

**VQA**

NATIONAL QUALIFICATION 12UY0078-4

FRONT DESK AGENT

LEVEL 4

REVISION NO: 00

VOCATIONAL QUALIFICATIONS AUTHORITY

Ankara, 2012

12UY0078-4 Front Desk Agent

Date of Publication: 26/12/2012 Rev. No: 00

PREFACE

This reference guide, namely Front Desk Agent (Level 4) National Qualification has been prepared in accordance with the provisions of the “Regulation on Vocational Qualifications, Testing and Certification” issued pursuant to the Vocational Qualifications Authority (VQA) Law no 5544.

The qualification draft has been drawn up by Alanya Chamber of Industry (ALTSO) appointed upon the cooperation protocol signed on 16.12.2012. After assessing opinions of the relevant organizations and institutions, the draft has been amended accordingly. The final draft has been evaluated by the VQA’s Tourism, Accommodation, Food & Beverage Services Sector Committee which has deemed it suitable. It has been approved by the Board of Directors of the VQA through its decision No 2012/69 of 26.09.2012 and decided to be placed within the National Qualification Framework (NQF).

We would like to extend our gratitude to all people, organizations and institutions that have expressed their opinions and contributed to the preparation, examination and verification processes of the qualification. We would like to offer it to the service of all likely beneficiaries.

Vocational Qualifications Authority

©Vocational Qualifications Authority, 2012

NATIONAL QUALIFICATION

i

12UY0078-4 Front Desk Agent

Date of Publication: 26/12/2012 Rev. No: 00

INTRODUCTION

The key criteria referred to in the national qualification preparation process, the relevant sector committees’ review and the VQA’s Board of Directors’ approval processes are set in the Regulation on Vocational Qualification, Testing and Certification.

National qualification is defined by:

1. Name and level of the qualification,
2. Aim of the qualification,
3. Occupational standard, occupational standard units or qualification units that provide the basis for the qualification,
4. Requirements for taking the qualifications test,
5. Learning outcomes and performance criteria per qualification unit,
6. Assessment and assessor's criteria to be implemented in the qualification process.
7. Validity period, renewal conditions, and holder surveillance conditions of the qualification certificate,
8. Sector Committee which confirms the qualification and institution which develops it.

National qualifications are built according to the relevant national occupational standards and/or to the relevant international occupational standards.

National Qualifications are set in cooperation with the bodies below:

* Formal and informal education and training institutions,
* Authorized certification bodies,
* Institutions having previously applied for authorization to the authority,
* Institutions having drawn up national occupational standard,
* Professional organizations

©Vocational Qualifications Authority, 2012

NATIONAL QUALIFICATION

ii

12UY0078-4 Front Desk Agent

Date of Publication: 26/12/2012 Rev. No: 00

12UY0078-4 FRONT DESK AGENT NATIONAL QUALIFICATION

|  |  |  |
| --- | --- | --- |
| 1 | NAME OF THE QUALIFICATION | Front Desk Agent |
| 2 | REFERENCE CODE | 12UY0078-4 |
| 3 | LEVEL | 4 |
| 4 | INTERNATIONAL CLASSIFICATION CODE | ISCO 08: 4224 |
| 5 | TYPE | - |
| 6 | CREDIT VALUE | - |
|  | A)DATE OF PUBLICATION | 26/09/2012 |
| 7 | B)REVISION NO | 00 |
|  | C) REVISION DATE | - |
| 8 | AIM | The aim of the qualification is to give certificates to the candidates who want to become a Front Desk Agents in the Hospitality sector and to execute this profession in international standards after reliable and objective assessment and evaluation to determine the required knowledge, skill and competence. In addition to that, this qualification guides people about the training requirements for the profession. |
| 9 | OCCUPATIONAL STANDARD(S) FORMING THE BASIS FOR THE QUALIFICATION |
| Front Desk Agent (Level 4) National Occupation Standard - 10UMS0067-4 |
| 10 | REQUIREMENT(S) FOR TAKING THE QUALIFICATION TEST |
| - |
| 11 | STRUCTURE OF THE QUALIFICATION |
| 11-a) Mandatory Units |
| A1- Occupational Health and Safety, Environment and Quality Management System A2- Front Desk Organization Structure and Basic Professional Concepts A3- Front Desk Activities |
| 11-b) Elective Units |
| B1- Foreign Language |
| 11-c) Alternatives for Grouping the Units and Additional Learning Outcomes |
| For the qualification certificate, the candidate must successfully complete all of the mandatory qualification units and at least one foreign language as an elective. |

©Vocational Qualifications Authority, 2012

1

12UY0078-4 Front Desk Agent

Date of Publication: 26/12/2012 Rev. No:00

©Vocational Qualifications Authority, 2012

2

|  |  |
| --- | --- |
| 12 | ASSESSMENT |
| For the assessment of the qualification, the candidate takes a two-stage test; a theoretical test meeting all the performance criteria designated in the group A mandatory qualification units and a performance test for the A3 qualification unit.Theoretical Examination (T1), is a multiple choice test with 5 options that includes all of the learning outcomes and the performance criteria to be assessed. The success of the candidate is evaluated on the criteria described in the assessment part for the relevant unit. Each unit is evaluated separately.In the performance based test (P1), the candidate is evaluated by the application of scenarios that are created to include the performance criteria of the learning outcomes to be evaluated and assessment using the checklist. During the application, candidate's front desk automation software using skills are evaluated as well.The application takes place in a real front desk environment, or an environment where front desk conditions are simulated. The validity period for the exam results is 1 year after the examination date. A candidate who failed a unit is entitled to retake the test in this period of time.The assessment and evaluation of B1 qualification unit is carried out by the assessment and evaluation method indicated in the relative unit.Alternatively, B1 qualification unit can be proven document obtained in the last two years from another institution that is authorized and recognized by VQA in the relative foreign language.In the document, the candidate's certified language/languages are indicated. |
| 13 | VALIDITY OF THE CERTIFICATE | The qualification certificate is valid for 5 years from the date it is issued. |
| 14 | FREQUENCY OF SUPERVISION | To monitor the qualification's validity, the holder of the qualification is subjected to supervision by the performance evaluation form prepared by the certification body on the 3rd year after it is issued. |
| 15 | ASSESSMENT METHODS TO BE FOLLOWED IN RENEWAL OF EXPIRED CERTIFICATES | In case the performance evaluation is positive, if the candidates can certify that they worked actively in this profession for at least 12 months in total, three of which shall be after the supervision, they are subject to supervision again by the certification institution.In the case that the performance assessment is positive again, the certificate is renewed for 5 years without the need for an examination. After the second 5-year term, the theoretical and performance tests are to be taken again for the renewal of the certificate.If one of the evaluations is negative or the candidate cannot certify the working period, the theoretical and performance tests are taken again on the renewal of the certificate. |
| 16 | QUALIFICATION DEVELOPMENT INSTITUTION(S) | Alanya Chamber of Industry and Trade |

12UY0078-4 Front Desk Agent

Date of Publication: 26/12/2012 Rev. No:00

|  |  |  |
| --- | --- | --- |
| 17 | SECTOR COMMITTEE TO VERIFY QUALIFICATION | Tourism, Hospitality, Food & Beverage Services Sector Committee |
| 18 | APPROVAL DATE AND NUMBER OF VQA's BOARD OF DIRECTORS | 26/09/2012 - 2012/69 |

©Vocational Qualifications Authority, 2012

3

12UY0078-4 /A1 Occupational Health and Safety on the Front Desk,

Environment and Quality Management System

Date of Publication: 26/09/2012 Rev. No:00

12UY0078-4/A1 Occupational Health and Safety on the Front Desk, Environment and Quality Management

SYSTEM QUALIFICATION UNIT

|  |  |  |
| --- | --- | --- |
| 1 | NAME OF THE QUALIFICATION UNIT | Occupational Health and Safety on the Front Desk, Environment and Quality Management System |
| 2 | REFERENCE CODE | 12UY0078-4/A1 |
| 3 | LEVEL | 4 |
| 4 | CREDIT VALUE | - |
| 5 | A)DATE OF PUBLICATION | 26/09/2012 |
| B)REVISION NO | 00 |
| C) REVISION DATE | - |
| 6 | OCCUPATIONAL STANDARD FORMING THE BASIS FOR THE QUALIFICATION UNIT |
| Front Desk Agent (Level 4) National Occupation Standard - 10UMS0067-4 |
| 7 | LEARNING OUTCOMES |
| Learning Outcome 1: Explains the Occupational Health and Safety measures Performance Criteria:1.1: Explains the occupational disease and ways of protection.1.2: Explains the prevention measures against work accidents.1.3: Explains the meanings of Safety and Health symbols.1.4: Lists the potential dangers that could arise in the work area.1.5: Explains what to do in case of unusual situations.1.6: Explains what to do in cases that are impossible to intervene.Context 11.5: Unusual situations: Illness, poisoning, allergic diseases, suffocation, broken or fractured bones, electrocution, burn, suicide, suspicious persons or packages, death, theft, fight, fire etc. 1.6: Cases that are Impossible to Intervene: Flood, Earthquake, Hurricane etc. natural disasters.Learning Outcome 2: Explains the environment protection measures. Performance Criteria:2.1: Explains the ways of using the business resources efficiently and prevention wastage. 2.2: Shows what to do about the recycling of waste.Learning Outcome 3: Explains how the Quality Management System works. Performance Criteria:3.1: Shows the tools of quality management system.3.2: Explains the activities of the quality management system. 3.3: Explains how the feedback system works.3.4: Lists the benefits of the Quality Management System for the business. |
| 8 | ASSESSMENT |
| 8 a) Theoretical Examination |
| (T1) Multiple Choice Test (5 options): The candidates are asked at least 12 questions about this unit. The duration given is 1-1.5 minutes per question. The candidates should answer at least 70% of the questions correctly. |

©Vocational Qualifications Authority, 2012

2

12UY0078-4 /A1 Occupational Health and Safety on the Front Desk,

Environment and Quality Management System

Date of Publication: 26/09/2012 Rev. No:00

|  |
| --- |
| 8 b) Performance Based Test |
| This unit does not require a performance test. |
| 8 c) Other Conditions Concerning Assessment and Evaluation |
| - |
| 9 | QUALIFICATION DEVELOPMENT INSTITUTION(S)  | Alanya Chamber of Industry and Trade (ALTSO) |
| 10 | SECTOR COMMITTEE | Tourism, Accommodation, Food-Drink |
| TO VERIFY QUALIFICATION | Services Sector Committee |
| 11 | APPROVAL DATE AND NUMBER OF VQA's BOARD OF DIRECTORS  | 26/09/2012 - 2012/69 |

ANNEXES

ANNEX 12UY0078-4/A1-1: Information about the Recommended Training for the Qualification Unit

1. Occupational Health Legislation and Occupational Safety
2. Legal Obligations
3. Occupational Safety Description
4. Personal Protective Equipment
5. Safety and Health Symbols
6. Fire Legislation
7. First Aid
8. Unusual Situations and Incidents
9. Environment Legislation
10. Environmental Pollution
11. Environmental Protection
12. Recovery
13. Efficient Use of Natural Resources
14. Recycling
15. Basic Principles of Total Quality Management
16. Quality Management System Process, Its Basic Concepts and Definitions

The candidate is recommended to have the following training and experience:

1. To hav
2. e graduated from Front Desk Departments of Accommodation and Travel Services Faculties of vocational high-schools,
3. To have graduated from Tourism departments of universities,
4. To have a certificate about Front Desk from Vocational Training Programs of Informal Education Institutions and to have worked in the sector as a Front Desk Agent for at least 2 years.

©Vocational Qualifications Authority, 2012

3

12UY0078-4/A2 Front Desk Organization and Basic Date of Publication: 26/09/2012 Rev. No: 00

Professional Concepts

12UY0078-4/A2 FRONT DESK ORGANIZATION AND BASIC PROFESSIONAL CONCEPTS

QUALIFICATION UNIT

|  |  |  |
| --- | --- | --- |
| 1 | NAME OF THE QUALIFICATION UNIT | Front Desk Organization and Basic Professional Concepts |
| 2 | REFERENCE CODE | 12UY0078-4/A2 |
| 3 | LEVEL | 4 |
| 4 | CREDIT VALUE | - |
| 5 | A)DATE OF PUBLICATION | 26/09/2012 |
| B)REVISION NO | 00 |
| C) REVISION DATE | - |
| 6 | OCCUPATIONAL STANDARD FORMING THE BASIS FOR THE QUALIFICATION UNIT |
| Front Desk Agent (Level 4) National Occupation Standard - 10UMS0067-4 |
| 7 | LEARNING OUTCOMES |
| Learning Outcome 1: Explains the organization method and work principles of the front desk.Performance Criteria:1.1: Shows the sub units of the front desk.1.2: Shows the main functions of the sub units of the front desk.1.3: Lists the required skills from the front desk personnel.1.4: Shows the positions and their duties in the front desk organization structure.1.5: Explains the relations of the front desk with the other departments.1.6: Shows the shifts of the front desk and their contents and principles.Context1.3: Personal qualities, physical qualities.Learning Outcome 2: Explains the basic information about the profession.Performance Criteria:2.1: Explains basic concepts of tourism.2.2: Explains the meanings of international terms, symbols and abbreviations.2.3: Describes motel, room and bed types.2.4: Explains the front desk equipment and their use.2.5: Explains the forms used in the front desk and their purposes.Learning Outcome 3: Indicates the activities concerning professional development.Performance Criteria:3.1: Shows the ways to develop professional knowledge.3.2: Shows the activities that will help personal development.3.3: Explains the importance of sharing knowledge and experience with other colleagues.Learning Outcome 4: Explains the preparation procedures before work.Performance Criteria:4.1: Explains the principles of personal hygiene.4.2: Shows the ways to get work instructions of one's shift.4.3: Explains the steps of handing the front register over.4.4: Shows the equipment preparations. |

©Vocational Qualifications Authority, 2012

4

12UY0078-4/A2 Front Desk Organization and Basic

Professional Concepts

Date of Publication: 26/09/2012 Rev. No: 00

ANNEXES

ANNEX 12UY0078-4/A2-1: Information on the Recommended Training for the Qualification Unit

1. Front Desk Organization
2. Front Desk Description
3. Front Desk Duties
4. Front Desk Sections
5. Inter-Department Relations
6. Organization Graph of the Front Desk Department and the Duties of the Personnel
7. General Duties of the Front Desk Personnel
8. Personal Hygiene
9. Shift Procedures of the Front Desk
10. Morning and Evening Shifts
11. Night Procedures
12. End of the Day Procedures
13. Shift Change Procedures
14. Front Desk Equipment and Forms
15. General Tourism
16. Tourism Movements
17. Tourism Businesses
18. Tourism Concepts
19. Professional Development
20. Personal Development
21. Professional Ethics
22. Communication in the Business World
23. Communication in Social Life
24. Research Techniques
25. Entrepreneurship

The candidate is recommended to have the following training and experience:

©Vocational Qualifications Authority, 2012

5

|  |
| --- |
|  |
| 8 | ASSESSMENT |
| 8 a) Theoretical Examination |
| (T1) Multiple Choice Test (5 options): The candidates are asked at least 25 questions about this unit. The duration given is 1-1.5 minutes per question. The candidates should answer at least 70% of the questions correctly. |
| 8 b) Performance Test |
| This unit does not require a performance test. |
| 8 c) Other Conditions Concerning Assessment and Evaluation |
| - |
| 9 | QUALIFICATION DEVELOPMENT INSTITUTION(S)  | Alanya Chamber of Industry and Trade (ALTSO) |
| 10 | SECTOR COMMITTEE TO VERIFY QUALIFICATION | Tourism, Accommodation, Food-Drink |
| Services Sector Committee |
| 11 | APPROVAL DATE AND NUMBER OF VQA's BOARD OF DIRECTORS  | 26/09/2012 - 2012/69 |

12UY0078-4/A2 Front Desk Organization and Basic Date of Publication: 26/09/2012 Rev. No: 00

Professional Concepts

1. To have graduated from Front Desk Departments of Accommodation and Travel Services Faculties of vocational high-schools,
2. To have graduated from Tourism departments of universities,
3. To have a certificate about Front Desk from Vocational Training Programs of Informal Education Institutions and to have worked in the sector as a Front Desk Agent for at least 2 years.

©Vocational Qualifications Authority, 2012

6

12UY0078-4/A3 Front Desk Activities.

Date of Publication: 26/09/2012 Rev. No:00

12UY0078-4/A3 FRONT DESK ACTIVITIES QUALIFICATION UNIT

|  |  |  |
| --- | --- | --- |
| 1 | NAME OF THE QUALIFICATION UNIT | Front Desk Activities |
| 2 | REFERENCE CODE | 12UY0078-4 |
| 3 | LEVEL | 4 |
| 4 | CREDIT VALUE | - |
| 5 | 1. DATE OF PUBLICATION
 | 26/09/2012 |
| 1. REVISION NO
 | 00 |
| C) REVISION DATE | - |
| 6 | OCCUPATIONAL STANDARD FORMING THE BASIS FOR THE QUALIFICATION UNIT |
| Front Desk Agent (Level 4) National Occupation Standard - 10UMS0067-4 |
| 7 | LEARNING OUTCOMES |
| Learning Outcome 1: Proceeds reservations at the reception. Performance Criteria:1.1: Answers reservations according to how they come and their types.1.2: Assesses the suitability of the reservation demands.1.3: Informs the person who made the reservation demand.1.4: Registers the reservation.1.5: Carries out the reservation guarantee procedures.1.6: Carries out the reservation confirmation procedures.1.7: Follows the steps in reservation changes and cancelling.1.8: Uses the reservation forms and equipment.1.9: Uses the terms and abbreviations about reservation.**Context**:1.1: How they come: By phone, fax and e-mail.Learning Outcome 2: Carries out room sales and check-in procedures.Performance Criteria:2.1: Practices politeness and etiquette while welcoming the guests.2.2: Checks the guest's reservation.2.3: Starts the check-in procedures according to the type of reservation.2.4: Carries out the necessary procedures in case that the guests with reservation are not given a room.2.5: Assesses the suitability of reservation demands of the guests without reservation.2.6: Carries out the room sale procedures in the way that conforms to the standard.2.7: Prepares the accommodation documents according to the steps in the standard.2.8: Carries out the pre-payment procedures.2.9: Informs the guest about the facility before they go to their room.2.10: Sees the guest off in a proper manner.2.11: Enters the guest information into the system.2.12: Follows the necessary procedure in group check-ins.Context:2.3: Reservation Types: Agency, Company, Single, VIP2.5, 2.6: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section F2. |

©Vocational Qualifications Authority, 2012

7

12UY0078-4/A3 Front Desk Activities.

Date of Publication: 26/09/2012 Rev. No:00

©Vocational Qualifications Authority, 2012

8

|  |
| --- |
| 2.7: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section F3.2.8: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section F4. 2.11: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section F6 2.12: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section F7.Learning Outcome 3: Carries out front desk services.Performance Criteria:3.1: Uses the effective communication techniques when receiving guest demands and complaints.3.2: Behaves according to the guest types.3.3: Acts according to the standard when solving guest complaints and problems.3.4: Follows the necessary steps when taking and transferring the guest messages.3.5: Follows the necessary steps in room change demands.3.6: Follows the necessary steps in guest check-out date and time change demands.3.7: Follows the solving process of the reported technical malfunctions.3.8: Follows the necessary steps in wake up service demands.3.9: Exchanges money and cashes traveler’s cheque according to the standard.3.10: Follows necessary steps in credit card transactions.3.11: Carries out the sale and tracking procedures of safe boxes.3.12: Uses communication and information technologies in the front desk efficiently.Context:3.4: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Sections G3 and G4 .3.5: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section E7.3.7: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section G5.3.8: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Sections G6 and G7 3.9: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section G1.3.10: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section H4.Learning Outcome 4: Explains daily room procedures carried out in the front desk.Performance Criteria:4.1: Explains checks about the housekeeping report.4.2: Explains the procedures of examining the daily reservations.4.3: Explains the procedures of determining the rooms that are ready for daily sale.4.4: Explains the important matters about room blockage.4.5: Explains the preparations before check-in according to the reservation type.4.6: Explains the services to be given according to the guest types.4.7: Lists the filing and archiving techniques.4.8: Indicates the key protection and checking procedures.4.9: Explains the procedures about the guest account tracking.Context:4.1: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section E1.4.4: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section E3.4.5: Reservation types: Single, Group, VIP4.6: V.I.P (senior executives, artists, government protocol), disabled guests, guests that come often , sick guests, old guests. |

12UY0078-4/A3 Front Desk Activities.

Date of Publication: 26/09/2012 Rev. No:00

|  |
| --- |
| Learning Outcome 5: Carries out check-out procedures.Performance Criteria:5.1: Carries out guests' check out procedures.5.2: Follows the necessary steps in receiving the checking-out guests.5.3: Prepares the guest bill. 5.4: Uses different payment means for the payment collection.5.5: Checks when receiving the means of payment.5.6: Uses the necessary forms and documents during the transaction.5.7: Prepares the bill properly.5.8: Exhibits proper conduct when seeing the guests off.5.9: Carries out the check-out procedures according to the account types.5.10: Follows necessary steps in group check-outs.Context5.7: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section H5.5.8: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section H6.5.10: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section H7Learning Outcome 4: Explains night procedures carried out in the front desk.Performance Criteria:6.1: Explains the daily check-in and check-out checks.6.2: Shows the procedures of the guests with reservations that did not arrive.6.3: Indicates the procedures about the exchange rates.6.4: Explains the procedures about the reports from departments.6.5: Explains the ways to correct the procedures with mistakes that are carried out during the day.6.6: Explains the matters to pay attention to when preparing the mandatory legal lists and documents.6.7: Lists the necessary preparations for handing the front register to the accountant.6.8: Indicates the preparations for the guests to arrive late in the night.6.9: Explains the procedures for closing the day in the automation software.6.10: Lists the reports to be sent to the departments.6.11: Lists the steps of tracking the wake up services.6.12: Explains the procedures of early breakfast demands.6.13: Indicates the preparations of rooms with early check-in.Learning Outcome 7: Explains shift hand-over procedures.Performance Criteria:7.1: Indicates the checking of the rooms that checked in and out during their shifts.7.2: Lists the procedures of handing the front register over.7.3: Indicates the procedures about identification of the supply needs and demands.7.4: Explains the procedures about lost and found objects.7.5: Shows the steps to be followed when receiving a gift from the guest.7.6: Indicates what to pay attention to when delivering tools and equipment.7.7: Shows the information transfer methods between shifts.Context7.2: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section I1.7.3: Required steps are indicated in 10UMS0067-4 Front Desk Agent (Level 4) Standard Section I5. |

©Vocational Qualifications Authority, 2012

9

12UY0078-4/A3 Front Desk Activities.

Date of Publication: 26/09/2012 Rev. No:00

ANNEXES

ANNEX 12UY0078-4/A3-1: Information on the Recommended Training for the Qualification Unit

1. Reservation in the Front Desk
2. Getting a Reservation
3. Reservation Registration Procedures
4. Reservation Status Analysis
5. Guest Check-In and Check-Out Procedures
6. Check-In Procedures,
7. Room Sale Techniques,
8. Guest Registration Procedures,
9. Guest Check-Out Procedures
10. Front Desk Services
11. Guest Reception
12. Guest Luggage Services
13. Phone Services
14. Guest Relations
15. Effective Communication Techniques
16. Unusual Situations and Incidents
17. Behavior and Protocol Rules
18. Guest Types and How They Behave
19. Filing and Archiving
20. Document Flow
21. Filing System
22. Archiving System
23. Accounting

©Vocational Qualifications Authority, 2012

10

|  |
| --- |
|  |
| 8 | ASSESSMENT  |
| 8 a) Theoretical Examination |
| (T1) Multiple Choice Test (5 options): The candidates are asked at least 30 questions including the performance criteria of this unit. The duration given is 1-1.5 minutes per question. The candidates should answer at least 70% of the questions correctly. |
| 8 b) Performance Based Test |
| (P1) Application test:Performance based test is executed with the checklist prepared in a manner that includes the performance criteria about the activities carried out at the front desk. The test is evaluated out of the scores designated for each step on the checklist. For the candidates to be deemed successful they should answer at least 80% of the questions correctly and demonstrate minimum performance in every step. |
| 8 c) Other Conditions Related To Assessment |
| - |
| 9 | QUALIFICATION DEVELOPMENT INSTITUTION(S)  | Alanya Chamber of Industry and Trade (ALTSO) |
| 10 | SECTOR COMMITTEE | Tourism, Accommodation, Food-Drink |
| SECTORAL COMMITTEEE | Services Sector Committee |
| 11 | APPROVAL DATE AND NUMBER OF VQA's BOARD OF DIRECTORS  | 26/09/2012 - 2012/69 |

12UY0078-4/A3 Front Desk Activities.

Date of Publication: 26/09/2012 Rev. No:00

1. General Accountancy
2. Front Desk Accountancy
3. Computers
4. Computerized Automation Software
5. Preparing Documents on a Computer
6. Office Software
7. Front Desk Equipment and Forms
8. Shift Procedures of the Front Desk
9. Morning and Evening Shifts
10. Night Procedures
11. End of the Day Procedures
12. Shift Change Procedures

The candidate is recommended to have the following training and experience:

1. To have graduated from Front Desk Departments of Accommodation and Travel Services Faculties of vocational high-schools,
2. To have graduated from Tourism departments of universities,
3. To have a certificate about Front Desk from Vocational Training Programs of Informal Education Institutions and to have worked in the sector as a Front Desk Agent for at least 2 years.

©Vocational Qualifications Authority, 2012

11

12UY0078-4/B1 Foreign Language

Date of Publication: 26/09/2012 Rev. No: 00

12UY0078-4/B1 FOREIGN LANGUAGE QUALIFICATION UNIT

|  |  |  |
| --- | --- | --- |
| 1 | NAME OF THE QUALIFICATION UNIT | B1- Foreign Language |
| 2 | REFERENCE CODE | 12UY0078-4/B1 |
| 3 | LEVEL | 2 |
| 4 | CREDIT VALUE | - |
| 5 | A) DATE OF PUBLICATION | 26/09/2012 |
| B) REVISION NO | 00 |
| C) REVISION DATE | - |
| 6 | OCCUPATIONAL STANDARD FORMING THE BASIS FOR THE QUALIFICATION UNIT |
| - |
| 7 | LEARNING OUTCOMES |
| Learning Outcome 1: Has A2 level listening skills in the necessary foreign language.Learning Outcome 2: Has A2 level reading skills in the necessary foreign language.Learning Outcome 3: Has A2 level speaking skills in the necessary foreign language.Learning Outcome 4: Has A2 level oral expression skills in the necessary foreign language.Learning Outcome 5: Has A2 level writing skills in the necessary foreign language.The levels of listening, reading, speaking, oral expression and writing skills mentioned above are the levels designated in the European Language Portfolio (A1-C2) on 17 October 2000 for determining language skill levels. |
| 8 | ASSESSMENT  |
| Assessment and evaluation will be carried out with different methods chosen according to levels of 5 learning outcomes of the language qualification. |
| 9 | QUALIFICATION DEVELOPMENT INSTITUTION(S)  | Alanya Chamber of Industry and Trade (ALTSO) |
| 10 | SECTOR COMMITTEE TO VERIFY QUALIFICATION | - |
| 11 | APPROVAL DATE AND NUMBER OF VQA's BOARD OF DIRECTORS  | 26/09/2012 - 2012/69 |

ANNEX [B1]-1: Information about the Recommended Training for the Qualification Unit

©Vocational Qualifications Authority, 2012

12

12UY0078-4 Front Desk Agent

Date of Publication: 26/12/2012 Rev. No: 00

ANNEXES

ANNEX 1

Qualification Units

1. Mandatory Units

12UY0078-4/A1- Occupational Health and Safety, Environment and Quality Management System 12UY0078-4/A2- Front Desk Organization and Basic Professional Concepts 12UY0078-4/A3- Front Desk Activities

1. Elective Units

12UY0078-4/B1- Foreign Language

ANNEX 2

Terms, Symbols and Abbreviations

AGENCY: An enterprise that can inform tourists about tourism, organize tours and package tours, provide touristic accommodation, transportation, sports and entertainment services and commercialize a product on their own or via another travel agency.

BILL: A note that shows customers' spending at the stores.

EUROPEAN LANGUAGE PORTFOLIO: A guideline used to describe achievements, certificates and diplomas of learners of foreign languages created within the framework of the Common European Framework of Reference for Languages by the Council of Europe.

PAID OUT FORM: A form provided prepared for the money spent in the name of the guest with approval from the front register.

LOST AND FOUND FORM: The form for the information about a personal item lost or forgotten by the guest with general information about the mentioned item in case it is found.

COMPLEMENTARY (COMP): A guest staying with no charge.

CHECK OUT (C/OUT): Check-out of the guest.

DEMO: Demonstrations for publicity.

EXCHANGE OFFICE PAYROLL: Form used when the guests want to close their accounts or want to exchange their currency into Turkish Lira.

EXTRAS: The general name for the guest's spending in the hotel.

FOLIO: Calculation sheet where guests' spending are recorded.

OVERBOOKING: The case where the hotel accepts more reservation than the number of rooms.

FOLIO POOL: The pool where the folios and the bills are put.

CHECK IN (C/IN): Check-in of the guest.

NIGHT AUDIT: End of the day procedures at the reception and the receiving the reports for the day.

GROUP MEMORANDUM: From used to communicate the accommodation information about the groups to the relevant units before their arrival.

ISCO: The International Standard Classification of Occupations.

ISG: Occupational Health and Safety.

©Vocational Qualifications Authority, 2012

1

12UY0078-4 Front Desk Agent

Date of Publication: 26/12/2012 Rev. No: 00

INFO: Giving information to the guests about the facility.

DOORMAN (Level 2): Staff in charge of welcoming the guests and ushering them, taking care of their vehicles and organizing the traffic in front of the hotel.

BLACK LIST: The list including the people that are not allowed to enter the hotel.

HOUSEKEEPING (H/K): Housekeeping section,

KBS: The system that sends guest information to the police station daily.

PERSONAL PROTECTIVE EQUIPMENT (PPE): Equipment designed to protect an employee from health and safety risks at work which can be worn, attached or held.

REGISTRATION CARD: The form that every guest is legally compelled to fill which stands as a legal contract between the hotel and the guest.

AGREEMENT: Agreement, consensus.

NO SHOW: The amount that the guest has to pay in case that they cancel after the determined period of time or choosing to opt out of the service they paid for or reserved without informing the hotel ahead of time.

ROOM CARD: A card that the guest uses to open the door of the room.

ROOM BLOCKAGE: Reserving a room that the guest wants according to their wishes.

ROOMING LIST: List including information about the people in the incoming group.

ROOM CHANGE (R/C): The procedure of room change,

FRONT REGISTER RECEIPT: The form to document the down-payment from the guest.

VOUCHER: Documents prepared by the tour operator or the travel agency and given to the service providers for food, accommodation, transfer services etc. instead of money which show that the operator is committed to pay for the service.

FRONT DESK TRANSFER REPORT/RECORD: A form that is filled during inventory-taking and supervision procedures at the front desk at the end or beginning of every shift.

PASSPORT: A travel document, usually issued by the government of a nation, that certifies the identity and nationality of its holder for the purpose of international travel that is prepared in English and/or a different foreign language.

POLICE REPORT: The procedure of sending the list of guests accommodating at the hotel to the police station.

POS (Point of Sales): Points of sales at the hotel.

POS MACHINE: A device that is used during credit card transactions.

PROFORMA INVOICE: A document that shows the price and properties of a good/service before sale which has the same content of a commercial invoice.

RESERVATION: The procedure of reserving a room by the guest before arriving at the facility.

TRAVELLERS CHECK: An international payment method that is issued by banks, international travel agencies or tour operators according to certain rules that can be used in place of money on which the prepaid amount is written.

©Vocational Qualifications Authority, 2012

2

12UY0078-4 Front Desk Agent

Date of Publication: 26/12/2012 Rev. No: 00

COMING UP SHORT: After accepting over capacity reservations thinking that there could be cancelling, this happens when the extra reservations cannot be fulfilled on the check-in day.

CORRECTION FORM: A form that is used to find out the mistakes in folio transactions to see whether there was more or less money taken from the guest.

TECHNICAL MALFUNCTION FORM: A form used to inform the technical service about the malfunctions in the technical equipment of the hotel.

TRANSFER: Transportation of the guest and his belongings from the terminal to the accommodation facility or from the accommodation facility to the terminal via local transportation vehicles.

WAKE UP LIST: The graph on which the time when the guest wants to be woken up and their room number is written.

SHIFT: Working period.

LOG BOOK: The notebook that ensures communication of messages, information between the shifts at the front desk.

VIP (VERY IMPORTANT PERSON): A guest who is very important for the enterprise.

EK3

Horizontal and Vertical Progress in Career

In case of completing different learning outcomes related to the profession of Front Desk Manager (Level 5), vertical progress to the related profession is possible.

ANNEX 4\*

Assessor Criteria

Test Assessors should have at least one of the qualifications below:

* To have worked as an instructor for at least 2 years in a related field.
* To have worked as a teacher in a vocational high school of tourism for at least 5 years.
* To have graduated from the tourism department of a university with a bachelor's degree and to have worked in tourism sector as a front desk manager for at least 2 years.
* To have graduated from the tourism department of a university with an associate's degree and to have worked as a front desk manager for at least 2 years.
* To have graduated form a vocational school of tourism and to have worked as a front desk manager for at least 6 years and to have at least 2 years of experience as an instructor in the field.
* To have worked as a front desk manager for at least 8 years and to have at least 2 years of experience as an instructor in the field.

Assessors assigned for the assessment and evaluation of the language qualification unit need to have at least graduated with a bachelor's degree and certify that they have the necessary language levels below according to the language qualification criteria of the European Language Portfolio.

* Assessors assigned for the assessment and evaluation of A1 and A2 levels should at least be on B1 level.
* Assessors assigned for the assessment and evaluation of B1-B2 and C1 levels should at least be on C1 level.

• Assessors assigned for the assessment and evaluation of C2 level should at least be on C2 level.

©Vocational Qualifications Authority, 2012

3