



Transparency for Mobility in Tourism: transfer and making system of methods and instruments to improve the assessment, validation and recognition of learning outcomes and the transparency of qualifications in tourism.

AGREEMENT n° LLP-LDV-TOI-10-IT-538

<b>UNIT n. 1</b>		
<b>BOOKING AND SALES MANAGEMENT</b>		
<b>QUALIFICATION</b>	<b>EQF LEVEL</b>	<b>ECVET CREDIT POINTS</b>
Front office clerk	3	

## UNIT FRAMEWORK ABOUT THE FRONT OFFICE CLERK

### LEARNING OUTCOMES IN TERMS OF COMPETENCE

The subject is able to:

1. Manage the reservations,
2. Apply the rooms sales system in order to maximize occupation and revenue (yield management).

1. To manage the reservations **the subject must know how to:**

- Control the rooms availability according to its typology/characteristics and its number;
- Use computer devices to manage the clients and the company procedures in an integrated manner;
- Inform the clients about the payment of the services offered by the hotel;
- Carrying out for down payments and balances;
- Check the accuracy of the information concerning the internal accounting
- Be kind and efficient when carrying out a booking phone call;
- Offer all details and alternatives regarding the booking request;
- Collect possible requests of the client regarding the assignment of the room (size, position, etc.);
- Carry out the pre-assignment of the rooms;
- Carry out the on line booking of services outside the Hotel;
- Transmit the contract to the back-office;
- Transmit the check list to the Front Desk and housekeeping staff;
- Run through the rooms occupation and control the situation of each room;
- Register possible requests put forward by the clients;
- Contact the housekeeping;
- Pass on notes to the housekeeping referring to services requested by the clients (satellite television, direct telephone, internet connection, etc.);
- Verify the effective disposition of the requested services;
- Register on the client's file the notes regarding the services disposition;
- Compile the file of the occupied rooms (ordering, cleanliness, preparation, refilling, etc.);
- Warn the client about possibly unavailable services;
- Propose alternative solutions to the client.

2. To apply the rooms sales system in order to maximize occupation and revenue (yield management) **the subject must know how to:**

- Control the bookings flow and solve possible unexpected problems;
- Prepare forecasts about the rhythm of the clients influx;
- Increase sales, advertising services and promotions;
- Register the reservations, considering possible company conventions and promotions, using the available devices (papery/digital).

### COGNITIVE LEARNING OUTCOMES

Describing the hotel structures according to their types, services, etc.;

Illustrating the main client categories and their buying and using behaviour regarding the hotel services;

Describing hotel front office techniques;

Describing problem setting and problem solving techniques;

Describing *yield management techniques*;

Illustrating the fundamental principles of active listening;

Illustrating the fundamental principles of hotel book-keeping;

Pronouncing in a foreign language and knowing the meaning of the most used words regarding the hotel sector;

Describing phonetic elements of the foreign language at an intermediate level;

Recognizing commonly used language expressions, key-words and false friends, understanding them as well as being able to apply them in the working environment;

Presenting fundamental communication skills (descriptive, narrative, informative), according to the different linguistic and cultural registers applied to the working environment of the hotel sector;

Describing the most important software solutions to manage the information flow;

Presenting the fundamental principles of ITC and internet services (surfing, information searching using the main browsers, e-mail).

### SKILL LEARNING OUTCOMES

Applying the hotel front office techniques;

Applying the problem setting and problem solving techniques;

Applying the yield management techniques;

Using the main software solutions to manage the information flow;

Using computer devices and internet (surfing, information searching using the main browsers, e-mail);

Choosing the elementary vocabulary of a foreign language to be used accordingly to the situation one is having to face;

Using common expressions, key-words and false friends of the foreign language;

Evaluate the communicative functions of the foreign language that best apply to a determined situation;

Choosing the structure and the style to write a text in the foreign language.

### INTERPRETATION OF LEVEL

To be able to:

1. Manage the reservations,
2. Apply the rooms sales system in order to maximize occupation and revenue (yield management).

**The subject must demonstrate that he/she can:**

**The indicators are:**

■ Carry out a booking registration using the specific data base and verify the capacity to satisfy further requests put forward by the client.

- Personal data correctly registered in the data base;
- Coherence between booked services and the ones requested by the client;
- Complete and correct print of the reservation.

Simulate a Yield schedule based on the analysis of season and micro-season, including the research of their causes.

- Correct creation of the Yield calendar.
- Correct pointing out of the variable to apply Yield rules

## EVALUATION PROCEDURES

EVALUATION PROCEDURES			
Type of test	Mandatory / optional	Classification	Optional indications
<b>Written tests</b>	Closed-ended questions	▪ multiple choice	
		▪ questions to be completed (with the choice of a set of options)	<b>X</b>
		▪ fill in the blanks (with the choice of a set of options)	
		▪ mini-cases (with multiple choice questions)	
		▪ matching questions	
	Open-ended questions	▪ open-ended questions	
		▪ questions to be completed (free wording)	
		▪ fill in the blanks (free wording)	
		▪ mini-cases (with open-ended questions)	
	Case solutions	▪ with open-ended questions	
		▪ closed-ended questions	<b>X</b>
	"Traditional" tests	▪ Essays	
▪ Problems			
▪ Exercises (e.g. equations)			
<b>Oral tests</b>	Interviews	▪ Structured	
		▪ semi-structured	
		▪ unstructured	
<b>Practical tests</b>	Checklist of observations	▪ process-related	<b>X</b>
		▪ product-related	<b>X</b>
	Technical reports		
<b>Simulated performance</b>	Checklist of observations	▪ process-related	
		▪ product-related	
	Technical reports		

<b>Validation</b>	<b>If not, enclosing report comments or specific standards / documentation related to the descriptive profile / Unit</b>
<input type="checkbox"/> yes <input type="checkbox"/> NO	

## UNIT n. 2

### MANAGING ARRIVALS AND DEPARTURES

QUALIFICATION	EQF LEVEL	ECVET CREDIT POINTS
<i>Front office clerk</i>	3	

### LEARNING OUTCOMES IN TERMS OF COMPETENCE

The subject is able to:

1. Manage the procedures of check-in,
2. Manage the procedures of check-out.

1. To manage the procedures of check - in **the subject must know how to:**

- Control the execution of the working activities according to the daily activities program;
- Fill in the client's file;
- Use methods and devices in order to bring the tourists to respect all rules in force regarding access, registration and their own protection;
- Assist the client in filling in the public notification form and have it signed by the client;
- Collect possible requests regarding the room characteristics (size, position, etc.);
- Give the keys or pass to the client;
- Resolve any critical issues arising from overbooking
- Forward communications regarding services to the foremen of other divisions (special requests put forward by the clients, etc.);
- Inform the clients about all the details of their stay in the hotel (services, hours, etc.);
- Provide the reclaim of the personal vehicle of the client;
- Register on the computer the passage from guaranteed reservation to checked-in reservation to ensure charging in case of no show

2 To manage the procedures of check - out **the subject must know how to:**

- Obtain the keys or pass back;
- Deliver the bill to the client (including extras and consume) and carry out the collection of the sum according to the payment method chosen by the client and available in the hotel;
- Fill in and issue receipts and invoices;
- Charge in the invoice the services of which the client made use;
- Issue payment invoices/receipts;
- Manage open bills;
- Prepare the list of clients on departure and forward it to the other divisions;
- Examine bills and charges of the clients during the departure procedure;
- Collect the payment of the bills;
- Register on the computer the collection in cash, checks, ATM, credit card;
- Carry out money exchange;
- Monitor the customer satisfaction at the departure.

### COGNITIVE LEARNING OUTCOMES

Illustrating check-in and check-out procedures;

Illustrating the main typologies of payment and booking, their characteristics and respective procedures;

Pronouncing in a foreign language and knowing the meaning of the most used words regarding the hotel sector;

Applying the fundamental principles of hotel book-keeping;

Describing how to fill in and issue a receipt and an invoice;

Describing the fundamental notions of computer using to support the management of arrivals and departures;

Describing the main documentation used in the *front-office* concerning access, registration and protection of the tourists (arrival/departure book, immigration book, notification forms);

Describing problem setting and problem solving techniques;

Illustrating the regulations in force regarding health and safety at work.



### SKILL LEARNING OUTCOMES

Applying check-in and check-out procedures;  
 Adopting the main typologies of payment and booking, their characteristics and respective procedures;  
 Filling in and issuing receipts and invoices;  
 Applying problem setting and problem solving techniques;  
 Using the most known software solutions to manage the arrivals/departures flow;  
 Choosing the elementary vocabulary of a foreign language to be used accordingly to the situation one is having to face;  
 Applying the legislation in force regarding health and safety at work.

### INTERPRETATION OF LEVEL

To be able to:

1. manage the procedures of check in,
2. manage the procedures of check out.

The subject must demonstrate that he/she can:	The indicators are:
<ul style="list-style-type: none"> <li>■ Illustrate the procedure necessary to carry out the check-in and filling in the immigration form, customer registration and the heading of the bill.</li> </ul>	<ul style="list-style-type: none"> <li>■ Immigration form filled in correctly;</li> <li>■ Completeness and correctness of all phases illustrated above, header and the main account content</li> </ul>
<ul style="list-style-type: none"> <li>■ Illustrate the check-out procedure at the client's departure, carrying through all the necessary executions: administrative, book-keeping and logistic.</li> </ul>	<ul style="list-style-type: none"> <li>■ Locking and feedback with the customer account</li> <li>■ Completeness and correctness of all phases illustrated above.</li> </ul>

## EVALUATION PROCEDURES

Type of test		Mandatory / optional	Classification	Optional indications
<b>Written tests</b>	Closed-ended questions		▪ multiple choice	
			▪ questions to be completed (with the choice of a set of options)	<b>X</b>
			▪ fill in the blanks (with the choice of a set of options)	
			▪ mini-cases (with multiple choice questions)	
			▪ matching questions	
	Open-ended questions		▪ open-ended questions	
			▪ questions to be completed (free wording)	
			▪ fill in the blanks (free wording)	
			▪ mini-cases (with open-ended questions)	
	Case solutions		▪ with open-ended questions ▪ closed-ended questions	<b>X</b>
	"Traditional" tests		▪ Essays	
			▪ Problems	
▪ Exercises (e.g. equations)				
<b>Oral tests</b>	Interviews		▪ Structured	
			▪ semi-structured	
			▪ unstructured	
<b>Practical tests</b>	Checklist of observations		▪ process-related ▪ product-related	<b>X</b> <b>X</b>
	Technical reports			
<b>Simulated performance</b>	Checklist of observations	x	▪ process-related ▪ product-related	x
	Technical reports			

<b>Validation</b>	<b>If not, enclosing report comments or specific standards / documentation related to the descriptive profile / Unit</b>
<input type="checkbox"/> yes <input type="checkbox"/> NO	

## UNIT n. 3

### REALIZING ACTIVITIES OF CUSTOMER ASSISTANCE

QUALIFICATION	EQF LEVEL	ECVET CREDIT POINTS
<i>Front office clerk</i>	3	

### LEARNING OUTCOMES IN TERMS OF COMPETENCE

The subject is able to:

1. Offer assistance during the guest's stay,
2. Give information to the clients.

1. To offer assistance during the guest's stay **the subject must know how to:**

- Create a conversation and be able to understand the needs of the client;
- Collect the requests put forward by the client;
- Listen and collect complaints with tact and courtesy;
- Solve, efficiently, the matters with the clients;
- Manage, efficiently, different situations: language barriers, loss of personal objects, damages for the client, sick or hurt clients;
- Apply business communication techniques to anticipate, to point out and to meet the client's expectations.

2. To give information to the client **the subject must know how to:**

- Present the services that the structure offers to the clients (restaurant, wellness, entertaining activities, etc.);
- Give information when asked to, regarding the territory and the services available in it (public transportation, localization of stores, health facilities, etc.).

### COGNITIVE LEARNING OUTCOMES

Describing the most known tourism marketing techniques regarding the territory (localization of art works, archeological sites, monuments, parks, handcrafts and enogastronomy, etc.);

Illustrating the main reception and communication techniques;

Describing the main tools concerning negotiation and conflict management pertaining the tourism sector.

### SKILL LEARNING OUTCOMES

Applying problem setting and problem solving techniques;  
 Applying the right communication style according to the situation;  
 Applying the main appealing principles of tourism marketing;  
 Using one's own geographical knowledge about the territory;  
 Applying negotiation and conflict management techniques;  
 Choosing the elementary vocabulary of a foreign language to be used according to the situation one is having to face;  
 Applying the legislation in force regarding health and safety at work.

### INTERPRETATION OF LEVEL

To be able to:

1. Offer assistance during the guest's stay,
2. Give information to the clients.

The subject must demonstrate that he/she can:	The indicators are:
<ul style="list-style-type: none"> <li>■ Illustrate necessary behavior skills for the customer care and point out the most frequent requests.</li> </ul>	<ul style="list-style-type: none"> <li>■ Coherence of the information collected regarding the demand set.</li> </ul>
<ul style="list-style-type: none"> <li>■ Point out the kind of information supposed to be given to a client, according to the demand information set.</li> </ul>	<ul style="list-style-type: none"> <li>■ Level of pertinence of the selected information related to the demand set;</li> <li>■ Completeness and clearness of the selected information.</li> </ul>

## EVALUATION PROCEDURES

Type of test		Mandatory / optional	Classification	Optional indications
<b>Written tests</b>	Closed-ended questions		▪ multiple choice	X
			▪ questions to be completed (with the choice of a set of options)	
			▪ fill in the blanks (with the choice of a set of options)	
			▪ mini-cases (with multiple choice questions)	
			▪ matching questions	
	Open-ended questions		▪ open-ended questions	
			▪ questions to be completed (free wording)	
			▪ fill in the blanks (free wording)	
			▪ mini-cases (with open-ended questions)	
	Case solutions		▪ with open-ended questions	X
▪ closed-ended questions			X	
"Traditional" tests		▪ Essays		
		▪ Problems		
		▪ Exercises (e.g. equations)		
<b>Oral tests</b>	Interviews		▪ Structured	
			▪ semi-structured	
			▪ unstructured	
<b>Practical tests</b>	Checklist of observations		▪ process-related ▪ product-related	
	Technical reports			
<b>Simulated performance</b>	Checklist of observations	X	▪ process-related ▪ product-related	
	Technical reports			

<b>Validation</b>	<b>If not, enclosing report comments or specific standards / documentation related to the descriptive profile / Unit</b>
<input type="checkbox"/> yes <input type="checkbox"/> NO	

## UNIT n. 4

### MANAGEMENT OF INTERNAL (DIVISIONS) AND EXTERNAL (SUPPLYERS) COMMUNICATION SYSTEM

QUALIFICATION	EQF LEVEL	ECVET CREDIT POINTS
<i>Front office clerk</i>	3	

### LEARNING OUTCOMES IN TERMS OF COMPETENCE

The subject is able to:

1. Ensure the communication between the reception and other divisions, regarding additional and non additional services,
2. Ensure the communication with the suppliers.

1. To Ensure the communication between the reception and other divisions, regarding additional and non additional services **the subject must know how to:**

- Transmit service communications to the people in charge of carrying out the division operations;
- Control the execution of the assigned duties and the quality of the supplied services;
- Guarantee vertical communication between the administration and the operating divisions;
- Receive the deliveries from the night porter or from other receptionists, at the beginning of one's own shift, to keep under control rooms availability in order to correctly plan new arrivals;
- Interact with the head of housekeeping services, transmitting him/her information and indications about the registered attendance;
- Interact with the chef to organize possible buffets/refreshments, if there are conference rooms;
- Inform the division concerned about possible changes, realized and to be realized (e.g.: change of room) after a complaint or request presented by the client.

2. To ensure the communication with the suppliers **the subject must know how to:**

- Define and control the carrying out of information exchange using suitable communication devices;
- Choose the remedies in order to solve dysfunctions in the communication process;
- Interact with the suppliers according with manner and timing set by the management.



### COGNITIVE LEARNING OUTCOMES

Applying the main internal communication techniques, typical of the hotel industry;  
 Applying the main information filing and classification techniques, both manual and digital;  
 Describing the main elements that determine the service quality in the hotel industry: professional behavior, indicators, etc.;  
 Illustrating the main software solutions for the management of information flow.

### SKILL LEARNING OUTCOMES

Applying problem setting and problem solving techniques;  
 Applying the right communication style in each situation;  
 Applying negotiation and conflict management techniques;  
 Applying the legislation in force regarding health and safety at work;  
 Applying communication techniques.

### INTERPRETATION OF LEVEL

To be able to:

1. Ensure the communication between the reception and other divisions, regarding additional and non additional services,
2. Ensure the communication with the suppliers.

The subject must demonstrate that he/she can:	The indicators are:
<ul style="list-style-type: none"> <li>■ Frame a supply request format according to the quality standards of the company.</li> </ul>	<ul style="list-style-type: none"> <li>■ Correct filling in according to the communication standards of the company.</li> </ul>
<ul style="list-style-type: none"> <li>■ Fill in an information form to the housekeeping regarding clients' requests.</li> </ul>	<ul style="list-style-type: none"> <li>■ Information form about clients' requests, filled in correctly in all its parts.</li> </ul>

## EVALUATION PROCEDURES

Type of test		Mandatory / optional	Classification	Optional indications
<b>Written tests</b>	Closed-ended questions		▪ multiple choice	X
			▪ questions to be completed (with the choice of a set of options)	
			▪ fill in the blanks (with the choice of a set of options)	
			▪ mini-cases (with multiple choice questions)	
			▪ matching questions	
	Open-ended questions		▪ open-ended questions	
			▪ questions to be completed (free wording)	
			▪ fill in the blanks (free wording)	
			▪ mini-cases (with open-ended questions)	
	Case solutions		▪ with open-ended questions ▪ closed-ended questions	X
	"Traditional" tests		▪ Essays	
			▪ Problems	
▪ Exercises (e.g. equations)				
<b>Oral tests</b>	Interviews		▪ Structured	
			▪ semi-structured	
			▪ unstructured	
<b>Practical tests</b>	Checklist of observations		▪ process-related ▪ product-related	
	Technical reports			
<b>Simulated performance</b>	Checklist of observations	X	▪ process-related ▪ product-related	X
	Technical reports			

<b>Validation</b>	<b>If not, enclosing report comments or specific standards / documentation related to the descriptive profile / Unit</b>
<input type="checkbox"/> yes <input type="checkbox"/> NO	