Basic Hospitality Operation (Accommodation) Programme Details

sic Hospitality Operation	
BHO-Acco1	**Provide accommodation reception services**
BHO-Acco2	**Operate a computerized reservations system**

Programme Descriptor

This Programme equips individuals with the skills and knowledge required to provide arrival and departure services to guests and to use a computerised reservations system to create bookings for a range of tourism or hospitality services.

BHO-Acco1   **Provide accommodation reception services**

	Element	Performance Criteria		Competent	Not Yet Competent
1	**Prepare for guest arrival**	1.1	Prepare reception area for service and check all necessary equipment prior to use.		
		1.2	Check and review daily arrival details, prior to guest arrival.		
		1.3	Allocate rooms in accordance with guest requirements and enterprise policy.		
		1.4	Follow up uncertain arrivals or reservations in accordance with enterprise procedures.		
		1.5	Compile and distribute accurate arrivals lists to relevant personnel/departments.		
		1.6	Inform colleagues and other departments about special situations or requests in a timely manner.		

2	**Welcome and register guests**	2.1	Welcome guests warmly and courteously.		
		2.2	Confirm details of reservation with guests.		
		2.3	Follow enterprise procedures correctly for guests registering with or without reservations, and complete registration within acceptable timeframes and in accordance with enterprise security requirements.		
		2.4	Follow correct accounting procedures in accordance with enterprise practices.		
		2.5	Explain clearly to guests relevant details such as room key/electronic card, guest mail, messages and safety deposit facility arrangements.		
		2.6	Follow correct enterprise procedures where rooms are not immediately available or overbooking has occurred, in order to minimise guest inconvenience.		
		2.7	Monitor arrivals and check actual arrivals against expected arrivals, reporting deviations in accordance with enterprise procedures.		

3	**Organise guest departure**	3.1	Review departure lists, checking for accuracy.		
		3.2	Seek information on departing guests from other departments in a timely manner to facilitate preparation of account.		
		3.3	Generate guest accounts and check for accuracy.		
		3.4	Explain account clearly and courteously to the guest, and accurately process the account.		
		3.5	Recover keys/electronic cards from guests and process correctly.		
		3.6	Action guest requests for assistance with departure courteously, or refer requests to the appropriate department for follow up.		
		3.7	Process express checkouts in accordance with enterprise procedures where appropriate.		
		3.8	Follow correct procedures for group checkout and process accounts in accordance with enterprise procedures.		
4	**Prepare front office records and reports**	4.1	Prepare and update front office records within designated timelines.		
		4.2	Follow correct enterprise policy in regard to room changes, no shows, extensions and early departures.		
		4.3	Distribute reports and records to the appropriate departments within designated timelines.		

Verification Details

Name of participant	
Signature of participant	
Date	
Name of Trainer	
Signature of Trainer	
Date	

Comments by Trainer

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Comments by Trainee

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BHO-Acco2   **Operate a computerised reservations system**

	Element		Performance Criteria	Competent	Not Yet Competent
1	Access and manipulate reservation system information	1.1	Access and accurately interpret system displays.		
		1.2	Use all system features to access a range of information.		
2	Create and process reservations	2.1	Check availability of the required booking in accordance with the system functions and requirements.		
		2.2	Create new reservations containing accurate customer details and full requirements in accordance with system procedures and features.		
		2.3	Input all customer details in the format required by the computer system.		
		2.4	Retrieve bookings as required, using the format required by the computer system.		
		2.5	Make accurate updates and amendments to reservations and store as required.		
		2.6	Download and print any required reservation details.		
3	Send and receive reservation communications	3.1	Create and process accurate communications to industry colleagues using the required features of the system.		
		3.2	Access and correctly interpret communications from industry colleagues at the appropriate time.		

Verification Details

Name of participant	
Signature of participant	
Date	
Name of Trainer	
Signature of Trainer	
Date	

Comments by Trainer

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Comments by Trainee

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Key Competencies Guide

Key Competencies are an integral part of all workplace competencies.
The table below describes those applicable to this unit.

Level 1 = Perform   Level 2 = Administer and Manage   Level 3 = Design and Evaluate

Key Competencies	Level	Examples	
Collecting, Organising and Analysing Information	1	Determining numbers and details of arrivals and departures for the day	Compiling all the required customer details and requirements to be entered into the reservation.
Communicating Ideas and Information	1	Speaking to different customers with varying requirements, from different cultural backgrounds and with special needs. Questioning and listening to determine customer requirements Dealing with customer complaints	Entering appropriate and clear information into the system to allow special request to be provided.
Planning and Organising Activities	1	Planning sequence of arrivals and any special requests	Prioritising the sequence of reservations to be actioned, according the deadline attached to the booking.
Working with Others and in Teams	2	Working with others in the front office team as well as back of house staff, managers, supervisors and service providers	Sending and responding to messages from colleagues
Using Mathematical Ideas and Techniques	1	Counting occupied and vacant rooms	Using a computer reservations system to estimate total costs of the booking.
Solving Problems	1	Dealing with guests' complaints, lost items, mistakes, 'no shows' and overbooking	Sourcing appropriate alternative bookings when the customer's first choice is unavailable.
Using Technology	1	Using automated reservations systems, writing reports on computers	Using the features of a computerised reservation system

Target Audience
- Students' registered in Hospitality & Restaurant Management Programme
- Individuals seeking for a competency based outcome learning

Intended Class Size
   Minimum: 15 participants per class
   Maximum: 20 participants per class

Trainer-Trainee Ratio
   Theoretical trainer 1

                  20 participants (maximum)
   Practical trainer 1

Assessment Methodology
- Observation of group discussions
- Assignments
- Audio Visual Presentation
- Practical Demonstration
- Oral Verification

System and Process to Administer
- Each participant will have to submit their programme work / assignment / written project to the trainer for marking and assessment.
- At the end of the module, each participant will have to be assessed in oral, underpinning knowledge and practical by the trainer.
- Practical assessment will be carried out at the end of each relevant unit.
- Each participant must obtain a minimum of 90% attendance in order to be eligible for successful completion.

Award of Certificate
Candidates who have successful completed and satisfied Attendance , programme work / assignment / written project and have been assessed Competent will be awarded a Statement of Attainment for respective modules , for progression into :-

- Basic Hospitality, Operations - Duration 480 hrs

  The Basic Operations, leads into

- Intermediate in Hospitality, Supervision - Duration 480 hrs

  The Intermediate in Hospitality, Supervision leads into

- Employability Skills Training - 1 year

  - Candidates who have misplaced or lost their Statement of Attainment MUST proof documents of report from Police / Relevant Authorities, clearly stating the Commencement and Completion period of the respective Programme.
  - A replacement fee of 1,500 Php/= will be levied