

Course Syllabus and Content

Front Office Service

Purpose

Equip learners with knowledge and skills required to work as part of a Hotel reception team.

Learners will develop knowledge and skills required for handling guest arrivals and departure. They will also be able to understand the importance of using correct communication when interacting with guests.

Learners will develop an understanding of the role played by demographics, culture and nationality and how this can assist in interacting with guests and providing a more personalised service.

In addition learners will through practical activities develop confidence in handing guest requests and dealing with challenges that typically arise during a guests stay or during check out.

Learning Outcomes

On completion of this unit a learners should:

Learning Outcome	Assessment Criteria
Understand the role and function of the Front of Office	Explain the function of the Front of Office Describe the types of service offered and the role Front of Office within the organisation
Understand the importance of communication and knowledge of guests background	Explain the key elements of communication Explain how a knowledge of demographics, culture, nationality in gathering information about guests needs Demonstrate basic communication skills Show how to gather information when dealing with guests
Know the procedures for checking in guests	Describe the different stages when checking in guests Demonstrate how to check in a guest Demonstrate how to respond to guest requests during check in Demonstrate an understanding of limits of authority Demonstrate how to identify guests needs and additional level of service

Know how to deal with the departure of guests	Describe the procedures that should be implemented when guests are departing Describe the types of problems that can occur when a guest is checking out Explain Limits of authority Demonstrate the correct procedure for checking out a guest
Know how to deal with guest requests during their stay	Describe how to handle complaints Demonstrate how to manage guest feedback and complaints

Resource Materials

Bardi, James A. Hotel Front Office Management, 5th ed, John Wiley 2010

Baker, S. Bradley, P. & Huyton, J. Principles of Front Office Operations, Cassell, 2001

Caterer and Hotelkeeper

YouTube:

A Day in the Life of ... Reception and Front Desk Staff

Hotel Check-in and Check-out Procedures

Front Desk First Impressions

Food and Beverage Service

Purpose

To equip learners with the knowledge, skills and competence to offer service in a hotel or restaurant. Develop the relevant knowledge, skills and competence to perform effectively in a restaurant environment under direction and with limited authority in familiar situations.

The reputation and success of any restaurant often depends on the staff serving customers. Customers will judge a hospitality business by how they are greeted and the contact with staff during their meal.

Learners will gain an understanding of the importance of developing a professional approach to food and drink service and ensure that they have the right attitude and good personal presentation in all aspects of their work.

Learners will develop knowledge and skills of the concept of hospitality and the role played by Food & Beverage Operations with Hospitality operations. Learners will develop the knowledge and practical skills in the preparation of food and drink service and serving customers.

Develop knowledge and skills of how to take customers orders and the correct procedures to follow when serving food and drinks and clearing tables.

Demonstrate a limited range of practical and cognitive skills and tools used in a variety of restaurant situations.

This module should encourage learners' enjoyment of enthusiasm for servicing food and drink in the hospitality business.

Learning Outcomes

On completion of this unit a learners should:

Learning Outcome	Assessment Criteria
Explain the basic principles underlying the concept of hospitality	Explain what is 'hospitality' Describe the relevance of F&B to the Hospitality Industry Explain the importance of service in F & B
Know how a restaurant operates	Explain the Typical Layout Explain the types of service Describe the purpose of the various service areas State the role of staff working in and responsible for the service areas

Know how to prepare customer areas for food and drink service	Identify and state the use of: Cutlery Crockery Condiments Table covers Dining furniture Demonstrate ability to set a standard table for 4 for A La Carte and Table D'hôte
Know how to manage bookings	Demonstrate ability in taking bookings from customers in person, over the phone Explain the standard procedure for taking bookings
Know how to greet customers and take orders	Explain the importance of greeting customers appropriately Demonstrate the ability to explain menu and a basic range of food/drink Demonstrate the ability to take accurate orders from a variety of customers Describe how to provide appropriate assistance to customers with special needs Identify the orders of individual customers in a party
Know how to serve customers	Explain safe and hygienic working practices when serving customers orders Demonstrate ability to serve food at dining table Demonstrate ability to serve a range of drinks Demonstrate logical and efficient work method Explain the role played by accompaniments
Know how to clear dining area	Demonstrate ability in clearing of customer tables Undertake clearing with regard to the convenience of customers Adopt safe and hygienic working practices Demonstrate logical and efficient work method
Unexpected situations	Describe how to respond to types of unexpected situations that may occur when: dealing with the their orders serving food/drinks

Resource Materials

Cousins, J. Lillicamp, D. & Weekes, S. Food and Beverage Service, 8th ed, Hodder Education, 2010

Cousins, J. Foskett, D. & Gillespie, C. Food and Beverage Management, 2nd ed, Longman, 2010

Caterer and Hotelkeeper

YouTube:

Restaurant Service Good vs Bad

How to Set a Table

Laying a Table D'Hote

Housekeeping Skills

Purpose

To equip learners with the knowledge, skills and competence to service a hotel room.

The housekeeping department is integral to the effective running of any hotel and the organisation's success and customer satisfaction.

This module will develop learners understanding of the correct methods and techniques to use when cleaning, servicing and maintain guest rooms.

Learners will gain knowledge and skills in the cleaning and serving procedures that must be used and understood by housekeeping staff.

Learners will cover safe working practices and procedures when using different types of cleaning equipment and chemicals, and will be given opportunity to both observe and practice the procedures that must be followed.

Identify appropriate cleaning agents and polishes for a range of room cleaning tasks.

Demonstrate correct workflow for cleaning tasks and correct techniques for cleaning, bed making and preparing room for guest, including use of checklists.

Learning Outcomes

On completion of this unit a learners should:

Learning Outcome	Assessment Criteria
Know the basic elements of Housekeeping	Describe the fundamental roes Describe the products and services Describe the positions and roles in the Housekeeping Department
Know how to safely use different types of cleaning equipment	Describe the equipment used Select appropriate cleaning equipment for different purposes
Know how to use different cleaning chemicals	List appropriate cleaning chemicals for different purposes

	Describe appropriate protective clothing when cleaning with chemicals
Know the general cleaning procedures	State the procedures when preparing rooms for cleaning State the importance of maintenance procedures State the importance of records on completion of cleaning State the importance of organisational standards for cleaning
Know how to clean and service guest room	Explain the standard procedure for servicing a guest room Demonstrate how to clean a room Demonstrate how to make a bed to the required standard
Know how to clean and service toilet and bathroom areas	Explain the standard procedure for servicing toilet and bathroom areas Demonstrate how to clean a toilet and bathroom

Resource Materials

Hayter, R. Housekeeping Service in Hotels, Thomson Learning, 1997

Spedding, A. Handbook of Facilities Management, Heinemann, 1994

YouTube

Housekeeping Step by Step – Bed making

Housekeeping Training: Bathroom

Housekeeping – Room Make Up Procedure

Customer Service Skills

Purpose

To provide an introduction to customer service in the hospitality and tourism industry.

Customer service is at the heart of a successful business. The hospitality sector relies on excellent customer service to keep customers satisfied and returning to them. Any member of staff working in the sector will be expected to present themselves in a professional way, have good interpersonal skills and be able to communicate effectively with their customers.

Learners will look at the importance of providing excellent customer service and the characteristics of excellent customer service as it related to the hospitality sector.

Learners will develop an understanding of the importance of communication and gain hands on experience in developing key communication skills. They will also develop an understanding of customers' need and expectations.

Manage/resolve complaints, including how good communication skills can help deal with these situations.

Demonstrate required knowledge and skills to manage interaction with guests in a range of different situations.

Learning Outcomes

On completion of this unit a learners should:

Learning Outcome	Assessment Criteria
Understand the importance of providing excellent customer service in hospitality and tourism	Identify the characteristics and benefits of great customer service Describe the importance of product knowledge to organisational success Describe the importance of organisational procedures for customer service
Understand the role of the individual in delivering customer service	Describe the importance of positive attitude, behaviour and motivation Describe the importance of personal presentation (grooming)
Know how to communicate information to customers	Explain the importance of clear, polite and confident communication Explain the importance of using appropriate types of communication Identify different methods of communication

	<p>Describe the importance of effective listening skills</p> <p>Demonstrate the use of appropriate communication methods</p>
Understand the importance of customer needs and expectations	<p>Identify what is meant by customer needs and expectations</p> <p>Identify the importance of anticipating and responding to varying needs and expectations</p>
Know how to resolve customer service problems	<p>Describe the importance of dealing with complaints in a positive manner</p> <p>Explain organisational procedures and systems for dealing customer service problems</p> <p>Explain the importance of the use of procedures</p> <p>Explain why there are limits on an individual's responsibilities when dealing with guests</p> <p>Demonstrate how to resolve potential difficult situations</p> <p>Describe types of actions that may make a customer problem worse and that should be avoided</p> <p>Understand how limits of authority work</p>

Resource Materials

Ford, R. Sturman, M. & Heaton, C. Managing Quality Service in Hospitality: How Organizations Achieve Excellence In The Guest Experience, Cengage, 2011

Hudson, S. Hudson, L. Customer Service for Hospitality and Tourism. Goodfellow, 2012

Williams, A. Understanding the Hospitality Consumer. Butterworth-Heinemann, 2002

Caterer and Hotelkeeper

www.bha.org.uk

www.caterer.com

www.hiltonworldwide.com

Food Sanitation, Health and Safety

Purpose

A safe, hygienic working environment is essential for all hospitality businesses.

Learners will develop knowledge of food safety and well as general health and safety issues.

Learners will gain an understanding of the importance of good personal hygiene and how this helps reduce the risk of food related illness and food poisoning.

Demonstrate knowledge of personal workplace hygiene practices.

Learners will be taught basic workplace health and safety and why this is essential to the running of any hospitality business.

Identify and describe common health and safety issues related to the industry.

Learning Outcomes

On completion of this unit a learners should:

Learning Outcome	Assessment Criteria
Understand the importance of food safety	State the sources and risks to food safety from contamination and cross contamination Explain the consequences of food contamination
Understand how individuals can take personal responsibility for food safety	Outline the importance of food safety procedures, risk assessment, safe food handling and behaviour Describe how to report food safety hazards
Understand the importance of keeping him/herself clean and hygienic	Explain the importance of personal hygiene in food safety including its role in reducing the risk of contamination Describe effective personal hygiene practices, for example, protective clothing, hand washing, personal illness, cuts and wounds
Understand the importance of keeping the work areas clean and hygienic	Explain how to keep the work area and equipment clean and tidy Outline the importance of pest control

<p>Know about hazards and safety in the workplace</p>	<p>Identify the types of common hazards found in the workplace Identify the types of emergencies that may occur in the workplace Describe fire safety procedures Describe safe lifting and handling techniques Describe security procedures</p>
<p>Know their personal responsibilities for Health and Safety</p>	<p>Explain personal responsibility for health and safety when in the workplace State why correct clothing, footwear and headgear should be worn at all times State why, and to whom, accidents and near accidents should be reported</p>

Resource Materials

Aston, G. The Food Hygiene Handbook. Highfield. 2001

Arduser, L. Brown, D.R. HACCP and Sanitation in Restaurants and Food Service. Atlantic Publishing. 2005

YouTube

Basic Introduction to Food Hygiene
Personal Hygiene – Food Safety
Fire Safety in Hotels
Kitchen Safety