



REPUBLIC OF KENYA
COMPETENCY-BASED MODULAR CURRICULUM
FOR
ACCOMMODATION OPERATIONS
KNQF LEVEL 4
CYCLE 3

PROGRAMME ISCED CODE: 1013 354A



TVET CDACC
P.O BOX 15745-00100
NAIROBI

FRONT OFFICE OPERATIONS

UNITCODE: 1013 351 01MA

TVET CDACC UNIT CODE: HOS/CU/ACO/CR/01/4/MA

DURATION OF UNIT: 180 hours

Relationship to Occupational Standards

This unit addresses the unit of competency: **Perform front office operations.**

Unit Description

This unit describes competencies required to perform front office operations. It involves making guest reservations, conducting guest check-in procedures, carrying out guest occupancy services and conducting guest check-out procedure.

The unit is applicable in the hospitality industry.

Summary of Learning Outcomes

S/No	Learning Outcomes	Duration (Hours)
1.	Make Guest Reservation.	50
2.	Conduct Guest Check-In Procedure.	40
3.	Carry Out Guest Occupancy Services	50
4.	Conduct Guest Check-Out Procedure	40
Total		180

Learning Outcomes, Content, and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Make Guest Reservation.	<p>1.1 Introduction to the front office.</p> <p>1.1.1 Definition of terms</p> <ul style="list-style-type: none">• Front office• Guest• Reservation <p>1.1.2 Functions of the front office</p> <ul style="list-style-type: none">• Reservations• Registration• Room and rate assignment• Check-in guest services <p>1.2 Front office organization</p> <ul style="list-style-type: none">• Duties, responsibilities and	<ul style="list-style-type: none">• Practical assessment• Project• Portfolio of evidence• Third party report• Written tests• Oral questioning

Learning Outcome	Content	Suggested Assessment Methods
	<p>attributes of front office personnel</p> <p>1.3 Personal Management</p> <ul style="list-style-type: none"> • Self-Awareness • Self Esteem • Stress Management • Assertiveness • Drug and Substance abuse • Time Management • Integrity • Core Values and beliefs • Professionalism <p>1.4 Front office layout</p> <ul style="list-style-type: none"> • Reception desk area • Guest waiting area • Office/Administration section. • Luggage handling area • Communication station. • Public restrooms • Cashier/payment area. <p>1.5 Front office sections</p> <ul style="list-style-type: none"> • Reception • Reservation • Accounts • Enquiries • Concierge <p>1.6 Front office equipment and supplies</p> <ul style="list-style-type: none"> • Front desk • Bell and concierge desk • Room and reservation racks <p>1.7 The guest cycle.</p> <ul style="list-style-type: none"> • Pre-arrival • Arrival • Occupancy • Departure <p>1.7 Types of rooms</p> <ul style="list-style-type: none"> • Singles • Doubles 	

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> • Twin • Deluxe • Suits • Airbnb • cottages • Quad • Cabana <p>1.8 Guest reservations</p> <p>1.81. Types of reservations</p> <ul style="list-style-type: none"> • Guaranteed reservations • Non-guaranteed reservations • Group reservations <p>1.8.2 Reservation process</p> <ul style="list-style-type: none"> • Inquiry • Booking/reservation request • Confirmation • Pre-arrival • Check in • Stay and service • Check out • Post departure <p>1.8.3 Importance of reservation process</p> <ul style="list-style-type: none"> • Guest convenience and satisfaction • Operational efficiency • Revenue optimization • Enhanced communication • Brand reputation and competitiveness • Data management • Legal and financial security <p>1.8.4 Types of guest inquiries</p> <ul style="list-style-type: none"> • Room availability • Hotel rate • Amenities • Location • Hotel packages <p>1.8.5 Special requests</p> <ul style="list-style-type: none"> • Room preferences. • Bed and bedding preferences. 	

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> • Amenities and facilities. • Dietary requirements. • Accessibility needs. • Transportation • Health and wellness • Personal preferences • Pet sitting services <p>1.9 Guest registration</p> <ul style="list-style-type: none"> • Registration process • Registration records • Registration methods and systems 	
2. Conduct check-in procedure	<p>2.1 Check in procedure</p> <p>2.2 Types of guests</p> <ul style="list-style-type: none"> • Walk in guest • Reserved guest • No show guest • Skipper guest • Online travel agency guests. • Free independent travellers. • Frequent/loyal guests. • Group guests • Corporate guests. • Last minute bookers • Owners <p>2.3 Types of guest details</p> <ul style="list-style-type: none"> • Name • Contact details • Nationality • Gender • Next of kin details <p>2.4 Types of front office records</p> <ul style="list-style-type: none"> • Arrival list • Room availability chart • Registration card • Blacklist • Reservation records • Booking vouchers • Stay records • Billing records 	<ul style="list-style-type: none"> • Practical assessment • Project • Portfolio of evidence • Third party report • Written tests • Oral questioning

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> Feedback and complaints records. <p>2.5 Guest Briefing</p> <ul style="list-style-type: none"> Guest amenities Guest supplies Familiarization of the hotel services (check out time, game drive time) Occupational health and safety precautions. <p>2.6 Room allocation</p> <p>2.6. 1 Room status</p> <ul style="list-style-type: none"> Vacant Occupied Out of order Inspected Dirty <p>2.7 Key control</p> <p>2.7.1 Types of keys</p> <ul style="list-style-type: none"> Grand master key Master key Floor key Individual room key Emergency key. Electronic key card <p>2.8 Elements of effective key control</p> <ul style="list-style-type: none"> Key collection and return Key storage and security Master key control Key audits and monitoring Training and policies Lost or stolen keys Electronic key control <p>2.8.1 Benefits of proper key control</p> <p>2.9 Guest Briefing</p> <ul style="list-style-type: none"> Guest amenities Guest supplies Familiarization of the hotel services (check out time, game drive time) 	

Learning Outcome	Content	Suggested Assessment Methods
3. Carry out guest occupancy services	<p>3.1 Communication</p> <ul style="list-style-type: none"> 3.1.1 Modes of communication <ul style="list-style-type: none"> • Verbal • Written • Non-verbal 3.1.2 Means of communication 3.1.3 Apply job entry techniques <ul style="list-style-type: none"> • Resume/ curriculum vitae • Job application letter • Interview skills <p>3.2 Types of guest services</p> <ul style="list-style-type: none"> • Front desk services • Business services • Housekeeping • Room service • Food and beverage service • Wellness and fitness service • Security and safety services • Entertainment activities <p>3.3 Guest accounting</p> <ul style="list-style-type: none"> 3.3.1 Objectives of guest accounting 3.3.2 Billing systems 3.3.3 Types of bills <ul style="list-style-type: none"> • Accommodation bills <ul style="list-style-type: none"> • Room charges • Additional night • Food and beverage bills <ul style="list-style-type: none"> • Room services • Restaurant bills • Mini-bar bills • Service and amenity bills <ul style="list-style-type: none"> • Laundry and dry cleaning • Spa services • Fitness centre • Events and conference bills <ul style="list-style-type: none"> • Catering services • Event space rentals • Audio visual equipment 3.3.4 Method of payment <ul style="list-style-type: none"> • Cash • Credit cards 	<ul style="list-style-type: none"> • Practical assessment • Project • Portfolio of evidence • Third party report • Written tests • Oral questioning

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> • Debit cards • Mobile payment • Bank transfers • Online payment platforms • Cryptocurrency • Pre-paid cards • Gift cards • Buy now pay later • Money orders • Personal cheque 	
4. Conduct guest check out procedure	4.1 Guest check-out process 4.2 Carry out night auditing. 4.3 Settlement of account <ul style="list-style-type: none"> • Bill reconciliation • Receipting and invoicing • Writing of receipt • Preparing of invoice 4.4 Guest feedback 4.5 Feedback form	<ul style="list-style-type: none"> • Practical assessment • Project • Portfolio of evidence • Third party report • Written tests • Oral questioning

Suggested Methods of Instruction

- Practical
- Projects
- Demonstration
- Group discussion
- Facilitator lead instruction

RECOMMENDED RESOURCES FOR 25 TRAINEES

S/No.	Category/Item	Description/Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	Learning Materials			
	Textbooks	1) Front office – P. Abbott, S. Lewry 2) Front office Management and operations - Andrews	1	1:25
	Projector	Functional projector for displaying content during presentations	1	1:25
	Lap top	Functional laptop with online instructional content	1	1:25

S/No.	Category/Item	Description/Specifications	Quantity	Recommended Ratio (Item: Trainee)
	Flip charts	Plain white	1	1:25
	White board markers	Assorted	1	1:25
	White board	Quality whiteboard of approximately 6 feet by 3 feet for writing during theory instruction	1	1:25
B	LEARNING FACILITIES & INFRASTRUCTURE			
	Lecture/Theory Room	Spacious room with a minimum capacity for 25 trainees,	1	1:25
	Workshop	A fully equipped operational reception.	1	1:25
C	LARGE FRONT OFFICE EQUIPMENT			
	Room rack		1	1:25
	Information desk		1	1:25
	Printing machine		1	1:25
	PDQ		1	1:25
	ETR Machine		1	1:25
	Switchboard		1	1:25
	Desk top		1	1:25
	Key rack		1	1:25
D	SMALL FRONT OFFICE EQUIPMENT			
	Wall clock		2	1:13
	Guest folios		2	1:13
	Reservation forms		25	1:1
	Message slips		25	1:1
	Lost and found register		1	1:25
	Cash box		1	1:25
	Key tags		25	1:1
	Pens		25	1:1
	Notepads		25	1:1

S/No.	Category/Item	Description/Specifications	Quantity	Recommended Ratio (Item: Trainee)
	Staplers		5	1:5
	Paper punch		5	1:5
	Clip boards		1	1:25
	Rubber stamp		1	1:25
	Barcode scanner		1	1:25
	Walkie talkies		5	1:5
	Intercom systems		5	1:5
	Calculator		2	1:13
	Safe deposit boxes		2	1:13
F. CLEANING AGENTS AND MATERIALS				
	Liquid Detergent	Multi-purpose.	3liters	1:8
	Scouring powder		1kg	1:25
	Disinfectant		1ltre	1:25
	Scouring pads	Assorted sizes	10	1:3
	Window cleaners	1-litre bottles	5	1:5
	Yellow dusters	Non fluffy	25	1:1
E. CLEANING EQUIPMENT				
	Cob web brush	With handles	2	1:13
	Soft brushes	Soft with handle	2	1:12.5
	Dustpans and brush	a set	13	1:2
	Mops	Both dry and wet	5	1:5
	Mop buckets	Assorted materials / sizes	5	1:5
	Hard brushes	Hard with handles and without handle	5	1:5
	Squeezers	With handles	2	1:13
	Dustbins	Large with lids	4	1:6
F. SAFETY EQUIPMENT				
	Fire extinguishers	Assorted types (co2, foam, water)	3	1:8
	Fire blankets	Standard size	2	1:13
	First aid kit	Complete set well stocked.	1	1:25

PPEs