

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

City & 
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Learners' information

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 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.

What can I 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

For more information about this qualification, please contact your nearest centre.

Your nearest centres is:



If asked for a qualification number, please quote 7067.

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