Unit Title:	**Reception, Billing And Cashier Procedures For Front Office Staff**
Unit Level:	**Level 2**
Unit Credit Value:	**3**
GLH:	**24**
LASER Unit Code:	**WJD514**
Ofqual Unit Code:	**Y/504/9448**

This unit has 6 learning outcomes.

LEARNING OUTCOMES		**ASSESSMENT CRITERIA**	
The learner will:		**The learner can:**	
1.	Understand the important role and function of front office within an organisation.	1.1	Describe the role of the front office within an organisation.
		1.2	Explain front office's importance in upholding: a) security b) the legal responsibilities of an organisation.
2.	Know the different types of guest that come into an organisation and their requirements.	2.1	Describe the guest types that use the hospitality services provided by an organisation.
		2.2	Describe the needs of each of these groups.
3.	Know how to deal with a guest on their arrival.	3.1	Describe how to greet a guest upon their arrival.
		3.2	Describe techniques to use when selling a room to a prospective guest.
		3.3	Describe the importance of guest registration.
		3.4	Explain why there is a need to keep records of guest history.
4.	Understand how to allocate rooms and how to deal with 'overbooking'.	4.1	Explain the differences between manual and computerised systems of allocating rooms.
		4.2	Explain 'overbooking'.
		4.3	Explain why it is widely used within the hospitality industry.
5.	Know how to compile a guest's account.	5.1	List items that appear in a guest's bill.
		5.2	Describe how a guest's bill is compiled using: a) a computerised system b) a manual system.
6.	Understand procedures for secure cash handling.	6.1	Describe the main systems and procedures used to ensure secure cash handling in the front office.

Assessment Guidance:
NA

Additional Information:
NA