

**Unit Title:**

**Reception, Billing And Cashier  
Procedures For Front Office Hospitality  
Staff**

**Unit Level:**

**Level 2**

**Unit Credit Value:**

**3**

**GLH:**

**24**

**LASER Unit Code:**

**WJH149**

**Ofqual Unit Code:**

**H/650/1250**

This unit has 6 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand the important role and function of front office within an organisation.	1.1	Describe the role of front office within an organisation.
		1.2	Explain front office's importance in upholding: a) security b) the legal responsibilities of an organisation.
2.	Know the different types of visitors that come into an organisation and their requirements.	2.1	Describe the visitor types that use the services provided by an organisation.
		2.2	Describe the needs of different types of visitors.
3.	Know how to deal with a visitor on their arrival.	3.1	Describe how to greet a visitor upon their arrival.
		3.2	Describe techniques to use when selling services/facilities to a prospective visitor.
		3.3	Describe the importance of visitor registration.
		3.4	Explain why there is a need to keep records of visitor history.
4.	Understand how to allocate rooms and how to deal with 'overbooking'.	4.1	Describe the differences between manual and computerised systems of allocating rooms.
		4.2	Explain 'overbooking'.
		4.3	Explain why 'overbooking' is widely used within the hospitality industry.
5.	Know how to compile a visitor's account.	5.1	List items that appear in a visitor's bill.
		5.2	Describe how a visitor's bill is compiled using: a) a computerised system b) a manual system.
6.	Understand procedures for secure cash handling.	6.1	Describe the main systems and procedures used to ensure secure cash handling in the front office.

**Assessment Guidance:**

NA

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<b>Additional Information:</b>
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