# SELF-ASSESSMENT GUIDE

## Qualification

<table>
<thead>
<tr>
<th>Unit of Competency Covered:</th>
<th>FRONT OFFICE SERVICES NC II</th>
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<tbody>
<tr>
<td></td>
<td>• Receive and Process Reservations</td>
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<tr>
<td></td>
<td>• Operate a Computerized Reservation System</td>
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<td></td>
<td>• Provide Accommodation Reception Services</td>
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<td></td>
<td>• Provide Concierge Services</td>
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<td></td>
<td>• Conduct Night Audit</td>
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<td></td>
<td>• Provide Club Reception Services</td>
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## Instruction:
- Read each of the questions in the left-hand column of the chart.
- Place a check in the appropriate box opposite each question to indicate your answer.

## Can I?

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<tr>
<th></th>
<th>YES</th>
<th>NO</th>
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### RECEIVE AND PROCESS RESERVATIONS

**Receive Reservation Request**

- Acknowledge customer making a reservation using property standards
- Determine request availability of room *
- Offer alternatives, including waitlist options, if requested booking is not available.
- Answer inquiry regarding rates and other product features accurately *

**Record Details of Reservations**

- Record complete customer details in the system accurately *
- Check and use guest profile/history if available in making the reservation *
- Record special request clearly in accordance with establishment requirements
- Complete, explain, and confirm reservation details of customer bookings *
- File reservation according to property standards.
- Prepare and issue documents and other materials to the customer in accordance with the requirements of the specific reservation
<table>
<thead>
<tr>
<th><strong>Update Reservations</strong></th>
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<tbody>
<tr>
<td>• Record or update reservation payments and deposits of the reservation accurately in accordance with the property standards *</td>
</tr>
<tr>
<td>• Receive, process, and record amendments and cancellations of reservations in accordance with customer request and property standards *</td>
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<table>
<thead>
<tr>
<th><strong>Advise Others On Reservation Details</strong></th>
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<tbody>
<tr>
<td>• Communicate general and specific customer requirements and reservation details to appropriate departments and colleagues *</td>
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<tr>
<td>• Address follow up on customer requests and ensures that all specific requirements in his reservation details are prior to guest arrival.</td>
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<tr>
<th><strong>OPERATE A COMPUTERIZED RESERVATION SYSTEM</strong></th>
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<tbody>
<tr>
<td><strong>Operate Computerize Reservation System Based on Property Standards</strong></td>
</tr>
<tr>
<td>• Access and accurately interpret reservation system *</td>
</tr>
<tr>
<td>• Use all system features to access a range of information</td>
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<table>
<thead>
<tr>
<th><strong>Create and Process Reservations</strong></th>
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<tbody>
<tr>
<td>• Check availability of the required booking in accordance with the system functions and requirements</td>
</tr>
<tr>
<td>• Create new reservations using the format required by the computerized system *</td>
</tr>
<tr>
<td>• Retrieve bookings using the format required by the computer system *</td>
</tr>
<tr>
<td>• Record, update, and store amendments</td>
</tr>
<tr>
<td>• Download and print reservation details.</td>
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<tr>
<th><strong>Send and Receive Reservation Communications</strong></th>
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<tr>
<td>• Create internal communications using the required features of the system</td>
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<tr>
<th><strong>PROVIDE ACCOMMODATION RECEPTION SERVICES</strong></th>
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<tr>
<td><strong>Prepare Reception Area for Guest Arrival</strong></td>
</tr>
<tr>
<td>• Prepare and check functionality of reception area and all necessary equipment.</td>
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<tr>
<td>• Check and review daily arrival details prior to guests arrival *</td>
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</tbody>
</table>
- Allocate rooms in accordance with guest requirements
- Follow up uncertain arrivals or reservations in accordance with property standards
- Compile and distribute arrival list to relevant personnel.
- Inform colleagues on special situations in a timely manner.

### Welcome and Register Guest

- Welcome guests *
- Confirm reservation details with guest
- Register guests with or without reservations according to establishment systems and procedures
- Apply correct accounting procedures *
- Issue room key/electronic cards, guest mail and messages to guest
- Follow procedures where rooms are not immediately available or overbooking has occurred Monitors and reports discrepancies in guest arrivals *
- Monitor and reports guest arrivals and discrepancies between actual and expected arrivals are reported in accordance with property standards.

### Perform “During Stay” Functions

- Address all guest requests during in-stay according to property standards.
- Respond promptly to inquiries to guests’ satisfaction.

### Organize Guest Departure

- Review and check departure list.
- Gather information on departing guests from other departments to facilitate the preparation of account *
- Facilitate information of departing guest from other departments.
- Generate and explain guests’ accounts
- Recover key electronic card from guest
- Act or refer guest request to appropriate department
- Process express and group express check outs *
**Prepares Front Office Records and Reports**

- Prepare and updates front office records.
- Follow establishment policies with regards to room changes, no shows, extensions and early departures.
- Distribute reports and records to appropriate departments.

**PROVIDE CONCIERGE SERVICES**

**Handle Guest Arrivals and Departure**

- Review expected daily arrivals and departures and requests for major guest movements.
- Direct guest to appropriate area for registration.
- Assist guest on luggage.
- Escort guest to rooms and where appropriate courteously shows/explains the establishment/room features.

**Handle Guest Luggage**

- Transport and deliver guest luggage to correct location within appropriate timeframes.
- Operate luggage storage systems in accordance with established procedures and security requirements.
- Mark and store luggage to allow for easy retrieval following established procedures.
- Place luggage within the storage system.

**Respond to Request for Concierge Services**

- Provide concierge services promptly.
- Liaise with colleagues and other departments to ensure effective response to guest request.

**Manage Intoxicated Persons**

- Determine levels of intoxication of customers.
- Refer difficult situations to an appropriate person.
- Apply appropriate procedures to the situation and in accordance with enterprise policy.
- Apply legislative requirements.
### CONDUCT NIGHT AUDIT

#### Process Internal Financial Transactions
- Double check transactions to ensure that they have been posted in the property’s computerized system
- Identify and reconcile financial and systems discrepancies according to property standards
- Verify and reconcile room rates and room status
- Suggest internal financial system and control for improvements in the property’s operation.

#### Complete Routine Records and Reports
- Complete routine and report within designated timelines
- Forward reports to appropriate persons and department

### PROVIDE CLUB RECEPTION SERVICES

#### Provide Information on Club Services and Process Memberships
- Provide accurate advice and information on club services and facilities to customers and club members as required according to established standards *
- Explain club membership and club rules to the public and members following the standard procedures *
- Explain membership application forms; completely filling it out in accordance with enterprise standards *
- Record and maintain membership records according to standard procedures *

#### Monitor Entry to Club
- Check membership badges/cards in accordance with established cards *
- Assist guest to “sign in” accordance with government and enterprise requirements
- Check compliance of members in accordance with established policy and procedures
- Refer disputes over entry to club to security, supervisor or other relevant person according to enterprise policy

### PROVIDE CASHIERING SERVICES

#### Prepare Guest Folio
- Check and post late charges and unposted checks with other departments
- Print and ready guest folio to be presented to guest *
- Present guest folio for review and approval

### Collects Cash, Cash Equivalents or Non-Cash Transactions

- Accept and count cash in front of the customer
- Process credit cards or debit cards according to property standards.
- Accept payment of foreign currency according to property standards.
- Process traveler’s check is processed according to property standards.
- Process other billing settlement using property standards.

### Process Receipts and Payments

- Present and issue correct receipts to guests
- Record transactions to guest account in the computerized system
- Process check out guest based on property standards
- Perform transactions to the satisfaction of guest and according to property standards.

### Reconciles Financial Transactions at the End of the Shift

- Perform balancing of cash float in accordance with property standards
- Segregate and count cash, cash equivalents, and non-cash.
- Determine, tally, and balance between computerized system and sum of cash and non-cash transactions.
- Record and process transactions according to property standards.
- Close cashier’s account based on property standards.
- File and store source documents

I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.

| Candidate's Name and Signature: | Date: |

NOTE: *Critical aspects of competency