

Unit Title: Bookings, Orders And Payments
Unit Level: Level 1
Unit Credit Value: 2
GLH: 18
LASER Unit Code: WJC426
Ofqual Unit Code: H/506/0808

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know about booking systems in hospitality.	1.1	Identify situations where bookings need to be taken from customers in hospitality settings.
		1.2	Outline a simple booking system that may be used.
		1.3	Identify the information that is required when taking a booking.
2.	Understand how to take a food order.	2.1	Outline how to take an order from a customer.
		2.2	Outline the information required by the kitchen to produce a food order.
3.	Know the information that should appear on a customer bill.	3.1	Outline the information that should be provided on a customer bill for hospitality services.
4.	Know how different types of payment should be processed.	4.1	Outline the different payment methods that customers may use to pay a bill and how these are processed.
		4.2	List information that should appear on a customer receipt.

Assessment Guidance:

NA

Additional Information:

NA