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SELF-ASSESSMENT GUIDE

Qualification	FRONT OFFICE SERVICES NC II		
Unit of Competency Covered:	<ul style="list-style-type: none"> • Receive and Process Reservations • Operate a Computerized Reservation System • Provide Accommodation Reception Services • Provide Concierge Services • Conduct Night Audit • Provide Club Reception Services • Provide Club Reception Services 		
Instruction: <ul style="list-style-type: none"> • 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 AND PROCESS RESERVATIONS			
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 A COMPUTERIZED RESERVATION SYSTEM		
Operate Computerize Reservation System Based on Property Standards		
• Access and accurately interpret 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		
PROVIDE ACCOMMODATION RECEPTION SERVICES		
Prepare Reception Area for Guest Arrival		
• Prepare and check 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		
• Distribute reports and records to appropriate departments.		
PROVIDE CONCIERGE SERVICES		
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 deliver guest luggage to correct location within appropriate timeframes		
• Operate luggage storage systems in accordance with established procedures and security requirements		
• Mark and store luggage to allow for easy retrieval following established procedures		
• 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 *		
Manage Intoxicated Persons		
• Determine levels of intoxication of customers		
• Refer difficult situations to an appropriate person		
• Apply appropriate procedures to the situation and in accordance with enterprise policy *		
• Apply legislative requirements		

CONDUCT NIGHT AUDIT		
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		
PROVIDE CLUB RECEPTION SERVICES		
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 maintain 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		
PROVIDE CASHIERING SERVICES		
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		
Collects Cash, Cash Equivalents or Non-Cash Transactions		
• Accept and count 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		
• Present and issue correct receipts to guests		
• 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:	

NOTE: *Critical aspects of competency