

<b>Title</b>	<b>Provide reception services in a hotel</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>45</b>

<b>Purpose</b>	<p>This unit standard is for people working in a reception role in a hotel.</p> <p>People credited with this unit standard are able to: provide arrival and departure services for guests; make reservations for guests; and carry out reception administration, in a hotel.</p>
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<b>Classification</b>	Hospitality > Guest Services
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<b>Available grade</b>	Achieved
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### Explanatory notes

- 1 Definition  
*Establishment requirements* – any policy, procedure, process or agreed requirement, either written or oral, made known to the candidate prior to assessment against this unit standard.
- 2 Legislation to be complied with includes but is not limited to – the Health and Safety in Employment Act 1992, Innkeepers Act 1962, Privacy Act 1993, Resource Management Act 1991.
- 3 Evidence for the practical components of this unit standard must be gathered in the workplace.

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### Outcomes and evidence requirements

#### Outcome 1

Provide arrival and departure services for guests in a hotel.

#### Evidence requirements

- 1.1 Guest priorities are identified and managed in accordance with establishment requirements.

Range      guest priorities may include but are not limited to – groups, VIPs, individuals, check in or check out versus enquiries, luggage storage or retrieval, phone versus face-to-face enquiries; evidence of two is required.

- 1.2 Guests are greeted and farewelled on arrival and departure in accordance with establishment requirements.
- 1.3 Guests are checked in upon arrival using the property management system in accordance with establishment requirements.
- Range guests may include but are not limited to – groups, individuals, VIPs, regulars, walk-ins, first-time guests; evidence of two is required.
- 1.4 Guests are checked out upon departure using the property management system in accordance with establishment requirements.
- Range guests may include but are not limited to – groups, individuals, VIPs, regulars, walk-ins, first-time guests; evidence of two is required.
- 1.5 Payment options are identified, clarified with the guest and actioned upon arrival and departure.
- Range payment options may include but are not limited to – corporate, charge back, cash, credit card, partial, vouchers, special offers; evidence of two payment options is required.
- 1.6 Up-selling and/or on-selling options are offered to the guest upon arrival and/or departure in accordance with establishment requirements.
- 1.7 Guest enquiries and requests are responded to face-to-face and on the phone in accordance with establishment requirements.
- 1.8 Advice is provided to guests upon request in accordance with establishment requirements.
- Range advice may include but is not limited to – hotel facilities, local geographic area, local attractions, transport options, current and future events, communication options, parking options, conference options; evidence of four examples is required.
- 1.9 Internal and external services are booked to meet guest requests, where required, in accordance with establishment requirements.
- Range internal and external services may include but are not limited to – booking transport, booking restaurants, booking tours, booking events.
- 1.10 Guest luggage is stored securely and logged in accordance with establishment requirements.
- 1.11 Luggage register is maintained in accordance with establishment requirements.

**Outcome 2**

Make reservations for guests in a hotel.

**Evidence requirements**

- 2.1 Reservations are made to meet guest requests in accordance with establishment requirements.
- Range reservations include but are not limited to – phone, personal contact, electronic media.
- 2.2 Room options are communicated to guests and applied to guest reservations in accordance with establishment requirements.
- 2.3 Room rate options are identified and applied to guest reservations in accordance with establishment requirements.
- 2.4 Loyalty programme options are communicated to guests and applied to guest reservations where applicable in accordance with establishment requirements.
- 2.5 Promotion options are communicated to guests and applied to guest reservations where applicable in accordance with establishment requirements.

**Outcome 3**

Carry out reception administration in a hotel.

**Evidence requirements**

- 3.1 Work tasks are prioritised to determine workload in accordance with establishment requirements.
- 3.2 Co-ordination with other departments is maintained in accordance with establishment requirements.
- 3.3 Procedures for maintaining guest confidentiality are applied to operational tasks in accordance with establishment requirements.
- 3.4 End of shift procedures are carried out in accordance with establishment requirements.
- Range end of shift procedures may include but are not limited to – cash reconciliations, reporting issues, handover procedures.
- 3.5 Any media enquiries are actioned in accordance with establishment requirements.
- 3.6 Procedures for dealing with different types of guests are identified and described in terms of establishment requirements.

- 3.7 Procedures for dealing with complaints are identified and described in terms of establishment requirements.
- 3.8 Procedures for dealing with unexpected situations are identified and described in terms of establishment requirements.
- 3.9 Property management system is operated and maintained in accordance with establishment requirements.
- 3.10 Business correspondence is actioned in accordance with establishment requirements.

<b>Replacement information</b>	This unit standard replaced unit standard 14413, unit standard 14414, and unit standard 26951.
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<b>Planned review date</b>	31 December 2018
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	12 December 2013	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

#### Comments on this unit standard

Please contact ServiceIQ [qualifications@serviceiq.org.nz](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.