

Level 2 NVQ Diploma in Front of House Reception

Qualification Ref: 500/9490/7

Course Offer

- The Course is available through electronic learning, or paper based portfolio.
- The average course is 9-12 months
- The maximum number of workplace visits will be one visit per calendar month.

Achievement

To achieve learners must complete a minimum of 37 credits in total

1. 11 credits from GROUP A – MANDATORY UNITS
2. At least 3 credits from GROUP B – FRONT OF HOUSE RECEPTION OPTIONAL UNITS
3. The remaining credits can be selected from GROUP B OR C

UNIT TITLE	CREDIT VALUE
GROUP A – MANDATORY UNITS	
Maintain a safe, hygienic and secure working environment	3
Work effectively as part of a hospitality team	3
Give customers a positive impression of self and your organisation (ICS)	5
GROUP B – FRONT OF HOUSE RECEPTION OPTIONAL UNITS	
Deal with communications as part of the reception function	3
Deal with arrival of customers	4
Deal with bookings	4
Prepare customer accounts and deal with departures	4
Provide tourism information services to customers	5
GROUP C OPTIONAL UNITS	
Produce documents in a business environment (cfA)	4
Use office equipment (cfA)	3

Communication in a business environment (cfA)	3
Handle mail and book external services	3
Provide reception services (cfA)	3
Store and retrieve information (cfA)	3
Resolve customer service problems (ICS)	6
Promote additional services or product to customers (ICS)	6
Deal with customers across a language divide (ICS)	
Deal with customers across a language divide (ICS)	8
Maintain customer service through effective handover (ICS)	4
Maintain a deal with payments	4
Employment rights & responsibilities in the hospitality, leisure, travel and tourism sector	