Reference. No.														

SELF-ASSESSMENT GUIDE

Qualification	**FRONT OFFICE SERVICES NC II**
Unit of Competency Covered	• Receive and Process Reservations • Operate a Computerized Reservation system

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?	**YES**	**NO**
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		
UPDATE RESERVATIONS		
• Record or update reservation payments and deposits of the reservation accurately in accordance with the property standards		
• Receive, process and record amendments and cancellations of reservations in accordance with customer request and property standards.		

ADVISE OTHERS ON RESERVATION DETAILS		
• Communicate general and specific customer requirements and reservation details to appropriate departments and colleagues.		
• Address follow up on customer requests and ensures that all specific requirements in his reservation details are prior to guest arrival.		
OPERATE COMPUTERIZE RESERVATION SYSTEM BASED ON PROPETY STANDARDS		
• Access and accurately interprets reservation system		
• Use all system features to access a range of information		
CREATE AND PROCESS RESERVATIONS		
• Check availability of the required booking in accordance with the system functions and requirements		
• Create new reservations using the format required by the computerized system.		
• Retrieve bookings using the format required by the computer system		
• Record, update and store amendments		
• Download and prints reservation details.		
SEND AND RECEIVE RESERVATION COMMUNICATIONS		
• Create internal communications using the required features of the system		
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:**	

Reference. No.																

SELF-ASSESSMENT GUIDE

Qualification	**FRONT OFFICE SERVICES NC II**
Unit of Competency Covered	• Provide accommodation reception services • Provide concierge services

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?	YES	NO
PREPARE RECEPTION AREA FOR GUEST ARRIVAL		
• Prepare and checks functionality of reception area and all necessary equipment.		
• Check and review daily arrival details prior to guests arrival		
• 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		
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 delivering guest luggage to correct location within appropriate timeframes		
• Operate luggage storage systems		
• Mark and store luggage to allow for easy retrieval		
• 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.		
• Distribute reports and record to appropriate departments.		
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:**	

Reference. No.																

SELF-ASSESSMENT GUIDE

Qualification	**FRONT OFFICE SERVICES NC II**
Unit of Competency Covered	• **Conduct night audit**

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?	YES	NO
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		
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:**

Reference. No.															

SELF-ASSESSMENT GUIDE

Qualification	**FRONT OFFICE SERVICES NC II**
Unit of Competency Covered	• **Provide club reception services**

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?	**YES**	**NO**
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 maintains 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		

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:**

Reference. No.																	

SELF-ASSESSMENT GUIDE

Qualification	**FRONT OFFICE SERVICES NC II**
Unit of Competency Covered	• **Provide club reception services**

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?	**YES**	**NO**
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.		
COLLECT CASH, CASH EQUIVALENTS OR NON-CASH TRANSACTIONS		
• Accept and counts 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		
• Process cash, cash equivalents or non-cash transactions received from guest is accurately processed according to property standards		
• Receipts are correctly issued and presented to guest		
• 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:**	