



**STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)**

**FRONT OFFICE OPERATION
LEVEL 3
I551-002-3:2017**



**JABATAN PEMBANGUNAN KEMAHIRAN
KEMENTERIAN SUMBER MANUSIA
MALAYSIA**



MALAYSIAN ASSOCIATION OF HOTELS



Department of Skills Development (DSD)
Ministry of Human Resources
62530 PUTRAJAYA, MALAYSIA

**STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)
FOR**

**FRONT OFFICE OPERATION
LEVEL 3**

Copyright © DSD 2016

All rights reserved

No part of this publication may be produced, stored in data base, retrieval system, or in any form by any means, electronic, mechanical, photocopying, recording or otherwise without prior written permission from Department of Skills Development (DSD)

TABLE OF CONTENTS

NO.	CONTENTS	PAGES
	Abbreviation	iii
	Standard Practice	
1	Introduction	1
2	Occupational Structure	2
3	Occupational Area Structure	3
4	Definition of Competency Levels	4
5	Award of Certificate	4
6	Job Competencies	5
7	Working Condition	5
8	Employment Prospect	5
9	Career Advancement	5
10	Sources of Additional Information	5-6
11	Acknowledgement	7
12	NOSS Development Committee Members	8
	Standard Content	
13	Competency Profile Chart (CPC)	9
14	Competency Profile (CP)	10-28
	Curriculum of Competency Unit (CoCU)	
15	Front Office Telephone Services	29-41
16	Front Desk Operation	42-55
17	Concierge Services	56-69
18	Guest Service Operation	70-80
19	Executive / Club Lounge Food And Beverage Services	81-93
20	Training Hours Summary	94-96

i. Abbreviation

CP	Competency Profile
CPC	Competency Profile Chart
CU	Competency Unit
DKM	Diploma Kemahiran Malaysia
DLKM	Diploma Lanjutan Kemahiran Malaysia
DND	Do Not Disturb
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
ERT	Emergency Response Team
F&B	Food And Beverage
FIFO	First in First Out
FIT	Frequent Individual Traveller
HACCP	Hazard Analysis and Critical Control Points
GIT	Group Individual Traveller
NOSS	National Occupational Skills Standard
OAS	Occupational Area Structure
OS	Occupational Structure
P&C	Private And Confidential
PABX	Private Automatic Branch Exchange
PC	Penyata Pencapaian
PMS	Property Management System
SKM	Sijil Kemahiran Malaysia
SOP	Standard Operation Procedures
STEC	Standard Technical Evaluation Committee
VIP	Very Important Person

STANDARD PRACTICE
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;
FRONT OFFICE OPERATION
LEVEL 3

1. INTRODUCTION

1.1. Occupation overview

The Front office or reception is an area where visitors arrive and first encounter a staff at a place of business. Front office staff will deal with whatever question the visitor has, and put them in contact with a relevant person at the company. Broadly speaking, the front office includes roles that affect the right side (revenues) of trading statement of the business. Front office area which include the reception and front desk, guest relation, telephone operator, concierge and food and beverage services. This is the place where customers go when they arrive at the hotel. Employees working in the front office will confirm customer reservations and also attend to customer complaints and queries. The employees who work in the lobby of the hotel are also part of the front office as they deal with customers directly. The concierge, cashier, porter, and mailing service are included in the front office.

The term front office is in contrast to the term "back office" which refers to a company's operations, personnel, accounting, payroll and financial departments which do not interact directly with customers. The front office receives information about the customers and will then pass this on to the relevant department within the company. The front office can also contact the marketing and/or sales department should the customers have questions. The company needs to give training to the front office personnel as this position will come in contact with customers the most.

The demand for qualified and experienced Front Office Operation personnel are important as of now and may increase in the near future. Hence, the development of this NOSS is essential for the industry to have certain guidelines and standards based on the level of the competencies that have been set by the industrial experts in this field.

Based on the development findings, it was decided that the entry for Front Office Operation personnel career is at level 3. The justification is based on the nature of work that requires competency in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.

2. OCCUPATIONAL STRUCTURE (OS)

Sector	Accommodation And Food Service Activities			
Sub-Sector	Hotels And Resort Hotels			
Area	Guest Service	Telephone Operator	Front Desk / Reception	Concierge
Level 5	Front Office Manager (FOM)			
Level 4	Assistant Front Office Manager (AFOM) / Duty Manager / Guest Service Manager			Chief Concierge
Level 3	Guest Service Supervisor	Telephone Supervisor	Front Desk Supervisor	Concierge Supervisor
Level 2	Guest Service Assistant	Telephone Assistant	Front Desk Assistant	Concierge
Level 1	No Level	No Level	No Level	Bellman / Doorman

Figure 1.1: Occupational Structure for Accommodation and Food Service Activities Sub-sector hotels and resort hotels

3. OCCUPATIONAL AREA STRUCTURE (OAS)

Sector	Accommodation And Food Service Activities			
Sub-sector	Hotels And Resort Hotels			
Area	Guest Service	Telephone Operator	Front Desk / Reception	Concierge
Level 5	Front Office Management			
Level 4	Front Office Management			
Level 3	Front Office Operation			
Level 2	Embedded To Level 3			
Level 1	Embedded To Level 3			

Figure 1.2: Occupational Area Structure for Accommodation and Food Service Activities Sub-sector hotels and resort hotels

Based on Occupational Analysis Structure, Hotels And Resort Hotels sub-sector can be divided into four job areas which are; Guest Service, Telephone Operator, Front Desk / Reception and Concierge. During Development process, it was decided that these four job area can be combined and renamed as Front Office Operation. Consequently, the development of this NOSS at Level 3 (Refer Figure 1.2: Occupational Area Structure for Accommodation and Food Service Activities) is essential so that the sub sector will have complete standards and guidelines to be used by the industry.

3.1. Justification of Level Shrinking and Area Merging

Based on discussion among the industry experts, Level 1 is regarded as Helper or General Worker. This is in consonance with the work condition and scope of work, which is merely assisting personnel of Level 2 in performing the core work processes.

As for Level 3, personnel of this level share common competencies with Level 2 but the scope of work is more of technical leader and supervisory functions. In reference to industry practice, operation of the Front Office Operation is done in a group consisting of Level 1, 2 and 3, with each level complementing the work of others. Therefore, panel

of experts came with a consensus that in front office operation skills training it is best to shrink the levels 1 into 2 and maintain level 3 at its entirety.

4. DEFINITION OF COMPETENCY LEVELS

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

- | | |
|----------|--|
| Level 1: | Competent in performing a range of varied work activities, most of which are routine and predictable. |
| Level 2: | Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy. |
| Level 3: | Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required. |
| Level 4: | Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present. |
| Level 5: | Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation. |

5. AWARD OF CERTIFICATE

The Director General may award, to any person upon conforming to the Standards the following skills qualifications as stipulated under the National Skills Development Act 2006 (Act 652):

- a) Malaysian Skills Certificate / Sijil Kemahiran Malaysia (SKM) Level 1, 2 or 3
- b) Malaysian Skills Diploma / Diploma Kemahiran Malaysia (DKM) Level 4
- c) Malaysian Skills Advanced Diploma / Diploma Lanjutan Kemahiran Malaysia (DLKM) Level 5
- d) Statement of Achievement / Penyata Pencapaian (PC)

6. JOB COMPETENCIES

The Front Office Operation Level 3 personnel is competent in performing the following core competencies:-

- a. Front Office Telephone Services
- b. Front Desk Operation
- c. Concierge Services
- d. Guest Service Operation

Optionally, the Front Office Operation Level 3 personnel is competent in performing the following elective competencies:-

- a. Executive / Club Lounge Food And Beverage Services

7. WORK CONDITIONS

Generally, Front Office Operation Level 3 personnel work in normal working hours from morning to evening depending on organisation nature of business. They may require working extra hours to fulfil internal and external requirements. They also may be needed to work in shift to accommodate work requirements. They need to use / wear appropriate attire during the commencement of their jobs. They may work individually or group in a conducive and hot environment. They must physical due to nature of job in building construction.

8. EMPLOYMENT PROSPECTS

Malaysia attracts a number of our clients with its large, literate, young and largely urban population, which equates to a healthy labour market. There are excellent prospect in private sectors due to shortage of hands-on expert in Front Office Operation. In public sector there are lacking of professional an well experience front office personnel. This area offers huge job market potential abroad for skilled personnel due to shortage of such highly skilled personnel in this region. Excellent prospects in Front Office Operation related industries such as Tourism and Hospitality Industries, Food and Beverage Industries.

9. CAREER ADVANCEMENT

Other related occupation with respect to employment opportunities are; tourism, travel agent, private hospital, and etc. Other related industries with respect to employment opportunities are related training and education institution.

10. SOURCES OF ADDITIONAL INFORMATION

The following organisations can be referred as sources of additional information, which can assist in defining the document's contents.

- Malaysian Associate Hotels
 C5-3 Wisma MAH
 Jalan Ampang Utama 1/1
 One Ampang Avenue
 68000 Ampang, Selangor
 Phone : 03 - 4251 8477
 Fax : 03 - 4252 8477
 Email : info@hotels.org.my
 Website : www.hotels.org.my

- Ministry of Tourism and Culture Malaysia
 No. 2, Menara 1, Jalan P5/6, Presint 5
 62200 Putrajaya, Wilayah Persekutuan Putrajaya
 Malaysia
 Phone : 03 - 8000 8000
 Fax : 03 - 8891 7100
 Email : info@motac.gov.my
 Website : <http://www.motac.gov.my/>

11. ACKNOWLEDGEMENT

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard; especially members of Standard Technical Evaluation Committee (STEC) for validating this document.

STANDARD TECHNICAL EVALUATION COMMITTEE (STEC)		
1.	Letchimikanthan Shanmugam	Room Division Manager Ramada Plaza Dua Sentral Kuala Lumpur
2.	Nagaswaran Pon Rama Krishnan, CHA, PJK	Director of Operation and Sales Sunway Putra Hotel Kuala Lumpur

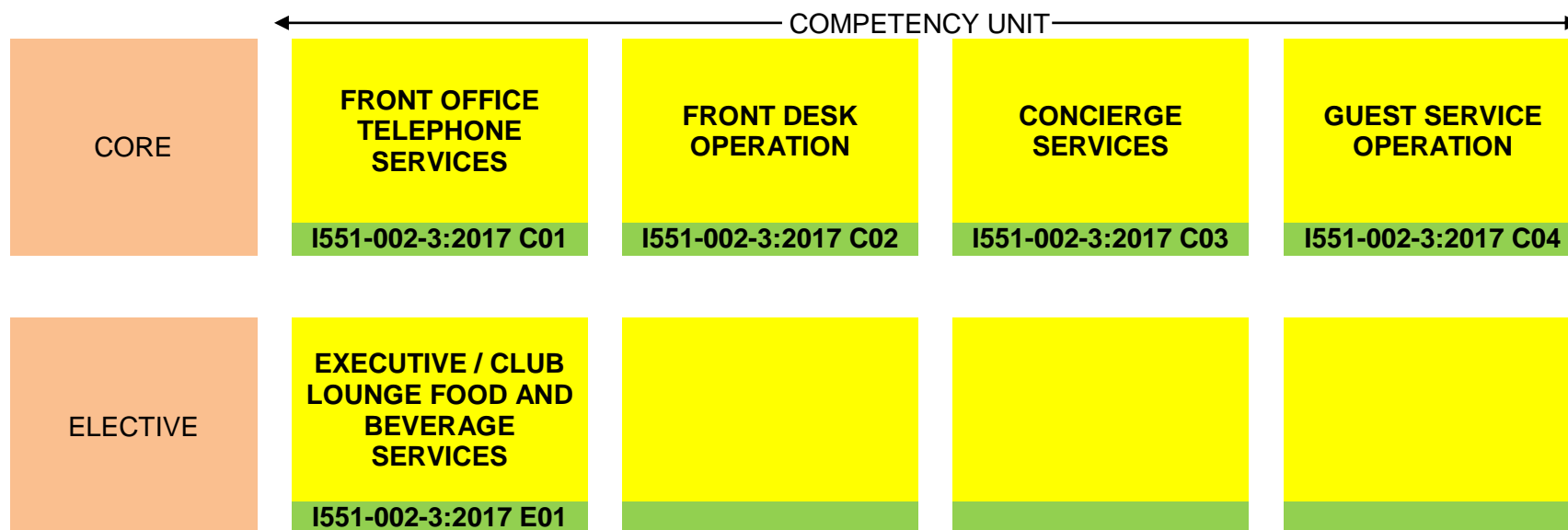
12. NOSS DEVELOPMENT COMMITTEE MEMBERS

FRONT OFFICE OPERATION LEVEL 3

STANDARD DEVELOPMENT COMMITTEE (SDC)		
1.	Maswandi Mashanis	Front Office Manager Sunway Putra Hotel, Kuala Lumpur
2.	Alia Athira Abdul Aziz	Front Office Manager The Royale Chulan Damansara
3.	Hamimah Abdul Aziz	Front Office Manager Pacific Ragency Hotel Suites
4.	Rofizal Che Md Ross	Reception Manager Furama Kuala Lumpur
5.	Avia Julius	Assistant Front Office Manager The Royale Chulan Kuala Lumpur
6.	Jamaludin A Rashid	E-Commerce and Reservation Manager Corus Hotel Kuala Lumpur
7.	Mohammad Rasyikin Rosli	Operation Manager Pacific Express Central Market
8.	Hendriko Herman Lai	Chief Concierge Les Clef d'Or, UICH The Westin Kuala Lumpur
FACILITATOR		
1.	Khairul Nizan Yusoff	Edusure Sdn Bhd

COMPETENCY PROFILE CHART (CPC)

SECTOR	ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
SUB SECTOR	HOTEL AND RESORT HOTELS		
JOB AREA	GUEST SERVICE / TELEPHONE OPERATOR / FRONT DESK / RECEPTION / CONCIERGE		
NOSS TITLE	FRONT OFFICE OPERATION		
JOB LEVEL	3	NOSS CODE	I551-002-3:2017



COMPETENCY PROFILE (CP)

SECTOR	ACCOMODATION AND FOOD SERVICE ACTIVITIES			
SUB SECTOR	HOTEL AND RESORT HOTELS			
JOB AREA	GUEST SERVICE / TELEPHONE OPERATOR / FRONT DESK / RECEPTION / CONCIERGE			
NOSS TITLE	FRONT OFFICE OPERATION			
JOB LEVEL	3	NOSS CODE	I551-002-3:2017	
CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
1. Front Office Telephone Services	I551-002-3:2017 C01	<p>Front office telephone services describes the competency of handling telephone calls to comply with telephone etiquette.</p> <p>The competent person in this CU shall be able to handle guest request, emergency call, maintain hotel telephone directory, monitor Private Automatic Branch Exchange (PABX) system and monitor TV channel and in house pipe music according to hotel's Standard Operating Procedures.</p> <p>The outcome of this competency is to ensure that front office telephone operator equipped with knowledge and skills to carry out telephone calls professionally and in an efficient manner.</p>	1. Handle guest request	<p>1.1 Internal and external calls answered promptly, speak with clear voice, natural and avoid slang and accent</p> <p>1.2 Type and requirement of guest request identified such as wake up call, room service order, reservation, block caller id, screen call, private and confidential (P&C), do not disturb (DND) etc.</p> <p>1.3 Guest request noted and arranged to match the guest needs and requirement</p> <p>1.4 Guest request follow up with related personnel/ department to comply with guest requirement</p> <p>1.5 Type and requirement of guest enquiries identified such as share hotel product, hotel promotion, hotel direction etc.</p> <p>1.6 Guest enquiries explained to comply with guest</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				<p>requirement</p> <p>1.7 Guest complaint and comments listened carefully and remain calm</p> <p>1.8 Repeat the facts in own words to recognise the nature of the complaint</p> <p>1.9 The nature of the complaint is apprehended by repeating the facts in own words</p> <p>1.10 Apologized and solution offered to solve the problem</p> <p>1.11 Action on guest complaint is followed up by informing the department involved</p> <p>1.12 Follow up in calling up the guest to ensure the complaints has been resolved</p> <p>1.13 All guest complain and guest request recorded for filing purposes</p>
			2. Handle emergency call	<p>2.1 Emergency situation which include bomb threat, fire, disturbance etc. procedure identified based on safety policy and procedures</p> <p>2.2 Information escalated to Duty Manager / Security Manager / Manager on duty / Hotel Manager / General Manager for</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				further action
			3. Maintain hotel telephone directory	3.1 Telephone data listing by extension compiled 3.2 Telephone directory updated 3.3 Any changes and additional information incorporated 3.4 Internal directory distributed to all department
			4. Monitor Private Automatic Branch Exchange (PABX) system	4.1 Total number of line identified from system for monitoring preparation 4.2 Usability status of all telephone line checked through control panel 4.3 Voice mail recording system status checked through control panel 4.4 Any issue informed / liaised with maintenance department or escalated to service provider
			5. Monitor TV channel and in house pipe music	5.1 TV channel / in house pipe music condition checked to ensure all TV channel and in house pipe music in good condition 5.2 Any issue informed / liaised with maintenance

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				department or escalated to service provider for further action
2. Front Desk Operation	I551-002-3:2017 C02	<p>Front desk operation describes the competency of handling the area where guest arrive and first encounter a staff at a place of business.</p> <p>The competent person in this CU shall be able to prepare front desk operation requirement, take over cash float, acquire reservation details, handle guest arrival activities, carry out bucket check duties (night shift), carry out guest departure activities and carry out cashiering activities according to hotel's Standard Operation Procedures (SOP).</p> <p>The outcome of this competency is to ensure that front desk associate equipped with knowledge and skills to perform a fast</p>	1. Prepare front desk operation requirements	<p>1.1 Core value of the day, occupancy, VIP's arrivals, group arrivals, room change, special requests, incident, rates of the day and other importance matters identified from shift briefing</p> <p>1.2 Hotel occupancy status information obtained for manning arrangement</p> <p>1.3 Types of guest relation events such as anniversary, birthday, honeymooner, complain / inconvenient notification identified for operation preparation</p> <p>1.4 Function of the day information identified for operation preparation</p>
			2. Take over cash float	<p>2.1 Cash float counted to ensure the float is sufficient and balance</p> <p>2.2 Cash due back collected to balance the cash float</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
		and efficient service.	3. Assign room to arrival guest	<p>3.1 Reservation details obtained/received from reservation department (reservation via phone call, email, fax, internet booking) for guest arrival preparation</p> <p>3.2 Room assignment executed to guest preference based on room reservation</p>
			4. Handle guest arrival activities	<p>4.1 Greeting activities executed based on Malaysian Greeting Standard</p> <p>4.2 Guest information details acquired and recorded to comply with hotel Standard Operating Procedure</p> <p>4.3 Guest enquiries and needs attended for guest satisfaction based on Standard Operating Procedure</p> <p>4.4 Upselling techniques applied according to Standard Operating Procedure</p> <p>4.5 Payment method (credit card, cash, local order, letter of undertaking, letter of authorisation, travel agent) identified according</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				<p>to guest requisition</p> <p>4.6 Guarantee of payment collected from guest based on payment details from reservation department</p> <p>4.7 Booking entitlement and hotel facilities explained to guest based on Standard Operating Procedure</p> <p>4.8 Check-in status is to be updated in Property Management System (PMS)</p> <p>4.9 Room key handover and direction to room explained to the guest</p> <p>4.10 All guest information details, payment method and guarantee of payment submitted to the Shift Manager for verification</p>
			5. Carry out bucket check duties (night shift)	<p>5.1 In house guest list obtained from the system and ensured all documentation are completed</p> <p>5.2 Shift manager informed for any discrepancy of documentation</p> <p>5.3 Completion of bucket check duties reported to shift manager</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
			6. Carry out guest departure activities	6.1 Room key card collected from guest based on Standard Operating Procedure 6.2 Registration card and supporting document retrieved for bill preparation 6.3 Payment collected and tax invoice handover to the guest 6.4 Check-out status is to be updated in Property Management System (PMS)
			7. Carry out cashiering activities	7.1 Cash float counted to ensure the float is intact during take over shift 7.2 Cash due back collected for cash float balancing 7.3 Currency exchange performed based on Standard Operating Procedure 7.4 Posting of revenue for room charge, extra bed, laundry, mini bar, outlet bill and limousine bill charges identified for cashiering activities 7.5 Posting of payment such as cash credit card and city ledger etc. identified for cashiering activities

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				<p>7.6 Refund deposit, cash paid out and reversal of revenue charges identified for cashiering activities</p> <p>7.7 Bill settlement activities executed based on Standard Operating Procedure</p> <p>7.8 Cashier closing balancing ensured based on sufficient denominations on the give amount</p> <p>7.9 All cashiering activities details or any discrepancies to be submitted to the Shift Manager for verification and correctional measures</p> <p>7.10 Cashier closure and remittance reported to finance department before hand over to next shift</p>
			8. Assist during emergency situation	<p>8.1 Emergency situation which include bomb threat, fire, disturbance etc. procedure identified based on safety policy and procedures</p> <p>8.2 Information escalated to Duty Manager / Security Manager / Manager on duty / Hotel Manager / General Manager for further action</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
3. Concierge Services	I551-002-3:2017 C03	<p>Concierge services describes the competency of provide a beyond expectation experience and satisfaction to hotel guest in accordance with establishment policies.</p> <p>The competent person in this CU shall be able to handle guest enquiries, carry out airport representative services, carry out luggage handling and carry out newspaper handling to meet establishment standard.</p> <p>The outcome of this competency is to ensure that concierge associate equipped with knowledge and skills to perform a fast and efficient concierge services.</p>	1. Identify concierge services requirement	<p>1.1 Type of concierge service identified as per guest requirement and preference</p> <p>1.2 Workflow for concierge services activities determined as per establishment's Standard Operating Procedure</p>
			2. Arrange concierge services activities	<p>2.1 Valet card prepared according to parking bay availability and event of the day for car jockey services</p> <p>2.2 Peak hours of arrival determined according to event of the day for door man services</p> <p>2.3 Paging board prepared according to guest arrival detail confirmation for airport representative services</p> <p>2.4 Sufficient luggage tagging and trolley prepared according to group arrival schedule</p> <p>2.5 Quantity and preferred newspaper determined according to in-house guest list</p> <p>2.6 Mail, postage, courier services and stamp float handled based on Standard Operating</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				Procedures
			3. Handle guest enquiries	3.1 Types of guest enquiries interpreted and identified 3.2 Guest enquiries responded and suggestion provided based on guest requirement 3.3 Guest assisted and clearly explained in giving direction/location/distance based on requisition
			4. Carry out airport representative service	4.1 Guest arrival / departure schedule identified for limousine service preparation 4.2 Limousine condition, cleanliness, welcome amenities checked and confirmed based on limousine service Standard Operating Procedure 4.3 Paging board displayed at arrival hall as per requirement 4.4 Meet and greet performed based on Standard Operating Procedure 4.5 Guest luggage handled and guest transferred to the hotel based on Standard Operating Procedure 4.6 Airport representative

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				service report compiled as per establishment's Standard Operating Procedure
			5. Carry out luggage handling	5.1 All arrival guest luggage is to be collected and verified with the guest 5.2 Luggage tagging, storing, send to / collect from guest room handled accordingly as per rooming list 5.3 Departure guest (FIT/GIT) luggage collected for storing at transit area based on luggage handling requirement 5.4 Departure luggage quantity inspected against in-house list based on luggage handling requirement 5.5 Luggage handling service report compiled as per establishment's Standard Operating Procedure

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
			6. Carry out newspaper handling	6.1 Newspaper order placed to appointed vendor based on ordering procedure 6.2 Delivered newspaper inspected against purchase order 6.3 Newspaper packed into newspaper bag using hotel standard packing technique 6.4 Newspaper arranged based on in-house guest list 6.5 Newspaper distributed to guest room based on service requirement 6.6 Newspaper handling service report compiled as per establishment's Standard Operating Procedure
			7. Assist during emergency situation	7.1 Emergency situation which include bomb threat, fire, disturbance etc. procedure identified based on safety policy and procedures 7.2 Information escalated to Duty Manager / Security Manager / Manager on duty / Hotel Manager / General Manager for further action

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
4. Guest Service Operation	I551-002-3:2017 C04	<p>Guest service operation describes the competency for VIP arrival activities for room check in and provide hotel guests with above-and-beyond service to ensure their experience will be worth remembering in accordance with establishment policies.</p> <p>The competent person in this CU shall be able to prepare for prepare VIP guest arrival activities, handle VIP guest arrival activities, perform guest relation activities, assist front desk for guest departure activities and assist during emergency situation according to hotel's Standard Operating Procedure (SOP).</p> <p>The outcome of this competency is to ensure that guest service associate equipped with knowledge and skills to perform a fast and efficient service.</p>	1. Prepare VIP guest arrival activities	<p>1.1 Guest information details and arrival details identified from reservation department</p> <p>1.2 Guest information for self-drive arrival method ascertain from secretary, booker, etc.</p> <p>1.3 Limousine preparation arranged as per guest requirement</p> <p>1.4 Parking reservation for self-drive arrival method arranged as per guest requirement</p> <p>1.5 Room assignment arranged according to guest preference based on room reservation requirement</p> <p>1.6 Coordination of guest preference executed with relevant department such as housekeeping, food and beverage, concierge and engineering department</p> <p>1.7 Room inspection executed to ensure room ready before guest arrival</p> <p>1.8 All allocated amenities and room decoration ensured according to special occasion requirements</p> <p>1.9 Completeness of VIP guest arrival preparation</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				confirmed based on checklist 1.10 Any last minutes VIP guest arrival are to be updated accordingly to all related department
			2. Handle VIP guest arrival activities	2.1 Greeting activities executed based on Malaysian Greeting Standard 2.2 Guest information details obtained for check in process 2.3 Upselling techniques applied according to Standard Operating Procedure 2.4 Guest enquiries and needs attended for guest satisfaction based on Standard Operating Procedure 2.5 Payment method (credit card, cash, local order, letter of undertaking, letter of authorisation, travel agent) identified according to guest requisition 2.6 Guarantee of payment collected from guest based on payment details from reservation department 2.7 Booking entitlement and hotel facilities explained to

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				<p>guest based on Standard Operating Procedure</p> <p>2.8 Check-in status is to be updated in Property Management System (PMS)</p> <p>2.9 Room key handover and direction to room explained to the guest</p>
			3. Perform guest relation activities	<p>3.1 Courtesy call performed to ascertain hotel experience</p> <p>3.2 Guest feedback ascertain on hotel experience and followed up to related department for further action</p> <p>3.3 Special attention or care is to be given to returning guest</p> <p>3.4 Guest profile and feedback updated into the Property Management System</p> <p>3.5 Shift manager updated if feedback is negative for further action</p> <p>3.6 Guest profile (history) maintenance updated into the Property Management System</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
			4. Assist front desk for guest departure activities	4.1 Room key card collected from guest as per departure procedure 4.2 Registration card and supporting document retrieved for tax invoice preparation 4.3 Payment collected from guest and tax invoice handover to the guest 4.4 Check-out status is to be updated in Property Management System (PMS)
			5. Assist during emergency situation	5.1 Emergency situation which include bomb threat, fire, disturbance etc. procedure identified based on safety policy and procedures 5.2 Information escalated to Duty Manager / Security Manager / Manager on duty / Hotel Manager / General Manager for further action

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
5. Executive / Club Lounge Food And Beverage Services	I551-002-3:2017 C05	<p>Executive / Club Lounge Food And Beverage Services describes the competency of preparing and serving the meals according to hotel guidelines.</p> <p>The competent person in this CU shall be able to perform food hygiene and personal grooming requirements, perform F&B services preparations, perform buffet service, perform lounge service (evening cocktail), perform table service (breakfast) and perform specialised F&B service.</p> <p>The outcome of this competency is to be able to develop competent person in basic food and beverage handling.</p>	1. Perform food hygiene and personal grooming requirements	<p>1.1 Food handling hygiene requirements identified</p> <p>1.2 Personal hygiene and grooming practiced to comply with grooming and hygiene standards</p> <p>1.3 All food handlers comply with current food handlers regulation</p>
			2. Perform F&B services preparations	<p>2.1 F&B equipment prepared as per service requirement based on checklist</p> <p>2.2 F&B equipment functionality checked and confirmed based on checklist</p> <p>2.3 Defects and malfunctions of F&B equipment reported to superior for further action</p>
			3. Perform buffet service	<p>3.1 Buffet service menu obtained from F&B department for service preparation</p> <p>3.2 Selected buffet tools and equipment prepared as per service requirement</p> <p>3.3 Buffet counter set up and buffet service carried out as per service requirement</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
			4. Perform lounge beverage service (evening cocktail)	4.1 Guest orders obtained from F&B department for service preparation 4.2 Service trolley and tray set up for lounge service preparation 4.3 Lounge service carried out based on Standard Operating Procedure
			5. Perform table service (breakfast)	4.4 Service area identified and set up as per service requirement 4.5 Orders obtained from guest based on table service Standard Operating Procedure 4.6 Meals served based on table service Standard Operating Procedure 4.7 Soiled service executed based on service Standard Operating Procedure
			6. Perform specialised F&B service	6.1 Wine order carried out as per specialised F&B service requirement 6.2 Wine service executed per specialised F&B service requirement 6.3 Butler service executed by obtaining and preparing guest request

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
			7. Perform stock inventory	7.1 Verified opening inventory against physical stocks 7.2 Identify stock items that is not according to par 7.3 Request for replenishment of stock items 7.4 Coordinate store items collection 7.5 Rearrange stock according to First in First Out (FIFO) system 7.6 Record all consumption of stock items 7.7 Verify closing inventory according to consumption record
			8. Assist during emergency situation	8.1 Emergency situation which include bomb threat, fire, disturbance etc. procedure identified based on safety policy and procedures 8.2 Information escalated to Duty Manager / Security Manager / Manager on duty / Hotel Manager / General Manager for further action

CURRICULUM OF COMPETENCY UNIT (CoCU)

SECTOR		ACCOMODATION AND FOOD SERVICE ACTIVITIES						
SUB SECTOR		HOTEL AND RESORT HOTELS						
JOB AREA		GUEST SERVICE / TELEPHONE OPERATOR / FRONT DESK / RECEPTION / CONCIERGE						
NOSS TITLE		FRONT OFFICE OPERATION						
COMPETENCY UNIT TITLE		FRONT OFFICE TELEPHONE SERVICES						
PRE-REQUISITE (If Applicable)		N/A						
LEARNING OUTCOME		The person who is competent in this CU shall be able to ensure that front office telephone operator equipped with knowledge and skills to carry out telephone calls professionally and in an efficient manner. Upon completion of this competency units, trainees will be able to:- 1. Handle guest request 2. Handle emergency call 3. Maintain hotel telephone directory 4. Monitor Private Automatic Branch Exchange (PABX) system 5. Monitor TV channel and in house pipe music						
COMPETENCY UNIT ID		I551-002-3:2017 C01	LEVEL	3	TRAINING DURATION	240 Hours	SKILL CREDIT	24
Work Activities	Related Knowledge	Related Skill		Attitude / Safety / Environment		Training Hours	Delivery Mode	Assessment Criteria
1. Handle guest request	1.1 Types of guest request such as: <ul style="list-style-type: none">Request for servicesRequest for enquiriesGuest complaint 1.2 Phone call answering ethics such as: <ul style="list-style-type: none">Answer phone calls properlyAnswer phone within 3 ringsSpeak clearly	1.1 Answer phone within 3 rings 1.2 Execute greeting according to hotel procedures 1.3 Speak with clear voice 1.4 Speak naturally and avoid slang and accent 1.5 Listen and don't interrupt 1.6 Understand the guest request / enquiries / complaint		ATTITUDE <ul style="list-style-type: none">Self confident in handling guest requestKnowledgeable and responsible in handling guest requestResponsible and quick response in handling guest requestOwnership (Own the		Related Knowledge 29 Related Skill 67	Related Knowledge Lecture Related Skill Demonstration and observation	1.1 Phone call answering ethics listed out and explained 1.2 Types of guest request listed out and explained 1.3 Related personnel / department listed out and explained 1.4 Answering phone calls demonstrated 1.5 Procedures to arrange guest request, enquiries and complaint

Work Activities	Related Knowledge	Related Skill	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Use right choice of words • Speak naturally and avoid slang and accent • Listen and don't interrupt • Understand guest problem or request • Ask question to get more information (if required) • Repeat / reconfirm guest request • Use guest name whenever possible • Do not use the guest name more than 3 times throughout conversation • Take ownership • Do not use hotel terminology or 	<p>1.7 Ask question to get more information (if required)</p> <p>1.8 Repeat / reconfirm guest request / enquiries / complaint</p> <p>1.9 Record all request / enquiries / complaint in telephone daily log</p> <p>1.10 Coordinate with related personnel / department accordingly</p> <p>1.11 Explain to related personnel / department on request / enquiries / complaint before transferring (if required)</p> <p>1.12 Follow up guest request / enquiries / complaint with related personnel / department accordingly</p>	<p>problem, solve the problem)</p> <ul style="list-style-type: none"> • Proactive in handling guest request • Focus on task • Avoid usage of hotel lingo e.g. VD (Vacant Dirty), DND (Do Not Disturb), ETA (Estimated Time Arrival) <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Calm and quiet to avoid background noise 			explained

Work Activities	Related Knowledge	Related Skill	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>jargon words</p> <ul style="list-style-type: none"> Do not put caller on hold more than 10 seconds Always ask for permission from guest <p>1.3 Types of guest request such as:</p> <ul style="list-style-type: none"> Wake up call Room service order Bar telephone line Screen call Private and Confidential (P&C) Do Not Disturb (DND) <p>1.4 Types of guest enquiries such as:</p> <ul style="list-style-type: none"> Share hotel product Hotel promotion Hotel direction / location Online facilities Extra bed Baby cot 	<p>1.13 Execute courtesy call</p> <p>1.14 Reconfirm with guest request / enquiries / complaint has been fulfilled or problem has been solved</p> <p>1.15 End of process handling guest request / enquiries / complaint</p>				

Work Activities	Related Knowledge	Related Skill	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Guest supplies • Special request <p>1.5 Types of guest complaint such as:</p> <ul style="list-style-type: none"> • Sink leaking • Internet not working • Room not clean • Air condition noisy <p>1.6 Related personnel / department such as:</p> <ul style="list-style-type: none"> • Reservation • Front desk • Concierge • Food & Beverage • Housekeeping • Engineering <p>1.7 Property Management System (PMS) handling (telephone services module)</p> <p>1.8 Procedures of handling guest request</p>					

Work Activities	Related Knowledge	Related Skill	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	1.9 Procedures of handling guest enquiries 1.10 Procedures of handling guest complaint					
2 Handle emergency call	2.1 Types of emergency situation such as: <ul style="list-style-type: none"> Bomb threat Fire Death Disturbance (Fighting, Riot, Terrorist, etc.) 2.2 Emergency call SOP 2.3 Level of emergency <ul style="list-style-type: none"> High risk Medium risk Low risk 2.4 Relevant / related key personnel such as: <ul style="list-style-type: none"> Duty Manager Security Manager Manager on Duty Hotel 	2.1 Identify types of emergency situation 2.2 Identify emergency call SOP 2.3 Escalate information to the relevant / related key personnel 2.4 Record emergency call in telephone daily log	<u>ATTITUDE</u> <ul style="list-style-type: none"> Self confident in handling emergency call Knowledgeable and resourceful in handling emergency call Responsible and quick response in handling emergency call Ownership (Own the problem, solve the problem) Proactive and energetic in handling emergency call Hospitable in handling emergency call Passion and creative in handling 	<u>Related Knowledge</u> 18 <u>Related Skill</u> 42	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	2.1 Types of emergency situation listed out and explained 2.2 Emergency call SOP described 2.3 Level of emergency explained 2.4 Telephone daily log recording process explained

Work Activities	Related Knowledge	Related Skill	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	Manager <ul style="list-style-type: none"> General Manager 2.5 Emergency call in telephone daily log recording procedures		emergency call <ul style="list-style-type: none"> Enjoy serving people Focus on task Avoid usage of hotel lingo e.g. VD (Vacant Dirty), DND (Do Not Disturb), ETA (Estimated Time Arrival) <u>ENVIRONMENT</u> <ul style="list-style-type: none"> Calm and quiet to avoid background noise 			
3 Maintain hotel telephone directory	3.1 Hotel telephone directory 3.2 Telephone directory updating process 3.3 Telephone directory by category such as: <ul style="list-style-type: none"> Internal extension Health care provider Financial institution Emergency members 	3.1 Acquire latest information of telephone directory and telephone data listing by extension 3.2 Compile information telephone data listing by extension 3.3 Update telephone directory by category 3.4 Incorporate any	<u>ATTITUDE</u> <ul style="list-style-type: none"> Knowledgeable and resourceful in maintaining hotel telephone directory Ownership (Own the problem, solve the problem) Proactive and energetic in maintaining hotel telephone directory Hospitable in 	<u>Related Knowledge</u> 4 <u>Related Skill</u> 8	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	3.1 Information of telephone data by extension compiled 3.2 Telephone directory updating process described 3.3 Telephone directory updated by category 3.4 Property management system updated

Work Activities	Related Knowledge	Related Skill	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Government officers Places of interest Restaurant and bars 3.4 Property management system updating procedures	changes and additional information 3.5 Distribute internal directory to all department 3.6 Update Property Management System (PMS)	maintaining hotel telephone directory <ul style="list-style-type: none"> Passion and creative in maintaining hotel telephone directory Enjoy serving people Focus on task 			
4 Monitor Private Automatic Branch Exchange (PABX) system	4.1 PABX system purpose 4.2 PABX system monitoring procedures 4.3 Telephone control panel 4.4 Voice mail recording system 4.5 PABX system recording procedures	4.1 Obtain PABX system monitoring checklist 4.2 Identify total number of line 4.3 Check usability status of all telephone line through control panel 4.4 Check voice mail recording system status through control panel 4.5 Inform / liaise maintenance department if any issue 4.6 Escalate to service provider if	ATTITUDE <ul style="list-style-type: none"> Knowledgeable and resourceful in monitoring Private Automatic Branch Exchange (PABX) system Ownership (Own the problem, solve the problem) Proactive and energetic in monitoring Private Automatic Branch Exchange (PABX) system 	<u>Related Knowledge</u> 18 <u>Related Skill</u> 42	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	4.1 PABX system purpose explained 4.2 PABX system monitoring procedures explained 4.3 Usability status of all telephone line checked 4.4 Voice mail recording system status checked 4.5 PABX system monitoring record compiled

Work Activities	Related Knowledge	Related Skill	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		any issue 4.7 Compile and filing PABX system monitoring record	<ul style="list-style-type: none"> Hospitable in monitoring Private Automatic Branch Exchange (PABX) system Passion and creative in monitoring Private Automatic Branch Exchange (PABX) system Enjoy serving people Focus on task 			
5 Monitor TV channel and in house pipe music	5.1 TV channel and in house pipe music monitoring techniques 5.2 TV channel and in house pipe music issues such as: <ul style="list-style-type: none"> Disruption of transmission Hardware failure System tripped Power failure 	5.1 Obtain TV channel and in house pipe music monitoring checklist 5.2 Ensure all TV channel and in house pipe music in good condition 5.3 Inform / liaise maintenance department if any issue 5.4 Escalate to service provider if	<u>ATTITUDE</u> <ul style="list-style-type: none"> Knowledgeable and resourceful in monitoring Private Automatic Branch Exchange (PABX) system Ownership (Own the problem, solve the problem) Proactive and energetic in 	<u>Related Knowledge</u> 4 <u>Related Skill</u> 8	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	5.1 TV channel and in house pipe music monitoring techniques explained 5.2 TV channel and in house pipe music issues listed out 5.3 TV channel and in house pipe music monitoring procedures explained 5.4 TV channel and in house pipe music

Work Activities	Related Knowledge	Related Skill	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	5.3 TV channel and in house pipe music monitoring procedures 5.4 TV channel and in house pipe music recording procedures	any issue 5.5 Record TV channel and in house pipe music issues in log book	handling guest enquiries <ul style="list-style-type: none"> • Hospitable in handling guest enquiries • Passion and creative in handling guest enquiries • Enjoy serving people • Avoid usage of hotel lingo e.g. VD (Vacant Dirty), DND (Do Not Disturb), ETA (Estimated Time Arrival) 			recording procedures described

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
<ul style="list-style-type: none"> 01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.02 Follow telephone / telecommunication procedures. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read / Interpret flowcharts and pictorial information. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations / systems. 01.04 Analyse information. 01.05 Utilize the internet to locate and gather information. 01.06 Utilize word processor to process information. 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information. 02.08 Prepare pictorial and graphic information. 03.08 Develop and maintain a cooperation within work group. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility. 06.05 Analyse technical systems. 	<ul style="list-style-type: none"> 1 Communication skills 2 Conceptual skills 3 Interpersonal skills 4 Learning skills 5 Leadership skills 6 Multitasking and prioritising 7 Self-discipline 8 Teamwork

06.06 Monitor and correct performance of systems. 01.07 Utilize database applications to locate a process information. 01.08 Utilize spreadsheets applications to locate and process information. 01.09 Utilize business graphic application to process information. 01.11 Apply thinking skills and creativity. 02.09 Prepare flowcharts. 02.10 Prepare reports and instructions. 02.11 Convey information and ideas to people. 03.09 Manage and improve performance of individuals. 03.12 Provide coaching / on-the-job training. 03.13 Develop and maintain team harmony and resolve conflicts. 03.14 Facilitate and coordinate teams and ideas. 03.15 Liase to achieve identified outcomes. 03.16 Identify and assess client / customer needs. 03.17 Identify staff training needs and facilitate access to training. 04.06 Allocate work. 04.07 Negotiate acceptance and support for objectives and strategies. 05.01 Implement project / work plans. 05.02 Inspect and monitor work done and / or in progress.	
--	--

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1 Audio system	1:25
2 PABX system	1:25
3 PMS	1:25
4 Sample of emergency call in telephone daily log recording procedures	1:1
5 Sample of emergency call SOP	1:1
6 Sample of hotel telephone directory	1:1
7 Sample of PABX system recording procedures	1:1
8 Sample of procedures on handling guest complaint	1:1

9	Sample of procedures on handling guest enquiries	1:1
10	Sample of procedures on handling guest request	1:1
11	Sample of property management system updating procedures	1:1
12	Sample of TV channel and in house pipe music monitoring procedures	1:1
13	Sample of TV channel and in house pipe music recording procedures	1:1
14	Telephone control panel	1:25
15	TV channel system	1:25
16	Voice mail recording system	1:25

REFERENCES

- 1 Chakravarti. 2006. Concept Of Front Office Management. APH Publishing. ISBN: 8176489905, 9788176489904
- 2 Andrews. 2007. Textbook Of Front Office Mgmt & Op. Tata McGraw-Hill Education. ISBN: 0070655766, 9780070655768
- 3 Sudhir Andrews. 2009. Hotel Front Office Trng Mnl 2E. Tata McGraw-Hill Education. ISBN: 0070655707, 9780070655706
- 4 Sue Baker, Pam Bradley, Jeremy Huyton. 2001. Principles of Hotel Front Office Operations. Cengage Learning EMEA. ISBN: 1844800903, 9781844800902
- 5 P. Abbott, S. Lewry. 2010. Front Office. Routledge. ISBN: 1136402004, 9781136402005
- 6 Barton D. Schmitt. 2008. Pediatric Telephone Protocols: Office Version. Schmitt, Pediatric Telephone Protocols Series. American Academy of Pediatrics. ISBN: 1581102801, 9781581102802
- 7 Elizabeth Grey. 1970. Jill Kennedy: Telephonist. Hodder General Publishing Division. ISBN: 0340103965, 9780340103968
- 8 Drake International. 1987. Receptionist and Telephonist Techniques. Drake.

SECTOR	ACCOMMODATION AND FOOD SERVICE ACTIVITIES						
SUB SECTOR	HOTEL AND RESORT HOTELS						
JOB AREA	GUEST SERVICE / TELEPHONE OPERATOR / FRONT DESK / RECEPTION / CONCIERGE						
NOSS TITLE	FRONT OFFICE OPERATION						
COMPETENCY UNIT TITLE	FRONT DESK OPERATION						
PRE-REQUISITE (If Applicable)	N/A						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to ensure that front desk associate equipped with knowledge and skills to perform a fast and efficient service. Upon completion of this competency units, trainees will be able to:-</p> <ol style="list-style-type: none"> 1. Prepare front desk operation requirements 2. Take over cash float 3. Assign room to arrival guest 4. Handle guest arrival activities 5. Carry out bucket check duties (night shift) 6. Carry out guest departure activities 7. Carry out cashiering activities 8. Assist during emergency situation 						
COMPETENCY UNIT ID	I551-002-3:2017 C02	LEVEL	3	TRAINING DURATION	560 Hours	SKILL CREDIT	56
Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Prepare front desk operation requirements	1.1 Hospitable and its elements such as: <ul style="list-style-type: none"> • Grooming • Body language • Voice intonation 1.2 Front desk shift briefing information such as: <ul style="list-style-type: none"> • Core value of the day • Occupancy • VIP's arrivals • Group arrivals • Room change 	1.1 Identify importance matters form shift briefing 1.2 Obtain hotel occupancy status information 1.3 Identify types of guest relation events 1.4 Identify function of the day	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Knowledgeable and resourceful in preparing front desk operation requirements • Responsible and quick response in preparing front desk operation requirements • Ownership (Own the 	<u>Related Knowledge</u> 8 <u>Related Skill</u> 20	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	1.1 Shift briefing requirement described 1.2 Importance matters form shift briefing obtained 1.3 Hotel occupancy status information described 1.4 Types of guest relation events listed out 1.5 Function of the day explained	

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Special requests • Incident • Rates of the day • Hotel occupancy status information • Other importance matters <p>1.3 Types of guest relation events such as:</p> <ul style="list-style-type: none"> • Anniversary • Birthday • Honeymooner • Service recovery / inconvenient notification 		<p>problem, solve the problem)</p> <ul style="list-style-type: none"> • Proactive and energetic in preparing front desk operation requirements • Hospitable in preparing front desk operation requirements • Passion and creative in preparing front desk operation requirements • Enjoy serving people • Focus on task • Avoid usage of hotel lingo e.g. VD (Vacant Dirty), DND (Do Not Disturb), ETA (Estimated Time Arrival) 			
2. Take over cash float	<p>2.1 Cash float calculation formula</p> <p>2.2 Definition of due back</p> <p>2.3 Process of handover cash float</p>	<p>2.1 Obtain cash float handover sheet from previous shift / duty manager</p> <p>2.2 Count cash float to ensure the float is sufficient and</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Honest and integrity in taking over cash float • Knowledgeable and resourceful 	<p><u>Related Knowledge</u></p> <p>8</p> <p><u>Related Skill</u></p>	<p><u>Related Knowledge</u></p> <p>Lecture</p> <p><u>Related Skill</u></p>	<p>2.1 Cash float calculation formula explained</p> <p>2.2 Definition of due back described</p> <p>2.3 Process of handover cash float</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		balance 2.3 Collect cash due back to balance the cash float 2.4 Identify discrepancies (if any) 2.5 Acknowledge on cash float handover sheet	in taking over cash float <ul style="list-style-type: none"> Ownership (Own the problem, solve the problem) Proactive and energetic in taking over cash float Hospitable in taking over cash float Passion and creative in taking over cash float Enjoy serving people Focus on task 	20	Demonstration and observation	explained 2.4 Cash float handover sheet acknowledged
3. Assign room to arrival guest	3.1 Reservation details <ul style="list-style-type: none"> Reservation via phone call Email Fax Internet booking 3.2 Room assignment procedures 3.3 Property Management System (PMS) 3.4 Liaison with related department	3.1 Obtain reservation details from Property Management System (PMS) 3.2 Interpret reservation details 3.3 Liaise with related department when necessary 3.4 Allocate room according to guest preference	<u>ATTITUDE</u> <ul style="list-style-type: none"> Knowledgeable and resourceful in assigning room to arrival guest Responsible and quick response in assigning room to arrival guest Ownership (Own the 	<u>Related Knowledge</u> 25 <u>Related Skill</u> 59	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	3.1 Room assignment procedures explained 3.2 Reservation details described 3.3 Room allocated according to guest preference

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Housekeeping F&B 		problem, solve the problem) <ul style="list-style-type: none"> Proactive and energetic in assigning room to arrival guest Hospitable in assigning room to arrival guest Passion and creative in assigning room to arrival guest Enjoy serving people Focus on task Avoid usage of hotel lingo e.g. VD (Vacant Dirty), DND (Do Not Disturb), ETA (Estimated Time Arrival) 			
4. Handle guest arrival activities	4.1 Malaysian Greetings Standard 4.2 Record guest information details such as: <ul style="list-style-type: none"> Name Address Contact details 4.3 Guest preference such as:	4.1 Execute greeting activities based on Malaysian Greetings Standard 4.2 Record guest information details 4.3 Attend guest enquiries and needs	<u>ATTITUDE</u> <ul style="list-style-type: none"> Knowledgeable and resourceful in handling guest arrival activities Responsible and quick response in handling guest 	<u>Related Knowledge</u> 34 <u>Related Skill</u> 78	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	4.1 Malaysian Greetings Standard explained 4.2 Record guest information details listed out and explained 4.3 Guest enquiries and needs explained

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Bedding preferences Smoking or non-smoking Connecting set Floor preferences 4.4 Upselling techniques 4.5 Payment method such as: <ul style="list-style-type: none"> Credit card Cash Local order Letter of undertaking Letter of authorisation Accommodation voucher 4.6 Product knowledge and hotel facilities 4.7 Room key card encoding process	4.4 Apply upselling techniques 4.5 Identify payment method 4.6 Collect guarantee of payment from guest 4.7 Explain booking entitlement and hotel facilities 4.8 4.9 Encode room key card 4.10 Handover room key card with key card folder 4.11 Explain room direction to the guest	arrival activities <ul style="list-style-type: none"> Ownership (Own the problem, solve the problem) Proactive and energetic in handling guest arrival activities Hospitable in handling guest arrival activities Passion and creative in handling guest arrival activities Enjoy serving people Focus on task Avoid usage of hotel lingo e.g. VD (Vacant Dirty), DND (Do Not Disturb), ETA (Estimated Time Arrival) 			4.4 Payment method described 4.5 Guarantee of payment explained 4.6 Room key card encoding process explained
5. Carry out bucket check duties (night shift)	5.1 In-house guest room required document such as: <ul style="list-style-type: none"> Registration card Accommodation voucher 	5.1 Obtain in house guest list from PMS 5.2 Check to ensure all in-house guest room required document is intact	ATTITUDE <ul style="list-style-type: none"> Honest and integrity in carrying out bucket check duties (night shift) 	<u>Related Knowledge</u> 17 <u>Related Skill</u>	<u>Related Knowledge</u> Lecture <u>Related Skill</u>	5.1 In house guest list obtained from PMS 5.2 In-house guest room required document described 5.3 Bucket check

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Credit card authorisation slip 5.2 Completion of bucket check duties reporting procedures	5.3 Inform shift manager for any discrepancy of documentation 5.4 Report completion of bucket check duties to shift manager	<ul style="list-style-type: none"> Knowledgeable and resourceful in carrying out bucket check duties (night shift) Ownership (Own the problem, solve the problem) Proactive and energetic in carrying out bucket check duties (night shift) Hospitable in carrying out bucket check duties (night shift) Passion and creative in carrying out bucket check duties (night shift) Enjoy serving people Focus on task 	39	Demonstration and observation	duties reporting procedures explained

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
6. Carry out guest departure activities	6.1 Tax invoice preparation requirements such as: <ul style="list-style-type: none"> Registration card Supporting document 6.2 Tax invoice preparation requirement	6.1 Collect room key card from guest 6.2 Retrieve registration card and supporting document 6.3 Ask guest for any last minutes consumption 6.4 Prepare tax invoice information 6.5 Collect payment (if required) 6.6 Handover tax invoice to the guest	ATTITUDE <ul style="list-style-type: none"> Knowledgeable and resourceful in carrying out guest departure activities Responsible and quick response in carrying out guest departure activities Ownership (Own the problem, solve the problem) Proactive and energetic in carrying out guest departure activities Hospitable in carrying out guest departure activities Passion and creative in carrying out guest departure activities Enjoy serving people Focus on task 	<u>Related Knowledge</u> 17 <u>Related Skill</u> 39	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	6.1 Tax invoice preparation requirements explained 6.2 Registration card and supporting document retrieved 6.3 Tax invoice information prepared 6.4 Tax invoice preparation requirement explained

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
7 Carry out cashiering activities	7.1 Currency exchange purpose 7.2 Posting of revenue such as: <ul style="list-style-type: none"> Room charge Extra bed Laundry Mini bar Outlet bill Limousine bill charges 7.3 Posting of payment such as: <ul style="list-style-type: none"> Cash credit card City ledger 7.4 Refund activities such as: <ul style="list-style-type: none"> Cash deposit Cash paid out Reversal of revenue charges 7.5 Cashier closing balancing process 7.6 Cashier closing process	7.1 Count cash float to ensure the float is sufficient and balance during take over shift 7.2 Collect cash due back for cash float balancing 7.3 Perform currency exchange according to daily exchange rate determined by management 7.4 Identify posting of revenue 7.5 Identify posting of payment 7.6 Identify refund activities 7.7 Execute bill settlement activities 7.8 Ensure cashier closing balancing 7.9 Identify discrepancy (if any) 7.10 Any over / under must be remitted to finance at the end of the shift 7.11 Handover cash float to next shift	ATTITUDE <ul style="list-style-type: none"> Honest and integrity in carrying out cashiering activities Knowledgeable and resourceful in carrying out cashiering activities Ownership (Own the problem, solve the problem) Proactive and energetic in carrying out cashiering activities Hospitable in carrying out cashiering activities Passion and creative in carrying out cashiering activities Enjoy serving people Focus on task Avoid usage of hotel lingo e.g. 	<u>Related Knowledge</u> 50 <u>Related Skill</u> 118	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	7.1 Posting of revenue explained 7.2 Currency exchange process explained 7.3 Refund activities explained 7.4 Cashier closing balancing process explained 7.5 Cashier closing process explained

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			VD (Vacant Dirty), DND (Do Not Disturb), ETA (Estimated Time Arrival)			
8 Assist during emergency situation	8.1 Basic of Emergency Response Team (ERT) 8.2 Emergency situation such as: <ul style="list-style-type: none"> Bomb threat Fire Death Disturbance 8.3 Safety policy and procedures 8.4 Escalation of information to key personnel such as: <ul style="list-style-type: none"> Duty Manager Security Manager Manager on duty Hotel Manager General Manager 	8.1 Identify emergency situation 8.2 Identify Emergency Response Team (ERT) 8.3 Identify safety policy and procedures 8.4 Escalate information to key personnel	<u>ATTITUDE</u> <ul style="list-style-type: none"> Knowledgeable and resourceful in assisting during emergency situation Responsible and quick response in assisting during emergency situation Ownership (Own the problem, solve the problem) Proactive and energetic in assisting during emergency situation Hospitable in assisting during emergency situation Passion and creative in 	<u>Related Knowledge</u> 8 <u>Related Skill</u> 20	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	8.1 Basic of Emergency Response Team (ERT) requirement explained 8.2 Type of emergency situation explained 8.3 Safety policy and procedures described

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			assisting during emergency situation <ul style="list-style-type: none"> • Enjoy serving people • Focus on task • Avoid usage of hotel lingo e.g. VD (Vacant Dirty), DND (Do Not Disturb), ETA (Estimated Time Arrival) 			

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
<ul style="list-style-type: none"> 01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.02 Follow telephone / telecommunication procedures. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read / Interpret flowcharts and pictorial information. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations / systems. 01.04 Analyse information. 01.05 Utilize the internet to locate and gather information. 01.06 Utilize word processor to process information. 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information. 02.08 Prepare pictorial and graphic information. 03.08 Develop and maintain a cooperation within work group. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility. 06.05 Analyse technical systems. 	<ul style="list-style-type: none"> 1 Communication skills 2 Conceptual skills 3 Interpersonal skills 4 Learning skills 5 Leadership skills 6 Multitasking and prioritising 7 Self-discipline 8 Teamwork

06.06 Monitor and correct performance of systems. 01.07 Utilize database applications to locate a process information. 01.08 Utilize spreadsheets applications to locate and process information. 01.09 Utilize business graphic application to process information. 01.11 Apply thinking skills and creativity. 02.09 Prepare flowcharts. 02.10 Prepare reports and instructions. 02.11 Convey information and ideas to people. 03.09 Manage and improve performance of individuals. 03.12 Provide coaching / on-the-job training. 03.13 Develop and maintain team harmony and resolve conflicts. 03.14 Facilitate and coordinate teams and ideas. 03.15 Liase to achieve identified outcomes. 03.16 Identify and assess client / customer needs. 03.17 Identify staff training needs and facilitate access to training. 04.06 Allocate work. 04.07 Negotiate acceptance and support for objectives and strategies. 05.01 Implement project / work plans. 05.02 Inspect and monitor work done and / or in progress.	
--	--

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1 Key card encoder machine	1:25
2 Malaysian greetings standard	1:1
3 Printer	1:25
4 Property Management System (PMS)	1:25
5 Safety policy and procedures	1:1
6 Sample of accommodation voucher	1:1
7 Sample of cash float handover sheet	1:1
8 Sample of Credit Card Authorisation slip	1:1
9 Sample of guest information details	1:1

10 Sample of Letter of Authorisation	1:1
11 Sample of Letter of Undertaking	1:1
12 Sample of limousine bill charges	1:1
13 Sample of Local Order	1:1
14 Sample of outlet bill	1:1
15 Sample of supporting document	1:1
16 Sample of tax invoice	1:1
17 Credit card machine terminal	1:10

REFERENCES

- 1 Barton D. Schmitt. 2008. Pediatric Telephone Protocols: Office Version. Schmitt, Pediatric Telephone Protocols Series. American Academy of Pediatrics. ISBN: 1581102801, 9781581102802
- 2 Elizabeth Grey. 1970. Jill Kennedy: Telephonist. Hodder General Publishing Division. ISBN: 0340103965, 9780340103968
- 3 Drake International. 1987. Receptionist and Telephonist Techniques. Drake.
- 4 Chakravarti. 2006. Concept Of Front Office Management. APH Publishing. ISBN: 8176489905, 9788176489904
- 5 Andrews. 2007. Textbook Of Front Office Mgmt & Op. Tata McGraw-Hill Education. ISBN: 0070655766, 9780070655768
- 6 Sudhir Andrews. 2009. Hotel Front Office Trng Mnl 2E. Tata McGraw-Hill Education. ISBN: 0070655707, 9780070655706
- 7 Sue Baker, Pam Bradley, Jeremy Huyton. 2001. Principles of Hotel Front Office Operations. Cengage Learning EMEA. ISBN: 1844800903, 9781844800902
- 8 P. Abbott, S. Lewry. 2010. Front Office. Routledge. ISBN: 1136402004, 9781136402005
- 9 Greg Richards, Derek Hall, Derek R. Hall, 2003, Tourism and Sustainable Community Development: Volume 7 of Routledge advances in tourism, Psychology Press ISBN: 0415309158, 9780415309158
- 10 Janet Cochrane, 2007, Asian Tourism: Growth and Change, Routledge ISBN: 1136428119, 9781136428111
- 11 Norzuwana Sumarjan, Zahari Mohd Salehuddin Mohd, Radzi Salleh Mohd, Mohi Zurinawati, Hanafiah Mohd Hafiz Mohd, Bakhtiar Mohd Faez Saiful, Zainal Artinah, Saiful Bakhtiar, Mohd Hafiz, Mohd Hanafiah, 2013, Hospitality and Tourism: Synergizing Creativity and Innovation in Research, CRC Press ISBN: 1138001511, 9781138001510
- 12 Ministry of Tourism. Tourism Malaysia, 2008, Homestay, Tourism Malaysia, Ministry of Tourism

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>handling</p> <ul style="list-style-type: none"> • Newspaper distribution • Tour desk • Taxi service • Postal service <p>1.3 Guest requirement and preference from:</p> <ul style="list-style-type: none"> • Guest • Booker • Reservation • Online agent • History (previous visit) <p>1.4 Concierge services workflow</p>		<p>services requirements</p> <ul style="list-style-type: none"> • Responsible and quick response in identifying concierge services requirements • Ownership (Own the problem, solve the problem) • Proactive and energetic in identifying concierge services requirements • Hospitable in identifying concierge services requirements • Passion and creative in identifying concierge services requirements • Enjoy serving people • Focus on task • Avoid usage of 			

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			hotel lingo e.g. VD (Vacant Dirty), DND (Do Not Disturb), ETA (Estimated Time Arrival)			
2. Arrange concierge services activities	2.1 Concierge services activities <ul style="list-style-type: none"> • Car jockey <ul style="list-style-type: none"> - Parking bay availability - Event of the day - Valet card • Door Man/ Bell Man <ul style="list-style-type: none"> - Arrival peak hours • Airport representative <ul style="list-style-type: none"> - Guest flight schedule and request - Paging board - Pick up point • Luggage handling <ul style="list-style-type: none"> - Group arrival time - Luggage transit area - Luggage 	2.1 Identify types of guest arrival 2.2 Identify availability of parking bay 2.3 Identify arrival of VIP by car 2.4 Reserve VIP parking bay 2.5 Determine peak hours of arrival 2.6 Prepare sufficient manning for arrival and departure 2.7 Ensure information accuracy on display / event board 2.8 Prepare paging board with hotel logo for airport representative services 2.9 Prepare sufficient luggage tag and trolley 2.10 Determine quantity and preferred	ATTITUDE <ul style="list-style-type: none"> • Self confident in arranging concierge services activities • Meticulous in arranging concierge services activities • Knowledgeable and resourceful in arranging concierge services activities • Responsible and quick response in arranging concierge services activities • Ownership (Own the 	<u>Related Knowledge</u> 36 <u>Related Skill</u> 84	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	2.1 VIP parking preparation explained 2.2 Peak hours of arrival and departure described 2.3 Manning for arrival and departure preparation explained 2.4 Paging board with hotel logo for airport representative services prepared 2.5 Sufficient luggage tag and trolley prepared 2.6 Newspaper preparation process and delivery explained

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>tagging</p> <ul style="list-style-type: none"> Newspaper distribution <ul style="list-style-type: none"> In-house guest list Quantity and preferred newspaper E-newspaper / conventional newspaper <p>2.2 Types of guest arrival such as:</p> <ul style="list-style-type: none"> By car Airport representative By limousine <p>2.3 VIP parking preparation</p> <p>2.4 Peak hours of arrival and departure</p> <p>2.5 Manning for arrival and departure preparation</p> <p>2.6 Paging board with hotel logo for airport representative services preparation</p> <p>2.7 Sufficient luggage tag and trolley preparation</p>	<p>newspaper according to in-house and arrival guest list</p> <p>2.11 Handle mail, postage, courier services and stamp float</p>	<p>problem, solve the problem)</p> <ul style="list-style-type: none"> Proactive and energetic in arranging concierge services activities Hospitable in arranging concierge services activities Passion and creative in arranging concierge services activities Enjoy serving people Focus on task 			2.7 Mail, postage, courier services and stamp float handling explained

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	2.8 Newspaper preparation and delivery 2.9 Mail, postage, courier services and stamp float handling					
3. Handle guest enquiries	3.1 Types of guest enquiries such as <ul style="list-style-type: none"> • Tourist attraction • location • Flight information • Banking services • Postal services • Entertainment • Taxi services 3.2 Transportation mode and abbreviation <ul style="list-style-type: none"> • Air • Land • Sea 3.3 Techniques of giving direction / location / other option 3.4 Procedures in handling guest enquiries	3.1 Identify types of guest enquiries 3.2 Identify transportation mode and abbreviation 3.3 Provide information on guest enquiries and give suggestions 3.4 Explain to guest clearly in giving direction / location / distance 3.5 Offer alternative option for guest enquiries	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Self confident in handling guest enquiries • Knowledgeable and resourceful in handling guest enquiries • Responsible and quick response in handling guest enquiries • Ownership (Own the problem, solve the problem) • Proactive and energetic in handling guest enquiries • Hospitable in handling guest enquiries • Passion and creative in handling guest 	<u>Related Knowledge</u> 30 <u>Related Skill</u> 70	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	3.1 Types of guest enquiries listed out and explained 3.2 Techniques of giving direction / location / other option described 3.3 Procedures in handling guest enquiries described

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			enquiries <ul style="list-style-type: none"> • Enjoy serving people • Focus on task 			
4. Carry out airport representative service	4.1 Guest arrival / departure schedule 4.2 Limousine service arrangement <ul style="list-style-type: none"> • Limousine checklist 4.3 Limousine condition, cleanliness, welcome amenities, safety and driver grooming inspection 4.4 Types of welcome amenities such as <ul style="list-style-type: none"> • Hot / cold towel • Welcome drink • Snack and cookies 4.5 Guest paging technique at airport arrival hall 4.6 Meet and greet standard 4.7 Guest luggage handling procedures 4.8 Guest handling procedures 4.9 Communication with relevant department / section	4.1 Identify guest arrival / departure schedule 4.2 Identify transportation mode and abbreviation 4.3 Arrange limousine service 4.4 Inspect limousine condition, cleanliness, welcome amenities, safety and driver grooming 4.5 Hold paging board at arrival hall 4.6 Perform meet and greet 4.7 Handle guest luggage 4.8 Assist guest to limousine 4.9 Inform guest service officer on guest movement to hotel 4.10 Compile airport representative service report	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Self confident in carrying out airport representative service • Knowledgeable and resourceful in carrying out airport representative service • Responsible and quick response in handling airport representative services • Ownership (Own the problem, solve the problem) • Proactive and energetic in carrying out airport representative service • Hospitable in 	<u>Related Knowledge</u> 12 <u>Related Skill</u> 28	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	4.1 Limousine service arrangement explained 4.2 Limousine condition, cleanliness, welcome amenities, safety and driver grooming inspection process explained 4.3 Guest paging technique explained 4.4 Meet and greet requirement explained 4.5 Guest luggage handling procedures described 4.6 Guest handling procedures described 4.7 Airport representative

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Hotel concierge Guest Service Officer 4.10 Airport representative service report		greet and meet guest <ul style="list-style-type: none"> Passion and creative in carrying out airport representative service Enjoy serving people Focus on task <u>SAFETY</u> <ul style="list-style-type: none"> Comply with safety driving practices 			service report prepared
5. Carry out luggage handling	5.1 Types of guest belonging such as: <ul style="list-style-type: none"> Luggage Parcel Medical aid Sport equipment Electronic devices 5.2 Guest luggage handling procedures upon arrival / departure <ul style="list-style-type: none"> Luggage tagging Storing (short term and long term) 	5.1 Assist guest luggage upon arrival / departure 5.2 Handle luggage tagging, storing, send to / collect from guest room 5.3 Inspect group arrival and departure luggage quantity against rooming list 5.4 Compile luggage handling service report	<u>ATTITUDE</u> <ul style="list-style-type: none"> Self confident in carrying out luggage handling Knowledgeable and resourceful in carrying out luggage handling Responsible and quick response in carrying out luggage handling 	<u>Related Knowledge</u> 12 <u>Related Skill</u> 28	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	5.1 Types of guest belonging explained 5.2 Guest luggage handling procedures described 5.3 Departure luggage quantity inspection requirements explained 5.4 Luggage handling services report prepared

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Send to / collect 5.3 Departure luggage quantity inspection requirements 5.4 Luggage handling services report		<ul style="list-style-type: none"> Ownership (Own the problem, solve the problem) Proactive and energetic in carrying out luggage handling Hospitable in carrying out luggage handling Passion and creative in carrying out luggage handling Enjoy serving people Focus on task <u>SAFETY</u> <ul style="list-style-type: none"> Careful in handling guest luggage 			
6. Carry out newspaper handling	6.1 Newspaper ordering procedure 6.2 Delivered newspaper against purchase order inspection 6.3 Hotel standard	6.1 Newspaper order placed to appointed vendor based on ordering procedure 6.2 Inspect delivered newspaper against purchase order	<u>ATTITUDE</u> <ul style="list-style-type: none"> Self confident in carrying out newspaper handling Knowledgeable and resourceful 	<u>Related Knowledge</u> 12 <u>Related Skill</u>	<u>Related Knowledge</u> Lecture <u>Related Skill</u>	6.1 Newspaper ordering procedure explained 6.2 Delivered newspaper inspection

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	newspaper packing technique 6.4 Newspaper arrangement 6.5 Newspaper distribution procedures and technique 6.6 Newspaper handling service report	6.3 Pack newspaper into newspaper bag using hotel standard packing technique 6.4 Arrange newspaper based on in-house guest list 6.5 Distribute newspaper to guest room 6.6 Compile newspaper handling service report	in carrying out newspaper handling <ul style="list-style-type: none"> • Responsible and quick response in carrying out newspaper handling • Ownership (Own the problem, solve the problem) • Proactive and energetic in carrying out newspaper handling • Hospitable in carrying out newspaper handling • Passion and creative in carrying out newspaper handling • Enjoy serving people • Focus on task 	28	Demonstration and observation	technique explained 6.3 Newspaper packing technique explained 6.4 Newspaper arrangement explained 6.5 Newspaper distribution procedures and technique explained 6.6 Newspaper handling service report prepared

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
7. Assist during emergency situation	7.1 Basic of Emergency Response Team (ERT) 7.2 Emergency situation such as: <ul style="list-style-type: none"> Bomb threat Fire Death Disturbance 7.3 Safety policy and procedures 7.4 Escalation of information to key personnel such as: <ul style="list-style-type: none"> Duty Manager Security Manager Manager on duty Hotel Manager General Manager 	7.1 Identify emergency situation 7.2 Identify Emergency Response Team (ERT) 7.3 Identify safety policy and procedures 7.4 Escalate information to key personnel	<u>ATTITUDE</u> <ul style="list-style-type: none"> Self confident in assisting during emergency situation Knowledgeable and resourceful in assisting during emergency situation Responsible and quick response in assisting during emergency situation Ownership (Own the problem, solve the problem) Proactive and energetic in assisting during emergency situation Hospitable in assisting during emergency situation Passion and creative in assisting during 	<u>Related Knowledge</u> 6 <u>Related Skill</u> 14	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	7.1 Emergency situation described 7.2 Basic of Emergency Response Team (ERT) responsible explained 7.3 Safety policy and procedures explained

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			emergency situation <ul style="list-style-type: none"> • Enjoy serving people • Focus on task 			

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.02 Follow telephone / telecommunication procedures. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read / Interpret flowcharts and pictorial information. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations / systems. 01.04 Analyse information. 01.05 Utilize the internet to locate and gather information. 01.06 Utilize word processor to process information. 02.07 Utilize Local Area Network (LAN)/Intranet to exchange	1 Communication skills 2 Conceptual skills 3 Interpersonal skills 4 Learning skills 5 Leadership skills 6 Multitasking and prioritising 7 Self-discipline 8 Teamwork

<p>information.</p> <p>02.08 Prepare pictorial and graphic information.</p> <p>03.08 Develop and maintain a cooperation within work group.</p> <p>04.01 Organize own work activities.</p> <p>04.02 Set and revise own objectives and goals.</p> <p>04.03 Organize and maintain own workplace.</p> <p>04.04 Apply problem solving strategies.</p> <p>04.05 Demonstrate initiative and flexibility.</p> <p>06.05 Analyse technical systems.</p> <p>06.06 Monitor and correct performance of systems.</p> <p>01.07 Utilize database applications to locate a process information.</p> <p>01.08 Utilize spreadsheets applications to locate and process information.</p> <p>01.09 Utilize business graphic application to process information.</p> <p>01.11 Apply thinking skills and creativity.</p> <p>02.09 Prepare flowcharts.</p> <p>02.10 Prepare reports and instructions.</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.12 Provide coaching / on-the-job training.</p> <p>03.13 Develop and maintain team harmony and resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liase to achieve identified outcomes.</p> <p>03.16 Identify and assess client / customer needs.</p> <p>03.17 Identify staff training needs and facilitate access to training.</p> <p>04.06 Allocate work.</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project / work plans.</p> <p>05.02 Inspect and monitor work done and / or in progress.</p>	
---	--

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1 Paging board	1:1
2 Luggage tag	1:1
3 Trolley	1:10
4 Newspaper	1:5
5 Meet and greet standard	1:1
6 Luggage	1:10
7 Sample of luggage handling services report	1:1
8 Sample of newspaper handling service report	1:1
9 Sample of safety policy and procedures	1:1
10 PMS	1:10
11 Limousine / car	1:25

REFERENCES

- 1 Chakravarti. 2006. Concept Of Front Office Management. APH Publishing. ISBN: 8176489905, 9788176489904
- 2 Andrews. 2007. Textbook Of Front Office Mgmt & Op. Tata McGraw-Hill Education. ISBN: 0070655766, 9780070655768
- 3 Sudhir Andrews. 2009. Hotel Front Office Trng Mnl 2E. Tata McGraw-Hill Education. ISBN: 0070655707, 9780070655706
- 4 Sue Baker, Pam Bradley, Jeremy Huyton. 2001. Principles of Hotel Front Office Operations. Cengage Learning EMEA. ISBN: 1844800903, 9781844800902
- 5 P. Abbott, S. Lewry. 2010. Front Office. Routledge. ISBN: 1136402004, 9781136402005

SECTOR	ACCOMMODATION AND FOOD SERVICE ACTIVITIES						
SUB SECTOR	HOTEL AND RESORT HOTELS						
JOB AREA	GUEST SERVICE / TELEPHONE OPERATOR / FRONT DESK / RECEPTION / CONCIERGE						
NOSS TITLE	FRONT OFFICE OPERATION						
COMPETENCY UNIT TITLE	GUEST SERVICE OPERATION						
PRE-REQUISITE (If Applicable)	N/A						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to ensure that guest service associate equipped with knowledge and skills to perform a fast and efficient service. Upon completion of this competency units, trainees will be able to:-</p> <ol style="list-style-type: none"> 1. Prepare VIP guest arrival activities 2. Handle VIP guest arrival activities 3. Perform guest relation activities 4. Assist front desk for guest departure activities 5. Assist during emergency situation 						
COMPETENCY UNIT ID	I551-002-3:2017 C04	LEVEL	3	TRAINING DURATION	400 Hours	SKILL CREDIT	40
Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Prepare VIP guest arrival activities	1.1 Definition of hospitable and its elements such as: <ul style="list-style-type: none"> • Grooming • Body language • Voice intonation 1.2 Front desk shift briefing information such as: <ul style="list-style-type: none"> • Core value of the day • Occupancy • VIP guest arrivals • Group arrivals • Room change • Special 	1.1 Identify importance matters form shift briefing 1.2 Obtain hotel occupancy status information 1.3 Identify types of guest relation events 1.4 Identify function of the day 1.5 Obtain reservation details from Property Management System (PMS) 1.6 Interpret reservation details	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Self confident in preparing VIP guest arrival activities • Knowledgeable and resourceful in preparing VIP guest arrival activities • Responsible and quick response in preparing VIP guest arrival activities • Ownership (Own the 	<u>Related Knowledge</u> 30 <u>Related Skill</u> 70	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	1.1 Front desk shift briefing information described 1.2 Types of guest relation events listed out and explained 1.3 Room assignment procedures described 1.4 Property Management System (PMS) explained 1.5 Room key card encoding process demonstrated	

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> requests Incident Rates of the day Hotel occupancy status information Other importance matters <p>1.3 Types of guest relation events such as:</p> <ul style="list-style-type: none"> Anniversary Birthday Honeymooner Service recovery / inconvenient notification <p>1.4 Reservation details such as:</p> <ul style="list-style-type: none"> Reservation via phone call Email Fax Internet booking <p>1.5 Room assignment procedures</p> <p>1.6 Property Management System (PMS)</p> <p>1.7 Liaison with related</p>	<p>1.7 Liaise with related department when necessary</p> <p>1.8 Allocate room according to guest preference</p> <p>1.9 Inspect allocated room</p> <p>1.10 Encode room key card</p> <p>1.11 Ensure room key card in working order</p>	<p>problem, solve the problem)</p> <ul style="list-style-type: none"> Proactive and energetic in preparing VIP guest arrival activities Hospitable in preparing VIP guest arrival activities Passion and creative in preparing VIP guest arrival activities Enjoy serving people Focus on task 			

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	such as: <ul style="list-style-type: none"> • Credit card • Cash • Local order • Letter of undertaking • Letter of authorisation • Accommodation voucher 2.5 Upselling techniques 2.6 Product knowledge and hotel facilities 2.7 Additional assistance if required such as: <ul style="list-style-type: none"> • Last minutes request • Wake up call • Transportation arrangement • Meal arrangement • Room amenities 	2.8 Collect guarantee of payment from VIP guest 2.9 Explain booking entitlement and hotel facilities 2.10 Handover room key card with key card folder 2.11 Extend additional assistance if required	problem, solve the problem) <ul style="list-style-type: none"> • Proactive and energetic in handling VIP guest arrival activities • Hospitable in handling VIP guest arrival activities • Passion and creative in handling VIP guest arrival activities • Enjoy serving people • Focus on task 			
3. Perform guest relation activities	3.1 Guest relation activities such as: <ul style="list-style-type: none"> • Courtesy call • Lobby duties 3.2 Courtesy call procedures 3.3 Guest profile and feedback updating	3.1 Perform random courtesy call to ascertain guest hotel experience 3.2 Follow up on feedback obtained from courtesy call to relevant	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Self confident in performing guest relation activities • Knowledgeable and resourceful in performing 	<u>Related Knowledge</u> 36 <u>Related Skill</u> 84	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration	3.1 Guest relation activities explained 3.2 Courtesy call procedures explained 3.3 Guest profile and feedback updated into the PMS

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	into the Property Management System (PMS) procedures	personnel or department 3.3 Update guest profile and feedback into the Property Management System (PMS) 3.4 Update shift manager if feedback is negative for further action	guest relation activities <ul style="list-style-type: none"> • Responsible and quick response in performing guest relation activities • Ownership (Own the problem, solve the problem) • Proactive and energetic in performing guest relation activities • Hospitable in performing guest relation activities • Passion and creative in performing guest relation activities • Enjoy serving people • Focus on task 		and observation	

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Assist front desk for guest departure activities	4.1 Tax invoice preparation requirements such as: <ul style="list-style-type: none"> Registration card Supporting document 	4.1 Collect room key card from guest 4.2 Retrieve registration card and supporting document 4.3 Ask guest for any last minutes consumption 4.4 Prepare tax invoice information 4.5 Collect payment 4.6 Handover tax invoice to the guest 4.7 Offer guest to make future reservation	ATTITUDE <ul style="list-style-type: none"> Self confident in assisting front desk for guest departure activities Knowledgeable and resourceful in assisting front desk for guest departure activities Responsible and quick response in assisting front desk for guest departure activities Ownership (Own the problem, solve the problem) Proactive and energetic in assisting front desk for guest departure activities Hospitable in assisting front desk for guest departure activities 	<u>Related Knowledge</u> 12 <u>Related Skill</u> 28	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	4.1 Registration card retrieved for tax invoice preparation 4.2 Supporting document for tax invoice preparation explained 4.3 Last minutes consumption explained 4.4 Tax invoice prepared

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			<ul style="list-style-type: none"> • Passion and creative in assisting front desk for guest departure activities • Enjoy serving people • Focus on task 			
5. Assist during emergency situation	5.1 Basic of Emergency Response Team (ERT) 5.2 Emergency situation such as: <ul style="list-style-type: none"> • Bomb threat • Fire • Death • Disturbance 5.3 Safety policy and procedures 5.4 Escalation of information to key personnel such as: <ul style="list-style-type: none"> • Duty Manager • Security Manager • Manager on duty • Hotel Manager • General Manager 	5.1 Identify emergency situation 5.2 Identify Emergency Response Team (ERT) 5.3 Identify safety policy and procedures 5.4 Escalate information to key personnel	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Self confident in assisting during emergency situation • Knowledgeable and resourceful in assisting during emergency situation • Responsible and quick response in assisting during emergency situation • Ownership (Own the problem, solve the problem) • Proactive and energetic in 	<u>Related Knowledge</u> 6 <u>Related Skill</u> 14	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	5.1 Basic of Emergency Response Team (ERT) function explained 5.2 Emergency situation listed out and explained 5.3 Safety policy and procedures described

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			assisting during emergency situation • Hospitable in assisting during emergency situation • Passion and creative in assisting during emergency situation • Enjoy serving people • Focus on task			

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
<ul style="list-style-type: none"> 01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.02 Follow telephone / telecommunication procedures. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read / Interpret flowcharts and pictorial information. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations / systems. 01.04 Analyse information. 01.05 Utilize the internet to locate and gather information. 01.06 Utilize word processor to process information. 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information. 02.08 Prepare pictorial and graphic information. 03.08 Develop and maintain a cooperation within work group. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility. 06.05 Analyse technical systems. 	<ul style="list-style-type: none"> 1 Communication skills 2 Conceptual skills 3 Interpersonal skills 4 Learning skills 5 Leadership skills 6 Multitasking and prioritising 7 Self-discipline 8 Teamwork

06.06 Monitor and correct performance of systems. 01.07 Utilize database applications to locate a process information. 01.08 Utilize spreadsheets applications to locate and process information. 01.09 Utilize business graphic application to process information. 01.11 Apply thinking skills and creativity. 02.09 Prepare flowcharts. 02.10 Prepare reports and instructions. 02.11 Convey information and ideas to people. 03.09 Manage and improve performance of individuals. 03.12 Provide coaching / on-the-job training. 03.13 Develop and maintain team harmony and resolve conflicts. 03.14 Facilitate and coordinate teams and ideas. 03.15 Liase to achieve identified outcomes. 03.16 Identify and assess client / customer needs. 03.17 Identify staff training needs and facilitate access to training. 04.06 Allocate work. 04.07 Negotiate acceptance and support for objectives and strategies. 05.01 Implement project / work plans. 05.02 Inspect and monitor work done and / or in progress.	
--	--

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1 Room key card	1 1:5
2 Property Management System (PMS)	2 1:25
3 Malaysian Greetings Standard guideline	3 1:5
4 Sample of VIP guest information details	4 1:1
5 Registration card	5 1:5
6 Sample of Tax invoice for billing process	6 1:1
7 Safety policy and procedures	7 1:1

REFERENCES

- 1 Greg Richards, Derek Hall, Derek R. Hall, 2003, Tourism and Sustainable Community Development: Volume 7 of Routledge advances in tourism, Psychology Press ISBN: 0415309158, 9780415309158
- 2 Janet Cochrane, 2007, Asian Tourism: Growth and Change, Routledge ISBN: 1136428119, 9781136428111
- 3 Norzuwana Sumarjan, Zahari Mohd Salehuddin Mohd, Radzi Salleh Mohd, Mohi Zurinawati, Hanafiah Mohd Hafiz Mohd, Bakhtiar Mohd Faez Saiful, Zainal Artinah, Saiful Bakhtiar, Mohd Hafiz, Mohd Hanafiah, 2013, Hospitality and Tourism: Synergizing Creativity and Innovation in Research, CRC Press ISBN: 1138001511, 9781138001510
- 4 Ministry of Tourism. Tourism Malaysia, 2008, Homestay, Tourism Malaysia, Ministry of Tourism
- 5 Sue Baker, Pam Bradley, Jeremy Huyton. 2001. Principles of Hotel Front Office Operations. Cengage Learning EMEA. ISBN: 1844800903, 9781844800902
- 6 P. Abbott, S. Lewry. 2010. Front Office. Routledge. ISBN: 1136402004, 9781136402005
- 7 Chakravarti. 2006. Concept Of Front Office Management. APH Publishing. ISBN: 8176489905, 9788176489904
- 8 Andrews. 2007. Textbook Of Front Office Mgmt & Op. Tata McGraw-Hill Education. ISBN: 0070655766, 9780070655768
- 9 Sudhir Andrews. 2009. Hotel Front Office Trng Mnl 2E. Tata McGraw-Hill Education. ISBN: 0070655707, 9780070655706

SECTOR		ACCOMMODATION AND FOOD SERVICE ACTIVITIES						
SUB SECTOR		HOTEL AND RESORT HOTELS						
JOB AREA		GUEST SERVICE / TELEPHONE OPERATOR / FRONT DESK / RECEPTION / CONCIERGE						
NOSS TITLE		FRONT OFFICE OPERATION						
COMPETENCY UNIT TITLE		EXECUTIVE / CLUB LOUNGE FOOD AND BEVERAGE SERVICES						
PRE-REQUISITE (If Applicable)		N/A						
LEARNING OUTCOME		The person who is competent in this CU shall be able to able to develop competent person in basic food and beverage handling. Upon completion of this competency units, trainees will be able to:- 1. Perform food hygiene and personal grooming requirements 2. Perform F&B services preparations 3. Perform buffet service 4. Perform lounge beverage service (evening cocktail) 5. Perform table service (breakfast) 6. Perform specialised F&B service 7. Perform stock inventory 8. Assist during emergency situation						
COMPETENCY UNIT ID		I551-002-3:2017 E01	LEVEL	3	TRAINING DURATION	240 Hours	SKILL CREDIT	24
Work Activities	Related Knowledge	Related Skill		Attitude/ Safety/ Environment		Training Hours	Delivery Mode	Assessment Criteria
1. Perform food hygiene and personal grooming requirements	1.1 Food handling regulation such as: <ul style="list-style-type: none">• Typhoid• Halal requirements 1.2 Hazard Analysis Critical Control Point (HACCP) 1.3 Personal hygiene and grooming standard 1.4 Personal hygiene requirements such as: <ul style="list-style-type: none">• Nutrition• Types of	1.1 Identify food handling regulation 1.2 Comply Personal hygiene and grooming practice 1.3 Determine personal hygiene requirements		ATTITUDE <ul style="list-style-type: none">• Knowledgeable and resourceful in performing for food hygiene and personal grooming requirements• Responsible and quick response in performing for food hygiene and personal grooming		<u>Related Knowledge</u> 4 <u>Related Skill</u> 8	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	1.1 Food handling regulation explained 1.2 Hazard Analysis Critical Control Point (HACCP) described 1.3 Personal hygiene and grooming standard explained 1.4 Personal hygiene requirements explained

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	exercise <ul style="list-style-type: none"> • Method of relaxation • Human psychology 		requirements <ul style="list-style-type: none"> • Ownership (Own the problem, solve the problem) • Focus on task • Avoid usage of hotel lingo e.g. VD (Vacant Dirty), DND (Do Not Disturb), ETA (Estimated Time Arrival) 			
2. Perform F&B services preparations	2.1 F&B service preparation checklist 2.2 F&B tools and equipment's such as: <ul style="list-style-type: none"> • Glassware • Cutleries • Serving gear • Service tray • Plates • Coffee machine 2.3 F&B equipment's functionality 2.4 Defects and malfunctions report	2.1 Obtain F&B service preparation checklist 2.2 Prepare F&B tools and equipment's 2.3 Check and confirm F&B equipment's functionality 2.4 Report defects and malfunctions of F&B equipment to superior	ATTITUDE <ul style="list-style-type: none"> • Self confident in performing F&B services preparations • Responsible and quick response in performing F&B services preparations • Ownership (Own the problem, solve the problem) • Proactive and energetic in performing F&B services preparations 	<u>Related Knowledge</u> 14 <u>Related Skill</u> 34	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	2.1 F&B service preparation checklist prepared 2.2 F&B tools and equipment's listed out and explained 2.3 F&B equipment's functionality explained 2.4 Defects and malfunctions report prepared

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			<ul style="list-style-type: none"> Hospitable in performing F&B services preparations Enjoy serving people Focus on task <p><u>SAFETY</u></p> <ul style="list-style-type: none"> Careful in handling F&B tools and equipment's 			
3. Perform buffet service	3.1 Buffet service requirement 3.2 Buffet service menu 3.3 Buffet tools and equipment 3.4 Buffet counter setting up based on meal period 3.5 Service station setting up for: <ul style="list-style-type: none"> Extra plate Extra cutleries Glassware 	3.1 Identify buffet service requirement 3.2 Obtain buffet service menu 3.3 Select buffet tools and equipment 3.4 Set up buffet counter 3.5 Setup service station 3.6 Carried out buffet service 3.7 Inform kitchen department for food replenishment 3.8 Carry out clearing activity for buffet counter	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> Self confident in performing buffet service preparations Responsible and quick response in performing buffet service preparations Ownership (Own the problem, solve the problem) Proactive and energetic in performing buffet service 	<p><u>Related Knowledge</u> 14</p> <p><u>Related Skill</u> 34</p>	<p><u>Related Knowledge</u> Lecture</p> <p><u>Related Skill</u> Demonstration and observation</p>	3.1 Buffet service requirement listed out and explained 3.2 Buffet tools and equipment listed out and explained 3.3 Buffet counter setting up 3.4 Service station setting up 3.5 Food replenishment explained

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			<ul style="list-style-type: none"> Hospitable in performing buffet service Enjoy serving people Focus on task <p><u>SAFETY</u></p> <ul style="list-style-type: none"> Careful in handling F&B tools and equipment's 			
4. Perform lounge beverage service (evening cocktail)	4.1 Lounge service standard 4.2 Guest orders procedure 4.3 Guest order preparation 4.4 Guest order serving procedure 4.5 Clearing procedure for lounge service	4.1 Obtain guest orders 4.2 Prepare guest order 4.3 Serve guest order 4.4 Carry out clearing activity for lounge service	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> Self confident in performing lounge beverage service (evening cocktail) Responsible and quick response in performing lounge beverage service (evening cocktail) Ownership (Own the problem, solve the problem) 	<p><u>Related Knowledge</u> 14</p> <p><u>Related Skill</u> 34</p>	<p><u>Related Knowledge</u> Lecture</p> <p><u>Related Skill</u> Demonstration and observation</p>	4.1 Lounge service standard explained 4.2 Guest orders demonstrated based on procedure 4.3 Guest order serving demonstrated based on procedure 4.4 Clearing procedure for lounge service explained

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			<ul style="list-style-type: none"> Proactive and energetic in performing lounge beverage service (evening cocktail) Hospitable in performing lounge beverage service (evening cocktail) Enjoy serving people Focus on task <p><u>SAFETY</u></p> <ul style="list-style-type: none"> Careful in handling F&B tools and equipment's 			
5. Perform table service (breakfast)	5.1 Table setup according to service standard 5.2 Guest orders procedure 5.3 Condiment preparation 5.4 Guest order serving procedure	5.1 Setup table according to service standard 5.2 Obtain guest order 5.3 Place guest order to the kitchen 5.4 Prepare condiment 5.5 Serve guest order 5.6 Carry out clearing	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> Self confident in performing table service (breakfast) Responsible and quick response in performing 	<p><u>Related Knowledge</u> 14</p> <p><u>Related Skill</u> 34</p>	<p><u>Related Knowledge</u> Lecture</p> <p><u>Related Skill</u> Demonstration and</p>	5.1 Service standard for table setup explained 5.2 Guest orders procedure explained 5.3 Condiment for breakfast service prepared

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	5.5 Clearing procedure for table service	activity	table service (breakfast) <ul style="list-style-type: none"> • Ownership (Own the problem, solve the problem) • Proactive and energetic in performing table service (breakfast) • Hospitable in performing table service (breakfast) • Enjoy serving people • Focus on task <u>SAFETY</u> <ul style="list-style-type: none"> • Careful in handling F&B tools and equipment's 		observation	
6. Perform specialised F&B service	6.1 Specialized F&B service requirement 6.2 Obtaining and preparing guest request requirement	6.1 Execute wine order carried out 6.2 Prepare guest request 6.3 Execute wine service 6.4 Execute butler service	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Self confident in performing specialised F&B service • Responsible and quick response in performing 	<u>Related Knowledge</u> 14 <u>Related Skill</u> 34	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and	6.1 Specialized F&B service requirement explained 6.2 Obtaining and preparing guest request requirement explained

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			specialised F&B service <ul style="list-style-type: none"> • Ownership (Own the problem, solve the problem) • Proactive and energetic in performing specialised F&B service • Hospitable in performing specialised F&B service • Enjoy serving people • Focus on task <u>SAFETY</u> <ul style="list-style-type: none"> • Careful in handling F&B tools and equipment's 		observation	
7. Perform stock inventory	7.1 Opening F&B inventory against physical stocks 7.2 Stock items that is not according to par 7.3 Stock items replenishment requisition 7.4 Store items	7.1 Verify opening F&B inventory against physical stocks 7.2 Identify stock items that is not according to par 7.3 Request for replenishment of stock items	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Self confident in performing stock inventory • Knowledgeable and resourceful in performing stock inventory requirements 	<u>Related Knowledge</u> 7 <u>Related Skill</u> 17	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and	7.1 Opening F&B inventory explained 7.2 Physical stocks explained 7.3 Stock items replenishment requisition performed

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	collection coordination 7.5 Stock arrangement according to First in First Out (FIFO) system 7.6 Stock items consumption record	7.4 Coordinate store items collection 7.5 Rearrange stock according to First in First Out (FIFO) system 7.6 Record all consumption of stock items 7.7 Verify closing inventory according to consumption record	<ul style="list-style-type: none"> • Responsible and quick response in performing stock inventory • Ownership (Own the problem, solve the problem) • Proactive and energetic in performing stock inventory • Hospitable in performing stock inventory • Enjoy serving people • Focus on task <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Careful in handling and rearranging stock items 		observation	7.4 Store items collection coordination explained 7.5 Stock arrangement according to First in First Out (FIFO) system described 7.6 Stock items consumption record prepared

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
8. Assist during emergency situation	8.1 Basic of Emergency Response Team (ERT) 8.2 Emergency situation such as: <ul style="list-style-type: none"> Bomb threat Fire Death Disturbance 8.3 Safety policy and procedures 8.4 Escalation of information to key personnel such as: <ul style="list-style-type: none"> Duty Manager Security Manager Manager on duty Hotel Manager General Manager 	8.1 Identify emergency situation 8.2 Identify Emergency Response Team (ERT) 8.3 Identify safety policy and procedures 8.4 Escalate information to key personnel	ATTITUDE <ul style="list-style-type: none"> Self confident in assisting during emergency situation Knowledgeable and resourceful in assisting during emergency situation Responsible and quick response in assisting during emergency situation Ownership (Own the problem, solve the problem) Proactive and energetic in assisting during emergency situation Hospitable in assisting during emergency situation Enjoy serving people Focus on task 	<u>Related Knowledge</u> 4 <u>Related Skill</u> 8	<u>Related Knowledge</u> Lecture <u>Related Skill</u> Demonstration and observation	8.1 Emergency situation listed out and explained 8.2 Safety policy and procedures explained

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
<ul style="list-style-type: none"> 01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.02 Follow telephone / telecommunication procedures. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read / Interpret flowcharts and pictorial information. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations / systems. 01.04 Analyse information. 01.05 Utilize the internet to locate and gather information. 01.06 Utilize word processor to process information. 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information. 02.08 Prepare pictorial and graphic information. 03.08 Develop and maintain a cooperation within work group. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility. 	<ul style="list-style-type: none"> 1 Communication skills 2 Conceptual skills 3 Interpersonal skills 4 Learning skills 5 Leadership skills 6 Multitasking and prioritising 7 Self-discipline 8 Teamwork

06.05 Analyse technical systems. 06.06 Monitor and correct performance of systems. 01.07 Utilize database applications to locate a process information. 01.08 Utilize spreadsheets applications to locate and process information. 01.09 Utilize business graphic application to process information. 01.11 Apply thinking skills and creativity. 02.09 Prepare flowcharts. 02.10 Prepare reports and instructions. 02.11 Convey information and ideas to people. 03.09 Manage and improve performance of individuals. 03.12 Provide coaching / on-the-job training. 03.13 Develop and maintain team harmony and resolve conflicts. 03.14 Facilitate and coordinate teams and ideas. 03.15 Liase to achieve identified outcomes. 03.16 Identify and assess client / customer needs. 03.17 Identify staff training needs and facilitate access to training. 04.06 Allocate work. 04.07 Negotiate acceptance and support for objectives and strategies. 05.01 Implement project / work plans. 05.02 Inspect and monitor work done and / or in progress.	
--	--

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1 Personal hygiene and grooming standard	1:1
2 Sample of F&B service preparation checklist	1:1
3 F&B tools and equipment's	1:5
4 Sample of buffet service menu	1:1
5 Sample of beverage menu	1:1
6 Buffet tools and equipment	1:5
7 Buffet counter	1:5
8 Plate	1:5
9 Cutleries	1:5
10 Glassware	1:5
11 Lounge service standard	1:1
12 Guest orders procedure	1:1
13 Sample of F&B inventory	1:1
14 Sample of stock items consumption record	1:1
15 Safety policy and procedures	1:1

REFERENCES

- 1 Norzuwana Sumarjan, Zahari Mohd Salehuddin Mohd, Radzi Salleh Mohd, Mohi Zurinawati, Hanafiah Mohd Hafiz Mohd, Bakhtiar Mohd Faez Saiful, Zainal Artinah, Saiful Bakhtiar, Mohd Hafiz, Mohd Hanafiah, 2013, Hospitality and Tourism: Synergizing Creativity and Innovation in Research, CRC Press ISBN: 1138001511, 9781138001510
- 2 A. Zainal, S.M. Radzi, R. Hashim, C.T. Chik, R. Abu, 2012, Current Issues in Hospitality and Tourism: Research and Innovations, CRC Press ISBN: 041562133X, 9780415621335
- 3 Salleh Mohd Radzi, Mohd Faez Saiful Bakhtiar, Zurinawati Mohi, Mohd Salehuddin Mohd Zahari, Norzuwana Sumarjan, C.T. Chik, Faiz Izwan Anuar, 2014, Theory and Practice in Hospitality and Tourism Research, CRC Press ISBN: 1138027065, 9781138027060
- 4 Greg Richards, Derek Hall, Derek R. Hall, 2003, Tourism and Sustainable Community Development: Volume 7 of Routledge advances in tourism, Psychology Press ISBN: 0415309158, 9780415309158
- 5 Janet Cochrane, 2007, Asian Tourism: Growth and Change, Routledge ISBN: 1136428119, 9781136428111
- 6 Norzuwana Sumarjan, Zahari Mohd Salehuddin Mohd, Radzi Salleh Mohd, Mohi Zurinawati, Hanafiah Mohd Hafiz Mohd, Bakhtiar Mohd Faez Saiful, Zainal Artinah, Saiful Bakhtiar, Mohd Hafiz, Mohd Hanafiah, 2013, Hospitality and Tourism: Synergizing Creativity and Innovation in Research, CRC Press ISBN: 1138001511, 9781138001510
- 7 Ministry of Tourism. Tourism Malaysia, 2008, Homestay, Tourism Malaysia, Ministry of Tourism

TRAINING HOUR SUMMARY

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILL (B)	HOURS (C) = (A)+(B)	TOTAL (HOURS) $\Sigma(C)$
I551-002-3:2017 C01	FRONT OFFICE TELEPHONE SERVICES	Handle guest request	29	67	96	240
		Handle emergency call	18	42	60	
		Maintain hotel telephone directory	4	8	12	
		Monitor Private Automatic Branch Exchange (PABX) system	18	42	60	
		Monitor TV channel and in house pipe music	4	8	12	
I551-002-3:2017 C02	FRONT DESK OPERATION	Prepare front desk operation requirements	8	20	28	560
		Take over cash float	8	20	28	
		Assign room to arrival guest	25	59	84	
		Handle guest arrival activities	34	78	112	
		Carry out bucket check duties (night shift)	17	39	56	
		Carry out guest departure activities	17	39	56	
		Carry out cashiering activities	50	118	168	
		Assist during emergency situation	8	20	28	

I551-002-3:2017 C03	CONCIERGE SERVICES	Identify concierge services requirement	12	28	40	400
		Arrange concierge services activities	36	84	120	
		Handle guest enquiries	30	70	100	
		Carry out airport representative service	12	28	40	
		Carry out luggage handling	12	28	40	
		Carry out newspaper handling	12	28	40	
		Assist during emergency situation	6	14	20	
I551-002-3:2017 C04	GUEST SERVICE OPERATION	Prepare VIP arrival activities	30	70	100	400
		Handle guest arrival activities	36	84	120	
		Perform guest relation activities	36	84	120	
		Assist front desk for guest departure activities	12	28	40	
		Assist during emergency situation	6	14	20	
TOTAL HOURS (CORE COMPETENCY)			480	1120	1600	1600

I551-002-3:2017 E01	BASIC FOOD AND BEVERAGE SERVICES	Perform for food hygiene and personal grooming requirements	4	8	12	240
		Perform F&B services preparations	14	34	48	
		Perform buffet service	14	34	48	
		Perform lounge beverage service (evening cocktail)	14	34	48	
		Perform table service (breakfast)	14	34	48	
		Perform specialised F&B service	14	34	48	
		Perform stock inventory	7	17	24	
		Assist during emergency situation	4	8	12	
TOTAL HOURS (ELECTIVE COMPETENCY)			86	202	288	576