



THE REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

FOOD AND BEVERAGE SALES AND SERVICE

KNQF LEVEL 4

ISCED PROGRAMME CODE: 1013 354B



TVET CDACC
P.O. BOX 15745-00100
NAIROBI

GUEST RESERVATIONS

UNIT CODE: HOS/CU/FB/CR/07/4/B

Relationship to Occupational Standards

This unit addresses the Unit of Competency: **Handle guest reservations**

Duration of Unit: 25 hours

Unit Description

This unit deals with competencies required to handle guest reservations. It involves taking and processing guest reservations. It also entails allocating reserved tables and sharing reservation information as well as processing cancellations and no shows.

Summary of Learning Outcomes

1. Take guests' reservations
2. Process guest reservations
3. Implement guests' reservations
4. Develop loyalty programmes

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Take guests reservations	<ul style="list-style-type: none">• Introduction to guest reservations• Types of reservations• Reservation handling procedures<ul style="list-style-type: none">• Reservation verification• Reservation confirmation• Critical reservation details• Reservation diary• Telephone etiquette• Methods communication in reservation• Suggestive selling techniques	<ul style="list-style-type: none">• Written tests• Observation• Oral questioning• Third party report

2. Process guest reservations	<ul style="list-style-type: none"> • Methods of reservation payments • Acknowledgement of receipt of deposits/down payment • Communicating reservation details to the relevant departments • Handling cancellations and no shows 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Third party report
3. Implement guests reservations	<ul style="list-style-type: none"> • Carrying out reservation set up • Special requests • Special set ups • Reservation cards/signage • Service for the reservation • Service for special function/reservation 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questioning • Third party report
1. Implement loyalty programs	<ul style="list-style-type: none"> • Introduction to loyalty programs • Loyalty programs registration procedures • Benefits of the loyalty programs • Database development and maintenance • Handling loyalty programs guest feedback <ul style="list-style-type: none"> • Methods of feedback • Follow up on guest feedback for future business 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questioning • Third party report

Suggested methods of instruction

- Direct instruction
- Role play
- Case studies
- Field trips
- Discussions
- Demonstration by instructor
- Practice by the trainee

List of recommended resources:

- Audio visual equipment

- Stationery
 - Files
 - Books
 - Diaries
 - Pens
 - Receipt books
- PMS sytem
- In-house guest list
- Reservation diary
- Telephones
- Fliers with organization products information
- Internet connectivity
- Computer
- Furniture
 - Tables
 - Chairs
 - Cabinets
 - Drawers