



# Aims

## **Aims and objectives of this qualification**

- This qualification is aimed at those working in, or who wish to enter, the hospitality industry. It must be assessed in the workplace or in a realistic working environment to allow learners to gain hands-on experience as they train. It allows flexibility in choice for the learner to take units from different pathways.
- This qualification is designed for learners employed, or who aspire to be employed, in hospitality roles, for example front of house receptionist.
- This qualification has been developed in association with People 1st, the Sector Skills Council for Hospitality, Leisure, Travel and Tourism and is based on the National Occupational Standards for the industry.
- This qualification may also form part of the Intermediate Level Apprenticeship in Hospitality.
- Completion of this course will help to prepare learners for working in the Hospitality industry where they would be expected to undertake a range of duties including dealing with the arrival and departure of customers, communications and dealing with customer service issues

## **Progression opportunities**

Learners who achieve this qualification could progress to:

- ◆ NCFE Level 2 NVQ Diploma in Hospitality Services – Team Member

# Achieving Qualification

## **Achieving this qualification**

To be awarded the NCFE Level 2 NVQ Diploma in Front of House Reception, learners must achieve a minimum of 37 credits: 11 from the mandatory units, Group A and a minimum of 26 from the optional units, including 3 credits from Group B, and the remaining 23 credits from Group B or Group C. At least 31 credits must be at or above Level 2.

The NCFE Level 2 NVQ Diploma in Front of House Reception has a total credit value of 37. This qualification consists of the following units:

### Group A

- ◆ Unit 01 Maintenance of a safe, hygienic and secure working environment (3 credits)
- ◆ Unit 02 Working effectively as part of a hospitality team (3 credits)
- ◆ Unit 03 Give customers a positive impression of yourself and your organisation (5 credits).

### Group B

- ◆ Unit 04 Deal with communications as part of the reception function (3 credits)
- ◆ Unit 05 Deal with arrival of customers (4 credits)
- ◆ Unit 06 Deal with bookings (4 credits)
- ◆ Unit 07 Prepare customer accounts and deal with departures (4 credits)
- ◆ Unit 08 Provide tourism information services to customers (5 credits).

### Group C

- ◆ Unit 09 Use office equipment (4 credits)
- ◆ Unit 10 Produce documents in a business environment (4 credits)
- ◆ Unit 11 Communicate in a business environment (3 credits)
- ◆ Unit 12 Handle mail and book external services (3 credits)
- ◆ Unit 13 Provide reception services (3 credits)
- ◆ Unit 14 Store and retrieve information (3 credits)
- ◆ Unit 15 Resolve customer service problems (6 credits)
- ◆ Unit 16 Promote additional services or products to customers (6 credits)
- ◆ Unit 17 Deal with customers across a language divide (8 credits)
- ◆ Unit 18 Maintain customer service through effective handover (4 credits)
- ◆ Unit 19 Maintain and deal with payments (4 credits)
- ◆ Unit 20 Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector (2 credits).

The learning outcomes and assessment criteria for each unit are provided in Section 3 (page 14).

To achieve the NCFE Level 2 NVQ Diploma in Front of House Reception, learners must successfully demonstrate their achievement of all learning outcomes and assessment criteria of the units as detailed in this qualification specification.

Grades are not awarded.