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### SELF-ASSESSMENT GUIDE

<b>Qualification</b>	<b>FRONT OFFICE SERVICES NC II</b>		
<b>Unit of Competency Covered</b>	<ul style="list-style-type: none"> <li>• Receive and Process Reservations</li> <li>• Operate a Computerized Reservation system</li> </ul>		
<p>Instruction:</p> <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>			
<b>Can I?</b>	<b>YES</b>	<b>NO</b>	
<b>RECEIVE RESERVATION REQUEST</b>			
• 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			
<b>RECORD DETAILS OF RESERVATIONS</b>			
• 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			

<b>UPDATE RESERVATIONS</b>		
• 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.		
<b>ADVISE OTHERS ON RESERVATION DETAILS</b>		
• 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.		
<b>OPERATE COMPUTERIZE RESERVATION SYSTEM BASED ON PROPERTY STANDARDS</b>		
• Access and accurately interprets reservation system		
• Use all system features to access a range of information		
<b>CREATE AND PROCESS RESERVATIONS</b>		
• 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.		
<b>SEND AND RECEIVE RESERVATION COMMUNICATIONS</b>		
• Create internal communications using the required features of the system		
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.		
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<b>Qualification</b>	<b>FRONT OFFICE SERVICES NC II</b>		
<b>Unit of Competency Covered</b>	<ul style="list-style-type: none"> <li>• Provide accommodation reception services</li> <li>• Provide concierge services</li> </ul>		
<p>Instruction:</p> <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>			
<b>Can I?</b>	<b>YES</b>	<b>NO</b>	
<b>PREPARE RECEPTION AREA FOR GUEST ARRIVAL</b>			
• Prepare and checks 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.			
<b>WELCOME AND REGISTER GUEST</b>			
• 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.			

<b>PERFORM “DURING STAY” FUNCTIONS</b>		
• Address all guest requests during in-stay according to property standards.		
• Respond promptly to inquiries to guests’ satisfaction.		
<b>ORGANIZE GUEST DEPARTURE</b>		
• 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		
<b>PREPARES FRONT OFFICE RECORDS AND REPORTS</b>		
• Prepare and updates front office records.		
• Follow establishment policies with regards to room changes, no shows, extensions and early departures		
<b>HANDLE GUEST ARRIVALS AND DEPARTURE</b>		
• 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		
<b>HANDLE GUEST LUGGAGE</b>		
• Transport and delivering guest luggage to correct location within appropriate timeframes		
• Operate luggage storage systems		
• Mark and store luggage to allow for easy retrieval		
• Place luggage within the storage system		

<b>RESPOND TO REQUEST FOR CONCIERGE SERVICES</b>		
• Provide concierge services promptly		
• Liaise with colleagues and other departments to ensure effective response to guest request.		
• Distribute reports and record to appropriate departments.		
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<b>Qualification</b>	<b>FRONT OFFICE SERVICES NC II</b>		
<b>Unit of Competency Covered</b>	<ul style="list-style-type: none"> <li><b>Conduct night audit</b></li> </ul>		
<p>Instruction:</p> <ul style="list-style-type: none"> <li>Read each of the questions in the left-hand column of the chart.</li> <li>Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>			
<b>Can I?</b>	<b>YES</b>	<b>NO</b>	
<b>PROCESS INTERNAL FINANCIAL TRANSACTIONS</b>			
<ul style="list-style-type: none"> <li>Double check transactions to ensure that they have been posted in the property's computerized system.</li> </ul>			
<ul style="list-style-type: none"> <li>Identify and reconcile financial and systems discrepancies according to property standards</li> </ul>			
<ul style="list-style-type: none"> <li>Verify and reconcile room rates and room status.</li> </ul>			
<ul style="list-style-type: none"> <li>Suggest internal financial system and control for improvements in the property's operation.</li> </ul>			
<b>COMPLETE ROUTINE RECORDS AND REPORTS</b>			
<ul style="list-style-type: none"> <li>Complete routine and report within designated timelines</li> </ul>			
<ul style="list-style-type: none"> <li>Forward reports to appropriate persons and department</li> </ul>			
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<b>Qualification</b>	<b>FRONT OFFICE SERVICES NC II</b>		
<b>Unit of Competency Covered</b>	<ul style="list-style-type: none"> <li>• <b>Provide club reception services</b></li> </ul>		
<p>Instruction:</p> <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>			
<b>Can I?</b>	<b>YES</b>	<b>NO</b>	
<b>PROVIDE INFORMATION ON CLUB SERVICES AND PROCESS MEMBERSHIPS</b>			
<ul style="list-style-type: none"> <li>• Provide accurate advice and information on club services and facilities to customers and club members as required according to established standards.</li> </ul>			
<ul style="list-style-type: none"> <li>• Explain club membership and club rules to the public and members following the standard procedures</li> </ul>			
<ul style="list-style-type: none"> <li>• Explain membership application forms; completely filling it out in accordance with enterprise standards</li> </ul>			
<ul style="list-style-type: none"> <li>• Record and maintains membership records according to standard procedures</li> </ul>			
<b>MONITOR ENTRY TO CLUB</b>			
<ul style="list-style-type: none"> <li>• Check membership badges/cards in accordance with established cards</li> </ul>			
<ul style="list-style-type: none"> <li>• Assist guest to “sign in” accordance with government and enterprise requirements</li> </ul>			
<ul style="list-style-type: none"> <li>• Check compliance of members in accordance with established policy and procedures</li> </ul>			
<ul style="list-style-type: none"> <li>• Refer disputes over entry to club to security, supervisor or other relevant person according to enterprise policy</li> </ul>			
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<b>Unit of Competency Covered</b>	<ul style="list-style-type: none"> <li><b>Provide club reception services</b></li> </ul>		
Instruction: <ul style="list-style-type: none"> <li>Read each of the questions in the left-hand column of the chart.</li> <li>Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>			
<b>Can I?</b>	<b>YES</b>	<b>NO</b>	
<b>PREPARE GUEST FOLIO</b>			
<ul style="list-style-type: none"> <li>Check and post late charges and unposted checks with other departments.</li> </ul>			
<ul style="list-style-type: none"> <li>Print and ready guest folio to be presented to guest.</li> </ul>			
<ul style="list-style-type: none"> <li>Present guest folio for review and approval.</li> </ul>			
<b>COLLECT CASH, CASH EQUIVALENTS OR NON-CASH TRANSACTIONS</b>			
<ul style="list-style-type: none"> <li>Accept and counts cash in front of the customer</li> </ul>			
<ul style="list-style-type: none"> <li>Process credit cards or debit cards according to property standards.</li> </ul>			
<ul style="list-style-type: none"> <li>Accept payment of foreign currency according to property standards.</li> </ul>			
<ul style="list-style-type: none"> <li>Process traveler's check is processed according to property standards</li> </ul>			
<ul style="list-style-type: none"> <li>Process other billing settlement using property standards.</li> </ul>			
<b>PROCESS RECEIPTS AND PAYMENTS</b>			
<ul style="list-style-type: none"> <li>Process cash, cash equivalents or non-cash transactions received from guest is accurately processed according to property standards</li> </ul>			
<ul style="list-style-type: none"> <li>Receipts are correctly issued and presented to guest</li> </ul>			
<ul style="list-style-type: none"> <li>Record transactions to guest account in the computerized system. Process check out guest based on property standards.</li> </ul>			
<ul style="list-style-type: none"> <li>Perform transactions to the satisfaction of guest and according to property standards.</li> </ul>			



<b>RECONCILES FINANCIAL TRANSACTIONS AT THE END OF THE SHIFT.</b>		
• 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		
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