

Title	Provide reception services in a hotel		
Level	4	Credits	45

Purpose	<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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Classification	Hospitality > Guest Services
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Available grade	Achieved
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Guidance Information

- 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 may with include but is not limited to – the Health and Safety at Work Act 2015, Innkeepers Act 1962, Privacy Act 2020, Resource Management Act 1991.
- 3 Evidence for the practical components of this unit standard must be gathered in the workplace.
- 4 All assessment tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Provide arrival and departure services for guests in a hotel.

Performance criteria

- 1.1 Guest priorities are identified and managed.

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.
- 1.3 Guests are checked in upon arrival using the property management system.
- 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.
- 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.
- 1.7 Guest enquiries and requests are responded to face-to-face and on the phone.
- 1.8 Advice is provided to guests upon request.
- 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.
- 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.
- 1.11 Luggage register is maintained.

Outcome 2

Make reservations for guests in a hotel.

Performance criteria

- 2.1 Reservations are made to meet guest requests.
- 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.
- 2.3 Room rate options are identified and applied to guest reservations.
- 2.4 Loyalty programme options are communicated to guests and applied to guest reservations where applicable.
- 2.5 Promotion options are communicated to guests and applied to guest reservations where applicable.

Outcome 3

Carry out reception administration in a hotel.

Performance criteria

- 3.1 Work tasks are prioritised to determine workload.
- 3.2 Co-ordination with other departments is maintained.
- 3.3 Procedures for maintaining guest confidentiality are applied to operational tasks.
- 3.4 End of shift procedures are carried out.
- 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.
- 3.6 Procedures for dealing with different types of guests are identified and described.
- 3.7 Procedures for dealing with complaints are identified and described.
- 3.8 Procedures for dealing with unexpected situations are identified and described.
- 3.9 Property management system is operated and maintained.
- 3.10 Business correspondence is actioned.
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Replacement information	This unit standard replaced unit standard 14413, unit standard 14414, and unit standard 26951.
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Planned review date	31 December 2026
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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	31 December 2023
Review	2	28 October 2021	N/A

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

Comments on this unit standard

Please contact ServicelQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.