3. Conversations on responding in various unpredictable situations and problems are presented.
	4.4. Feedbacks, corrections and clarifications owners responding in variousunpredictable situations and

	problems are given.

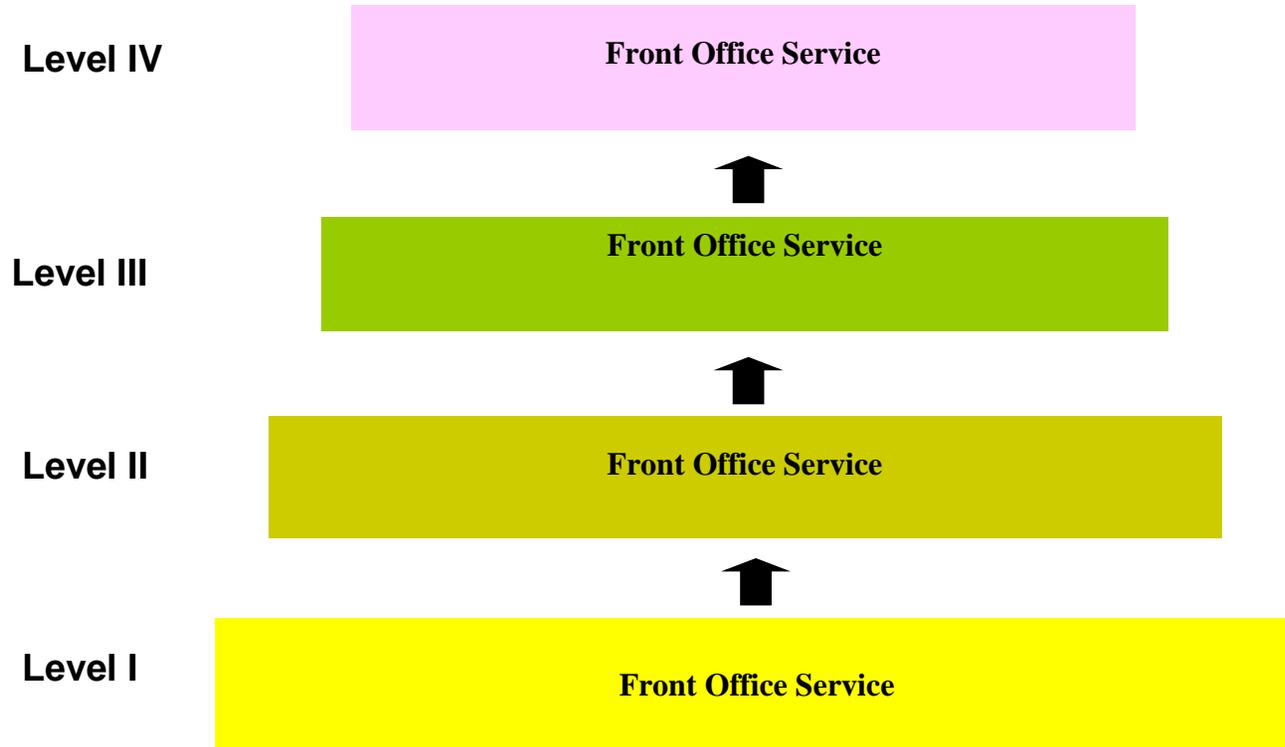| Variable	Range
Some reading and writing materials	May include, but not limited to: • brochures, magazines, newspapers and price lists • signs, maps, diagrams, forms, labels and tickets • pamphlets, timetables, charts, price tags and menus • tour documentation and tickets • booking conditions • invoices
Detailed pieces of information	May include, but not limited to: • workplace and local facilities, locations, guiding, activities and events • roles and responsibilities of support personnel • food and beverage products and services • functions, meetings and event services • tourism products and services • workplace health and security • shopping locations, including post office • medical and emergency services • timetables and itineraries
Unpredictable situations and problems	May include, but not limited to: • lost luggage and stolen property • lost people • delays to vacation schedule, and changes and errors in itinerary • service quality issues, such as special dietary needs and dissatisfaction with room, room service or food • medical emergencies and minor injuries • breaches in security and workplace health and safety rules • non-functioning equipment • lack of other guests' awareness and knowledge of social and cultural conventions

Evidence Guide	
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	• communicate constructively and sensitively to solve problems and conflict, and reassure customers and colleagues in a particular workplace
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Sector: Economic Infrastructure
Sub-Sector: Hotel and Tourism

Level IV	Front Office Service
Level III	Front Office Service
Level II	Front Office Service
Level I	Front Office Service

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List of Participants on revision of Occupational Standard on Front Office Service Level I-IV, October, 2021

Acknowledgement

We wish to extend thanks and appreciation to the Ministry of Culture and Tourism, partners, academic and government agencies that took vital role and donated their expertise and resource for the revision of this occupational standard.

We would like also to express our appreciation to the experts from different organizations with in the line with Catering and Tourism Training Institute of Addis Ababa (CTTI) and non-governmental organization (ILO) that made the revision of this occupational standard possible.

This occupational standard was revised in October, 2021 at Adama, Ethiopia.