

LEVEL 2 NVQ DIPLOMA IN FRONT OF HOUSE RECEPTION

Aim

The City and Guilds Level 2 NVQ Diploma in Front of House Reception qualification aims 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. 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.

Structure

To achieve the full qualification, learners must attain a minimum of 37 credits in total. This comprises of:

- All of the mandatory units (11 credits)
- A minimum of 3 credits from Section A
- The remaining 23 credits from either Section A or B

<u>Level</u>	<u>Unit Title</u>	<u>Credit Value</u>
<i>Mandatory Units</i>		
1	101 – Maintain a safe, hygienic and secure working environment	3
1	104 – Work effectively as part of a hospitality team	3
2	201 – Give customers a positive impression of self and your organisation (ICS)	5
<i>Section A Optional Units</i>		
2	251 – Deal with communications as part of the reception function	3
2	252 – Deal with arrival of customers	4
2	253 – Deal with bookings	4
2	254 – Prepare customer accounts and deal with departures	4
2	263 – Provide tourism information services to customers	5
<i>Section B Optional Units</i>		
2	255 – Produce documents in a business environment (CfA)	4
2	256 – Use office equipment (CfA)	3
2	257 – Communicate in a business environment (CfA)	3
2	260 – Handle mail and book external services	3
2	258 – Provide reception services (CfA)	3
2	259 – Store and retrieve information (CfA)	3
2	261 – Resolve customer service problems (ICS)	6
2	273 – Promote additional services or products to customers (ICS)	6
2	274 – Deal with customers across a language divide (ICS)	8
2	275 – Maintain customer service through effective handover (ICS)	4
2	205 – Maintain and deal with payments	4
2	666 – Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector	2
<u>Entry Requirements</u>		
There are no formal educational requirements for the NVQ Front Office Level 2 qualification, but all staff undertaking the qualification should have the opportunity and experience of working in a front office environment.		