

# A guide to Reception Operations and Service (7067) Centres' information

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City & Guilds International Vocational Qualification in Reception Operation is paramount for those people working or aspiring to work in front-line reception areas in hotels and other leisure industry activities such as sports centres, where first impressions are essential.

## Who is this qualification for?

There are three levels of this qualification: Certificate, Diploma and Advanced Diploma. At Certificate level it is suitable for someone who has no previous experience and who wants to learn about how to meet and deal with customers in a reception area before starting work.

The Diploma level is suitable for someone who has already learned and practiced the basic skills and who wants to refine these skills to work in a good quality, larger organisation such as a hotel or leisure centre.

The Advanced Diploma level introduces supervisory skills and is suitable for someone who already has successful experience, who now wishes to work as a supervisor or team leader.

## What skills will be developed in this qualification?

At **Certificate level** the candidate will learn about and practise -

- Safety and security, of self and others
- Customer care and personal presentation
- General reception and front office procedures
- Dealing with reservations and guests' accounts
- Selling skills - promoting the business

At **Diploma level** candidates will develop and refine the Certificate level skills to be able to work independently, and additionally, learn about -

- Taking responsibility for safety and security
- Teamwork in different customer situations
- Wider responsibility for reservations and guests' account
- Selling and marketing, to promote the business

At **Advanced Diploma level**, candidates will focus on supervisory and specialist procedures, and will learn and practise -

- Training staff in safety and security
- Staff management
- Customer care, including problem solving
- Managing reception activities and controlling money
- Managing and planning bookings
- Selling the business

At all levels candidates must also be able to learn about different places where reception areas can be found and the different types of services and customer expectation.

## How can a candidate prepare for this qualification?

The best learning experience is the combination of classroom lectures, demonstrations by the teacher or instructor and candidates practising the skills for themselves under supervision.

The syllabus outlines the practical competences and knowledge required at each level. Practical competences are the skills candidates must learn, practice, and demonstrate. The knowledge required is what needs to be taught in classroom so candidates understand how and why they should carry out the tasks.

Our syllabus is used to design a teaching programme that allows candidates to learn the required knowledge and practice the required skills. Centres can design a programme in any way they wish as long as it includes the opportunity to include all the subjects.

Centres should train candidates beyond the local reception practices and include international practices so that candidates will be able to cater for different nationalities and offer the highest level of service at their work places.

## How is a candidate tested?

### At Certificate level -

#### Practical competence

A checklist of practical skills that must be demonstrated.

#### Knowledge requirements

A two hour written test with 60 multiple choice questions.

### At Diploma level -

#### Practical competence

A checklist of practical skills that must be demonstrated.

#### Knowledge requirements

A two hour written test with 60 multiple choice questions. (80 questions for Patisserie option)

### At Advanced Diploma level -

#### Practical competence

A checklist of practical skills that must be demonstrated.

#### Knowledge requirements

A three hour written paper with 10 short answer questions.

The practical skills checklists can be completed at any time during the teaching programme. We recommend that they are fully completed by the time of the written examination.

Written examinations for each level are available every November and June.

Details about the written tests and the checklists are all in our syllabus.

## What resources do I need to offer this qualification?

You need the following -

- Suitably qualified teachers - probably with some experience of working in the industry, or with a reception managers' qualification. For example, a person teaching candidates for the Diploma level in this qualification, should have the skills described in the Advanced Diploma level.

- Equipment - such as working reception area, computer and manual reservations systems, key and security facilities, printing facilities for guests' accounts, facilities for receiving and safe storage of money.
- At Certificate level, realistic work experience - a reception area, similar to that found in small hotel or recreation facility, where guests arrive and depart.
- At Diploma level work experience in a hotel or recreation facility, or in a training reception area of a purpose built training institute that is open to the public.
- At Advanced Diploma level, sufficient work experience to enable the duties of a senior receptionist to be carried out, practised and assessed, including people management.
- One suitably qualified person (we suggest a qualified hotel manager working in a hotel or recreation facility), who is not teaching your candidates, who can confirm that your candidates have reached the necessary levels in the practical skills.

Full details about the equipment needed are given in our syllabus.

### What can a person do after gaining this qualification?

At Certificate level a person can work under supervision in a reception area dealing with arriving and departing guests. At Diploma level a person can work independently and can take responsibility for particular activities. At Advanced Diploma level a person has the skills and knowledge to lead a team of people in a busy reception area or to manage reception operations. People with higher levels of skills such as those in the Advanced Diploma level can also work in locations such as cruise liners, company reception areas and corporate training facilities.

For those interested in taking up a management qualification, we offer the International Management Award - managing people, activities, information and resources.

This qualification is suitable for candidates who have completed the Diploma or Advanced diploma in Reception and Operations Services. Exams are held June and November each year.

### We also offer related qualifications for the hospitality industry in

- Food and Beverage Service
- Food Preparation and Culinary Arts
- Accommodation Operations and Services

### How do I start?

- 1 Read the syllabus and regulations to ensure you have the necessary resources required to deliver the qualification.
- 2 Apply to become an approved City & Guilds centre to offer the Reception Operations and Services qualification (7067).
- 3 Plan your teaching programme using the syllabus as guidance.

### What additional help can we receive?

As well as the syllabus, which is a complete guide to what you need to teach, and which includes all the checklists and application forms that you need we offer -

- A suggested book list
- Specimen exam questions for each level
- Guidance on how to assess the practical skills
- Guidance on how to confirm (or verify) the results of your practical

### For more information about this qualification, please contact

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### If asked for a qualification number, please quote 7067.

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