

## Front Office Level 2

### Aim

The front office level 2 qualifications aim to assess and train staff with front office responsibilities within the workplace. It aims to cover the areas of safety and security, dealing with communications, dealing with the arrival and departure of customers and dealing with customer service issues etc.

The subject areas or units covered will enable staff to be competent in dealing with the administration involved within front office work and also competent in dealing with customers to workplace standards.

### Units:

8 to be completed

### Mandatory units

- Maintain a safe, hygienic and secure working environment
- Contribute to effective teamwork
- Give customers a positive impression of yourself and your organisation
- Deal with communications

### Optional group A

Learners must achieve a minimum of **two** of the following

- Maintain and deal with payments
- Deal with the arrival of customers
- Deal with bookings
- Prepare customers accounts and deal with departures

### Optional group B

Learners must achieve a minimum of **two** of the following

- Exchange foreign cash and travellers' cheques
- Prepare and print documents using a computer
- Record, store and supply information using a paper-based filing
- Handle mail and book external services
- Resolve customer service problems
- Enter, retrieve and print data in a database
- Identify and provide tourism related information and advice

### Entry Requirements

There are no formal educational requirements for the Front Office level 2 qualification but all staff undertaking the qualification should have the opportunity and experience of working in a front office environment