



**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
<b>Total</b>		<b>180</b>

### 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"><li>• Front office</li><li>• Guest</li><li>• Reservation</li></ul> <p>1.1.2 Functions of the front office</p> <ul style="list-style-type: none"><li>• Reservations</li><li>• Registration</li><li>• Room and rate assignment</li><li>• Check-in guest services</li></ul> <p>1.2 Front office organization</p> <ul style="list-style-type: none"><li>• Duties, responsibilities and</li></ul>	<ul style="list-style-type: none"><li>• Practical assessment</li><li>• Project</li><li>• Portfolio of evidence</li><li>• Third party report</li><li>• Written tests</li><li>• Oral questioning</li></ul>

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

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>• Twin</li> <li>• Deluxe</li> <li>• Suits</li> <li>• Airbnb</li> <li>• cottages</li> <li>• Quad</li> <li>• Cabana</li> </ul> <p>1.8 Guest reservations</p> <p>1.8.1. Types of reservations</p> <ul style="list-style-type: none"> <li>• Guaranteed reservations</li> <li>• Non-guaranteed reservations</li> <li>• Group reservations</li> </ul> <p>1.8.2 Reservation process</p> <ul style="list-style-type: none"> <li>• Inquiry</li> <li>• Booking/reservation request</li> <li>• Confirmation</li> <li>• Pre-arrival</li> <li>• Check in</li> <li>• Stay and service</li> <li>• Check out</li> <li>• Post departure</li> </ul> <p>1.8.3 Importance of reservation process</p> <ul style="list-style-type: none"> <li>• Guest convenience and satisfaction</li> <li>• Operational efficiency</li> <li>• Revenue optimization</li> <li>• Enhanced communication</li> <li>• Brand reputation and competitiveness</li> <li>• Data management</li> <li>• Legal and financial security</li> </ul> <p>1.8.4 Types of guest inquiries</p> <ul style="list-style-type: none"> <li>• Room availability</li> <li>• Hotel rate</li> <li>• Amenities</li> <li>• Location</li> <li>• Hotel packages</li> </ul> <p>1.8.5 Special requests</p> <ul style="list-style-type: none"> <li>• Room preferences.</li> <li>• Bed and bedding preferences.</li> </ul>	

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

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>• Feedback and complaints records.</li> </ul> <p>2.5 Guest Briefing</p> <ul style="list-style-type: none"> <li>• Guest amenities</li> <li>• Guest supplies</li> <li>• Familiarization of the hotel services (check out time, game drive time)</li> <li>• Occupational health and safety precautions.</li> </ul> <p>2.6 Room allocation</p> <p>2.6.1 Room status</p> <ul style="list-style-type: none"> <li>• Vacant</li> <li>• Occupied</li> <li>• Out of order</li> <li>• Inspected</li> <li>• Dirty</li> </ul> <p>2.7 Key control</p> <p>2.7.1 Types of keys</p> <ul style="list-style-type: none"> <li>• Grand master key</li> <li>• Master key</li> <li>• Floor key</li> <li>• Individual room key</li> <li>• Emergency key.</li> <li>• Electronic key card</li> </ul> <p>2.8 Elements of effective key control</p> <ul style="list-style-type: none"> <li>• Key collection and return</li> <li>• Key storage and security</li> <li>• Master key control</li> <li>• Key audits and monitoring</li> <li>• Training and policies</li> <li>• Lost or stolen keys</li> <li>• Electronic key control</li> </ul> <p>2.8.1 Benefits of proper key control</p> <p>2.9 Guest Briefing</p> <ul style="list-style-type: none"> <li>• Guest amenities</li> <li>• Guest supplies</li> <li>• Familiarization of the hotel services (check out time, game drive time)</li> </ul>	

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

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>• Debit cards</li> <li>• Mobile payment</li> <li>• Bank transfers</li> <li>• Online payment platforms</li> <li>• Cryptocurrency</li> <li>• Pre-paid cards</li> <li>• Gift cards</li> <li>• Buy now pay later</li> <li>• Money orders</li> <li>• Personal cheque</li> </ul>	
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"> <li>• Bill reconciliation</li> <li>• Receipting and invoicing</li> <li>• Writing of receipt</li> <li>• Preparing of invoice</li> </ul> 4.4 Guest feedback 4.5 Feedback form	<ul style="list-style-type: none"> <li>• Practical assessment</li> <li>• Project</li> <li>• Portfolio of evidence</li> <li>• Third party report</li> <li>• Written tests</li> <li>• Oral questioning</li> </ul>

#### 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>B</b>	<b>LEARNING FACILITIES &amp; INFRASTRUCTURE</b>			
	Lecture/Theory Room	Spacious room with a minimum capacity for 25 trainees,	1	1:25
	Workshop	A fully equipped operational reception.	1	1:25
<b>C</b>	<b>LARGE FRONT OFFICE EQUIPMENT</b>			
	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
<b>D</b>	<b>SMALL FRONT OFFICE EQUIPMENT</b>			
	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
<b>F.</b>	<b>CLEANING AGENTS AND MATERIALS</b>			
	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
<b>E</b>	<b>CLEANING EQUIPMENT</b>			
	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
<b>F</b>	<b>SAFETY EQUIPMENT</b>			
	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