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### SELF-ASSESSMENT GUIDE

Qualification	FRONT OFFICE SERVICES NC II		
<b>Unit of Competency Covered:</b>	<ul style="list-style-type: none"> <li>• Receive and Process Reservations</li> <li>• Operate a Computerized Reservation System</li> <li>• Provide Accommodation Reception Services</li> <li>• Conduct Night Audit</li> <li>• Provide Club Reception Services</li> <li>• Provide Concierge and Bell Services</li> <li>• Provide Cashiering Services</li> </ul>		
Instruction: <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>			
<b>Can I?</b>	<b>YES</b>	<b>NO</b>	
<b>RECEIVE AND PROCESS RESERVATIONS</b>			
<b>Receive Reservation Request</b>			
• 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 *			
<b>Record Details of Reservations</b>			
• 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			

<ul style="list-style-type: none"> <li>• Complete, explain, and confirm reservation details of customer bookings *</li> </ul>		
<ul style="list-style-type: none"> <li>• File reservation according to property standards.</li> </ul>		
<ul style="list-style-type: none"> <li>• Prepare and issue documents and other materials to the customer in accordance with the requirements of the specific reservation</li> </ul>		
<b>Update Reservations</b>		
<ul style="list-style-type: none"> <li>• Record or update reservation payments and deposits of the reservation accurately in accordance with the property standards *</li> </ul>		
<ul style="list-style-type: none"> <li>• Receive, process, and record amendments and cancellations of reservations in accordance with customer request and property standards *</li> </ul>		
<b>Advise Others On Reservation Details</b>		
<ul style="list-style-type: none"> <li>• Communicate general and specific customer requirements and reservation details to appropriate departments and colleagues *</li> </ul>		
<ul style="list-style-type: none"> <li>• Address follow up on customer requests and ensures that all specific requirements in his reservation details are prior to guest arrival.</li> </ul>		
<b>OPERATE A COMPUTERIZED RESERVATION SYSTEM</b>		
<b>Operate Computerize Reservation System Based on Property Standards</b>		
<ul style="list-style-type: none"> <li>• Access and accurately interpret reservation system *</li> </ul>		
<ul style="list-style-type: none"> <li>• Use all system features to access a range of information</li> </ul>		
<b>Create and Process Reservations</b>		
<ul style="list-style-type: none"> <li>• Check availability of the required booking in accordance with the system functions and requirements</li> </ul>		
<ul style="list-style-type: none"> <li>• Create new reservations using the format required by the computerized system *</li> </ul>		

<ul style="list-style-type: none"> <li>Retrieve bookings using the format required by the computer system *</li> </ul>		
<ul style="list-style-type: none"> <li>Record, update, and store amendments</li> </ul>		
<ul style="list-style-type: none"> <li>Download and prints reservation details.</li> </ul>		
<b>Send and Receive Reservation Communications</b>		
<ul style="list-style-type: none"> <li>Create internal communications using the required features of the system</li> </ul>		
<b>PROVIDE ACCOMMODATION RECEPTION SERVICES</b>		
<b>Prepare Reception Area for Guest Arrival</b>		
<ul style="list-style-type: none"> <li>Prepare and check functionality of reception area and all necessary equipment.</li> </ul>		
<ul style="list-style-type: none"> <li>Check and review daily arrival details prior to guests arrival *</li> </ul>		
<ul style="list-style-type: none"> <li>Allocate rooms in accordance with guest requirements</li> </ul>		
<ul style="list-style-type: none"> <li>Follow up uncertain arrivals or reservations in accordance with property standards</li> </ul>		
<ul style="list-style-type: none"> <li>Compile and distribute arrival list to relevant personnel.</li> </ul>		
<ul style="list-style-type: none"> <li>Inform colleagues on special situations in a timely manner.</li> </ul>		
<b>Welcome and Register Guest</b>		
<ul style="list-style-type: none"> <li>Welcome guests *</li> </ul>		
<ul style="list-style-type: none"> <li>Confirm reservation details with guest</li> </ul>		
<ul style="list-style-type: none"> <li>Register guests with or without reservations according to establishment systems and procedures</li> </ul>		
<ul style="list-style-type: none"> <li>Apply correct accounting procedures *</li> </ul>		
<ul style="list-style-type: none"> <li>Issue room key/electronic cards, guest mail and messages to guest</li> </ul>		
<ul style="list-style-type: none"> <li>Follow procedures where rooms are not immediately available or overbooking has occurred Monitors and reports discrepancies in guest arrivals *</li> </ul>		
<ul style="list-style-type: none"> <li>Monitor and reports guest arrivals and discrepancies between actual and expected arrivals are reported in accordance with property standards.</li> </ul>		
<b>Perform "During Stay" Functions</b>		
<ul style="list-style-type: none"> <li>Address all guest requests during in-stay according to property standards.</li> </ul>		

<ul style="list-style-type: none"> <li>Respond promptly to inquiries to guests' satisfaction.</li> </ul>		
<b>Organize Guest Departure</b>		
<ul style="list-style-type: none"> <li>Review and check departure list.</li> </ul>		
<ul style="list-style-type: none"> <li>Gather information on departing guests from other departments to facilitate the preparation of account *</li> </ul>		
<ul style="list-style-type: none"> <li>Facilitate information of departing guest from other departments.</li> </ul>		
<ul style="list-style-type: none"> <li>Generate and explain guests' accounts</li> </ul>		
<ul style="list-style-type: none"> <li>Recover key electronic card from guest</li> </ul>		
<ul style="list-style-type: none"> <li>Act or refer guest request to appropriate department</li> </ul>		
<ul style="list-style-type: none"> <li>Process express and group express check outs *</li> </ul>		
<b>Prepares Front Office Records and Reports</b>		
<ul style="list-style-type: none"> <li>Prepare and updates front office records.</li> </ul>		
<ul style="list-style-type: none"> <li>Follow establishment policies with regards to room changes, no shows, extensions and early departures</li> </ul>		
<ul style="list-style-type: none"> <li>Distribute reports and records to appropriate departments.</li> </ul>		
<b>PROVIDE CONCIERGE SERVICES</b>		
<b>Handle Guest Arrivals and Departure</b>		
<ul style="list-style-type: none"> <li>Review expected daily arrivals and departures and requests for major guest movements</li> </ul>		
<ul style="list-style-type: none"> <li>Direct guest to appropriate area for registration.</li> </ul>		
<ul style="list-style-type: none"> <li>Assist guest on luggage</li> </ul>		
<ul style="list-style-type: none"> <li>Escort guest to rooms and where appropriate courteously shows/explains the establishment/room features</li> </ul>		
<b>Handle Guest Luggage</b>		
<ul style="list-style-type: none"> <li>Transport and deliver guest luggage to correct location within appropriate timeframes</li> </ul>		
<ul style="list-style-type: none"> <li>Operate luggage storage systems in accordance with established procedures and security requirements</li> </ul>		
<ul style="list-style-type: none"> <li>Mark and store luggage to allow for easy retrieval following established procedures</li> </ul>		

<ul style="list-style-type: none"> <li>Place luggage within the storage system</li> </ul>		
<b>Respond to Request for Concierge Services</b>		
<ul style="list-style-type: none"> <li>Provide concierge services promptly *</li> </ul>		
<ul style="list-style-type: none"> <li>Liaise with colleagues and other departments to ensure effective response to guest request *</li> </ul>		
<b>Manage Intoxicated Persons</b>		
<ul style="list-style-type: none"> <li>Determine levels of intoxication of customers</li> </ul>		
<ul style="list-style-type: none"> <li>Refer difficult situations to an appropriate person</li> </ul>		
<ul style="list-style-type: none"> <li>Apply appropriate procedures to the situation and in accordance with enterprise policy *</li> </ul>		
<ul style="list-style-type: none"> <li>Apply legislative requirements</li> </ul>		
<b>CONDUCT NIGHT AUDIT</b>		
<b>Process Internal Financial Transactions</b>		
<ul style="list-style-type: none"> <li>Double check transactions to ensure that they have been posted in the property's computerized system</li> </ul>		
<ul style="list-style-type: none"> <li>Identify and reconcile financial and systems discrepancies according to property standards</li> </ul>		
<ul style="list-style-type: none"> <li>Verify and reconcile room rates and room status</li> </ul>		
<ul style="list-style-type: none"> <li>Suggest internal financial system and control for improvements in the property's operation.</li> </ul>		
<b>Complete Routine Records and Reports</b>		
<ul style="list-style-type: none"> <li>Complete routine and report within designated timelines</li> </ul>		
<ul style="list-style-type: none"> <li>Forward reports to appropriate persons and department</li> </ul>		
<b>PROVIDE CLUB RECEPTION SERVICES</b>		
<b>Provide Information on Club Services and Process Memberships</b>		
<ul style="list-style-type: none"> <li>Provide accurate advice and information on club services and facilities to customers and club members as required according to established standards *</li> </ul>		
<ul style="list-style-type: none"> <li>Explain club membership and club rules to the public and members following the standard procedures *</li> </ul>		
<ul style="list-style-type: none"> <li>Explain membership application forms; completely filling it out in accordance with enterprise standards *</li> </ul>		

<ul style="list-style-type: none"> <li>Record and maintain membership records according to standard procedures *</li> </ul>		
<b>Monitor Entry to Club</b>		
<ul style="list-style-type: none"> <li>Check membership badges/cards in accordance with established cards *</li> </ul>		
<ul style="list-style-type: none"> <li>Assist guest to "sign in" accordance with government and enterprise requirements</li> </ul>		
<ul style="list-style-type: none"> <li>Check compliance of members in accordance with established policy and procedures</li> </ul>		
<ul style="list-style-type: none"> <li>Refer disputes over entry to club to security, supervisor or other relevant person according to enterprise policy</li> </ul>		
<b>PROVIDE CASHIERING SERVICES</b>		
<b>Prepare Guest Folio</b>		
<ul style="list-style-type: none"> <li>Check and post late charges and unposted checks with other departments</li> </ul>		
<ul style="list-style-type: none"> <li>Print and ready guest folio to be presented to guest *</li> </ul>		
<ul style="list-style-type: none"> <li>Present guest folio for review and approval</li> </ul>		
<b>Collects Cash, Cash Equivalents or Non-Cash Transactions</b>		
<ul style="list-style-type: none"> <li>Accept and count cash in front of the customer</li> </ul>		
<ul style="list-style-type: none"> <li>Process credit cards or debit cards according to property standards.</li> </ul>		
<ul style="list-style-type: none"> <li>Accept payment of foreign currency according to property standards.</li> </ul>		
<ul style="list-style-type: none"> <li>Process traveler's check is processed according to property standards</li> </ul>		
<ul style="list-style-type: none"> <li>Process other billing settlement using property standards.</li> </ul>		
<b>Process Receipts and Payments</b>		
<ul style="list-style-type: none"> <li>Present and issue correct receipts to guests</li> </ul>		
<ul style="list-style-type: none"> <li>Record transactions to guest account in the computerized system</li> </ul>		
<ul style="list-style-type: none"> <li>Process check out guest based on property standards</li> </ul>		
<ul style="list-style-type: none"> <li>Perform transactions to the satisfaction of guest and according to property standards.</li> </ul>		
<b>Reconciles Financial Transactions at the End of the Shift</b>		
<ul style="list-style-type: none"> <li>Perform balancing of cash float in accordance with property standards</li> </ul>		

• 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.		
<b>Candidate's Name and Signature:</b>		<b>Date:</b>

NOTE: \*Critical aspects of competency