

# BIIAB Level 2 NVQ Diploma in Front of House Reception (QCF)

This qualification is aimed at those working in front of house in the hospitality industry. It can be taken whilst in the workplace to allow hands on experience as you train. It covers the breadth of front office reception functions from everyday functions such as checking in and out customers and using office equipment to tasks specific to your organisation.

## What does it comprise of?

To achieve the full Level 2 NVQ Diploma in Front of House Reception (QCF) learners must attain a minimum of **37 credits** in total.

- Learners must complete all mandatory units from Group A ( 11 credits)
- Plus optional units from Group B minimum ( 3 credits)
- The remaining optional credits from either Group B or Group C ( 23 Credits)

A minimum of 31 credits must be achieved through the completion of units at Level 2 and above

<b>A Mandatory Units Credit Value required Minimum 11</b>			
<b>Unit Titles</b>	<b>Level</b>	<b>Credit Value</b>	<b>GLH</b>
Maintenance of a Safe, Hygienic and Secure Working Environment	1	3	25
Give Customers a Positive Impression of Yourself and Your Organisation	2	5	33
Working Effectively as Part of a Hospitality Team	1	3	22

<b>Group B Front of House Reception Optional Units minimum 3</b>			
Deal with the Arrival of Customers	2	4	32
Deal with Bookings	2	4	30
Prepare Customer Accounts and Deal with Departures	2	4	30
Deal with Communications as Part of the Reception Function	2	3	21
Provide Tourist Information Services to Customers	2	5	50

<b>Group C Optional Units</b>			
Produce Documents in a Business Environment	2	4	15
Use Office Equipment	2	4	18
Handle Mail and Book External Services	2	3	28
Provide Reception Services	2	3	15
Store and Retrieve Information	2	3	17
Resolve Customer Service Problems	2	6	40
Promote Additional Services or Products to Customers	2	6	40
Deal with Customers Across a Language Divide	2	8	53
Maintain Customer Service Through Effective Handover	2	4	27
Maintain and Deal with Payments	2	4	30
Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector	2	2	16
Communicate in a Business Environment	2	3	18

## Assessment

Each of the units is made up from specific elements applicable to a Front of House Reception role, for example dealing with payments, dealing with customers and maintaining a safe and hygienic environment. Assessment takes place through evaluation of workplace performance, presenting evidence, witness testimony and questioning etc. A portfolio of evidence is produced which demonstrates that the learner can perform to the level described. Participants will have a dedicated Assessor who will help assemble the portfolio and prepare them for assessment.

To complete the Apprenticeship in Front of House Reception learners must complete the following components:

- Level 2 Certificate in Hospitality and Catering Principles (Front of House Reception)
- Functional Skills to include Math's Level 1 and English Level 1
- Personal Learning and Thinking Skills

## How long will it take?

To protect quality and make sure all apprentices receive a high-quality meaningful experience, all Apprenticeships must last for a minimum period of 12 months. In some cases the Apprenticeship may be longer and is based upon a number of factors including the number of hours the learner works and the requirements of the apprenticeship framework for the sector they work in. The apprenticeship includes guided learning, assessment and training, and monitored workplace practice which is planned and agreed between the learner, their employer and their Training Advisor.

## Progression

Learners may progress onto other Hospitality related qualifications such as the Level 3 Diploma in Hospitality Supervision and Leadership Skills, which forms part of an apprenticeship frame-work.

## How to participate

Our centre will provide you with advice on how to access the programme, methods of delivery and eligibility for funding.

**For more information please call: 0330 088 0888**

**Smart Training & Recruitment**

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