



**TRAINING FORCE**  
Linking Training to Industry

# HOSPITALITY

## FURTHER EDUCATION AND TRAINING CERTIFICATE: HOSPITALITY RECEPTION

### COURSE INFORMATION

**SAQA ID:** 64469

**NQF Level:** 4

**Learnership Duration:** 12 months

**Credits:** 136

**Contact Sessions:** Minimum Contact Session, including remediation (if required) and Portfolio Building, for this Qualification is **27 days**

**Accrediting SETA:** Services Sector Education & Training Authority

### PURPOSE

This qualification has been developed for the reception function within the accommodation industry. It brings together all aspects of front office and supervision. This qualification will professionalise the industry and is applicable to all sectors, from small bed and breakfasts to large-scale hotels

### ENTRY CRITERIA

- Numeracy at NQF Level 3
- Literacy at NQF Level 3

### QUALIFICATION RULES

This qualification is made up of fundamental, core and elective unit standards and a minimum of 126 credits is required to complete the qualification:

- Core unit standards totalling 62 are compulsory.
- Fundamental unit standards totalling 56 credits are compulsory. The fundamental credit split is as follows: 16 credits on numeracy and mathematics, 20 credits on Communication level 4 in English and 20 credits at level 3 in any other official South African languages.
- The Elective Component consists of individual unit standards from which the learner must choose unit standards totalling a minimum of 8 credits.

### EQUIPMENT NEEDED

- Forex samples, Financial Transaction facilities, Computer with booking system, First aid Equipment

### MARKET INFORMATION

**Target Market:**

**Target Industries:** Hospitality and Tourism

### COURSE INFORMATION

- **Mentor Requirements:** Mentor must have at least 5 years' experience in a Hospitality Environment.
- **Workplace Approval:** Not Applicable
- **Workplace Requirements:** Learners must be exposed to all Outcomes related to this qualification within a hotel/B&B reception area.

### SKILLS OUTCOMES

- Operate a computer
- Deal with customers
- Process incoming and outgoing telephone calls
- Display Cultural Awareness in dealing with Customers & Colleagues
- Communicate verbally
- Maintain effective working relationships with other members of staff
- Maintain health, hygiene and professional appearance
- Perform basic calculations
- Identify work opportunities and Apply for a job or experience placement
- Handle mail, messages and prepare written communications
- Provide first aid
- Provide customer information and book external services
- Deal with the arrival of customers and Maintain customer satisfaction
- Prepare customer accounts and deal with departures
- Exchange foreign cash and travelers cheques
- Co-ordinate the greeting and assisting of guests on arrival and departure
- Maintain the front office service
- Maintain the portering / concierge service
- Describe layout, services and facilities of the organisation
- Maintain a secure and a safe working environment
- Describe the sectors of the hospitality, travel & tourism industries
- Induct new staff to the workplace and Conduct on-the-job-coaching
- Operate a payment point and process payments
- Develop self within the job role and manage ones own development and time
- Source information about self employment opportunities
- Maintain the receipt, storage and issue of goods
- Contribute to the identification of short term supply needs and Control and order stock
- Maintain the cleaning programme for own area of responsibility
- Create, maintain and improve productive working relationships
- Plan and conduct meetings
- Plan, organise & monitor work in own area of responsibility
- Monitor and maintain health, safety and security and maintain a preventative maintenance programme



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## GENERAL INFORMATION



**Credit Accumulation Transfer (CAT):** CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete Part 1 and Part 2 of every Cluster.



**FISA Requirements:** Final Integrated Summative Assessment is requirement for the successful completion of this learnership.



**Recognition of Prior Learning (RPL):** RPL is not available for this qualification

## UNIT STANDARDS

### Cluster 1 – Workplace Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7796	Maintain a secure working environment	1
Core	7868	Monitor and maintain health, safety and security	4
Core	7839	Maintain the receipt, storage and issue of goods	5
Core	7844	Contribute to the identification of short term supply needs	1
Core	7869	Maintain a preventative maintenance programme	3
Core	7846	Maintain the cleaning programme for own area of responsibility	2
Core	7884	Control and order stock	4

- Recommended training days for Cluster 1 is 4 days

### Cluster 2 – Self Improvement

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7873	Manage one's own development	3
Core	7827	Source information about self-employment opportunities	3
Core	7866	Plan, organise and monitor work in own area of responsibility	3
Core	7818	Conduct on-the-job coaching	5
Core	7860	Introduce new staff to the workplace	1
Core	9244	Plan and conduct meetings	4
Core	7821	Develop self within the job role	3

- Recommended training days for Cluster 2 is 4 days



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## Cluster 3 – Dealing with Customers

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7710	Deal with the Arrival of Customers	2
Core	7722	Co-ordinate the Greeting and Assisting of Guests on Arrival and Departure	4
Core	7836	Monitor customer satisfaction	3
Core	7703	Provide Customer Information and Book External Services	2
Core	7730	Maintain the Portering/ Concierge Service	4

- Recommended training days for Cluster 3 is 3 days

## Cluster 4 – Working with Cash and Equivalents

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7721	Exchange Foreign Cash and Travellers Cheques	2
Core	7820	Operate a payment point and process payments	3
Elective	7829	Handle and record refunds	2
Elective	7852	Audit Financial Procedures/ Conduct Night Audit	4
Elective	7727	Maintain practices and procedures for handling cash/cash equivalents	3
Elective	7726	Maintain Practices and Procedures for Handling Foreign Cash/ Cash Equivalent	3
Elective	7706	Maintain a Booking System	3
Elective	7725	Provide a valet/butler service	3

- Recommended training days for Cluster 4 is 5 days

## Cluster 5 – Fundamental Mathematics – Credit Accumulation Transfer is applicable to the highlighted unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	6

- Recommended training days for Cluster 5 is 3 days

## Cluster 6 – Communication Skills – Credit Accumulation Transfer is applicable to the highlighted unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	119472	Accommodate audience and context needs in oral communication	5
Fundamental	119467	Use language and communication in occupational learning programmes	5
Fundamental	119457	Interpret and use information from texts	5



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Fundamental	119465	Write/present/sign texts for a range of communicative contexts	5
Fundamental	119459	Write/present/sign for a wide range of contexts	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	5
Fundamental	119471	Use language and communication in occupational learning programmes	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	5

- Recommended training days for Cluster 6 is 8 days