



REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARD

FOR

ACCOMMODATION OPERATIONS ATTENDANT

LEVEL 4

OCCUPATIONAL STANDARDS ISCED CODE: 1013 354A



TVET CDACC
P.O BOX 15745-00100
NAIROBI

PERFORM FRONT OFFICE OPERATIONS.

ISCED UNIT CODE: 1013 351 01MA

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

UNIT DESCRIPTION:

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

The unit is applicable in the hospitality industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace functions	These are assessable statements which specify the required level of performance for each of the elements <i>(Bold and italicized terms are elaborated in the range)</i>
1. Make guest reservation	1.1. Guest reservation request is received and recorded as per organization procedure. 1.2. Guest room type is identified as per guest's preference. 1.3. Guest special request is recorded as per guest preference. 1.4. Reservation confirmation is made as per organization procedure. 1.5. Apply computer techniques in reservation
2. Conduct guest Check-in procedure.	2.1 Guest is received and registered as per organization procedure. 2.2 Guest folio is opened as per organization procedure. 2.3 Room is allocated as per reservation record. 2.4 Guest is informed about amenities and facilities available as per organization procedure. 2.5 Guest is issued with the room key/card as per organization procedure. 2.6 Guest is escorted to the room as per organization procedure.
3. Carry-out guest occupancy services	3.1 Guest communication is handled as per organization procedure. 3.2 Guest services are carried out as per guest preference. 3.3 Guest folio is updated as per organization procedure.
4. Conduct guest check- out procedure.	4.1 Guest feedback is recorded as per organization procedure. 4.2 Guest is presented with bill as per organization procedure. 4.3 Guest folio is settled as per organization procedure.

ELEMENT These describe the key outcomes which make up workplace functions	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements <i>(Bold and italicized terms are elaborated in the range)</i>
	<p>4.4 Guest history record is updated as per organization procedure.</p> <p>4.5 Guest luggage is handled as per organization procedure.</p>

RANGE

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
1. Reservation may include but not limited to	<ul style="list-style-type: none"> Guaranteed reservations Non-guaranteed reservations Group reservations
2. Room type may include but not limited to:	<ul style="list-style-type: none"> Single room Double rooms Twin rooms V.I.P rooms Cottages Airbnb Deluxe rooms
3. Record may include but not limited to:	<ul style="list-style-type: none"> Arrival list Room availability chart Registration card Blacklist Reservation records Booking vouchers Stay records Billing records Feedback and complaints records.
4. Guest services may include but not limited to:	<ul style="list-style-type: none"> Front desk services Business services Housekeeping Room service

Variable	Range
	<ul style="list-style-type: none"> • Food and beverage service • Wellness and fitness service • Security and safety services • Entertainment activities
5. Guest may include but not limited to:	<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.
6. Guest folio may include but not limited to:	<p>Types of guest folio</p> <ul style="list-style-type: none"> • Individual • Group • Master • Split • Incidental
7. Key/card may include but not limited to:	<ul style="list-style-type: none"> • Grand master key • Master key • Floor key • Individual room key • Emergency key. • Electronic key card

Variable	Range
8. <i>Bill</i> may include but not limited to:	<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
9. <i>Special request</i> may include but not limited to:	<ul style="list-style-type: none"> • Room preferences. • Bed and bedding preferences. • Amenities and facilities. • Dietary requirements. • Accessibility needs. • Transportation • Health and wellness • Personal preferences • Pet sitting services

REQUIRED KNOWLEDGE AND SKILLS

This section describes the knowledge and skills required for this unit of competency.

Required knowledge

The accommodation operations attendant needs to demonstrate knowledge of:

- Digital literacy
- Machine operations knowledge
- Proper utilization of skills
- Customer care

Required skills

The accommodation operations attendant needs to demonstrate the following skills:

- Basic book keeping skills
- Communication skills

- Customer care services.
- Organizational skills
- Time management
- Numeracy skills
- Interpersonal skills

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

1 Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Received guest reservation requests as per organization procedure.</p> <p>1.2 Determined guest rooms type as per guest preference.</p> <p>1.3 Updated reservation records as per organization procedure.</p> <p>1.4 Received and registered guests as per organization procedure.</p> <p>1.5 Allocated rooms as per reservation record.</p> <p>1.6 Informed guests about the amenities and facilities available as per organization procedure.</p> <p>1.7 Issued guests with the room key or room card as per organization procedure.</p> <p>1.8 Obtained guest feedback as per organization procedure.</p> <p>1.9 Presented guests with an updated bill for settlement.</p> <p>1.10 Updated guest history records and filed as per organization procedure.</p>
2 Resource implications	<p>The following resources should be provided:</p> <p>2.1 Appropriately simulated environment where assessment can take place</p> <p>2.2 Access to relevant work environment</p> <p>2.3 Resources relevant to the proposed activities or tasks</p>
3 Methods of assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> • Practical • Simulation • Portfolio of evidence

	<ul style="list-style-type: none"> • Third party report • Oral questioning • Written tests
4 Context of assessment	Competency may be assessed at the training institution, the workplace or in a simulated workplace environment.
5 Guidance information for assessment	Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.