Appendix M

HOSPITALITY, LODGING, AND TOURISM
YOUTH APPRENTICESHIP

LODGING – FRONT OFFICE
UNIT 5

Unit 5: Lodging Pathway
Front Office Unit

Competency
1. Operate a telecommunications system

Performance Standard Condition
Competence will be demonstrated
- at the worksite and classroom

Performance Standard Criteria
Performance will be successful when the learner:
- Use the computer system and/or switchboard
- Maintain/use the guest information directory
- Respond to guest questions appropriately
- Process guest telephone charges
- Process wake-up calls
- Follow guest privacy and security measures
- Process mail/packages/telegrams/etc.
- Complete/run reports and forms
- Respond to emergencies and alarms as required if applicable
- Help evacuate the property
- Respond to dissatisfied guests

Learning Objectives
- Examine the uses of various types of telecommunications
- Demonstrate use of a PBX system
- Describe the functions of a call accounting system
- Describe the functions of automatic call dispensing and automatic call detection features
- Detail the types of incoming calls
- Outline procedures for processing messages for guests
- Outline how faxes for guests are handled by lodging staff
- Describe how wake-up calls are delivered through the telecommunication system
- Explain how current voice mail systems meet guest needs
- Explain how current personal digital assistants (PDAs) meet guest needs
- Explain how current internet services meet guest needs
- Explain how TDD systems meet the needs of disabled guests
- Explain how emerging technology for telecommunications services enhance the guest experience

Comments:

Unit 5: Lodging Pathway
Front Office Unit

Competency
2. Process reservations

Performance Standard Condition
> ### Competence will be demonstrated
> - at the worksite and classroom

Performance Standard Criteria
> ### Performance will be successful when the learner:
- Use the reservations computer system
- Greet callers and direct calls
- Determine availability
- Take reservations by telephone, form, or internet
- Take reservations for guests in group blocks
- Modify or cancel a reservation
- Promote special marketing programs
- Block rooms
- Help guests with special requests
- Process reservation records and confirmations
- Set up/monitor group reservation masters
- Give directions
- Mail information to potential guests, as requested

Learning Objectives
- Identify types of hotels and hotel ownership/management
- Identify levels of hotel service
- Compare various departments in a lodging operation
- Explain functions of the reservations department
- Identify the different types of reservations to meet different guest needs
- Differentiate between automated and non-automated reservation systems
- Distinguish guaranteed from non-guaranteed reservations
- Contrast reservations guaranteed by credit card with reservations guaranteed by travel agents or corporations
- Contrast advanced deposits with prepaid reservations
- Distinguish a central reservation system from a global distribution system
- Identify ways guests place reservations directly with lodging properties
- Explain how guests make reservations on-line
- Explain how a computer system is used to determine availability, process or change reservations, create a reservation record, modify or cancel a reservation, and generate reports from reservation data
- Describe the use of forecasting and overbooking in reservations management
- Calculate room rates using the Hubbart formula

Comments:

Unit 5: Lodging Pathway
Front Office Unit

Competency
3. Assist with guest arrival and departure

Performance Standard Condition
Competence will be demonstrated
- at the worksite and classroom
- While assisting a worksite professional

Performance Standard Criteria
Performance will be successful when the learner:
- Maintain a clear drive-up/drop off area
- Use the guest information directory
- Welcome guests and offer assistance
- Load and transport luggage/other articles
- Assist with luggage for group arrivals and departures
- Deliver guest service equipment/supplies
- Provide door service for guests if applicable
- Assist in rooming guests
- Show rooms/check rooms for occupancy
- Provide storage for guest luggage
- Arrange for or hail taxis/transportation for guests
- Clean entrance/ lobby/bell-valet stand/luggage carts
- Respond to emergencies and alarms as required if applicable
- Report vehicle accidents
- Properly handle cash and gratuity
- Assist guests during room changes

Learning Objectives
- Compare leisure and business traveler differences
- Identify national rating organizations
- List factors used by rating organizations
- Describe equipment used to transport baggage and other bulk items
- Explain how to handle pets and pet carriers
- Describe standard gratuity guidelines for arrival services
- Explain your facility's policy for accepting gratuity for arrival services

Comments:

Unit 5: Lodging Pathway
Front Office Unit

Competency
4. Register the guest

Performance Standard Condition
Competence will be demonstrated
- at the worksite and classroom

Performance Standard Criteria
Performance will be successful when the learner:
- Use front desk equipment—computers, telephones, fax machines, etc.
- Organize the front desk/prepares for check-ins
- Prepare and use the arrivals records
- Block and unblock rooms
- Set up preregistrations
- Follow guest privacy/security measures
- Check pre-registration information is complete
- Identify the length of stay
- Identify the method of payment
- Secure authorization for credit cards
- Issue keys or electronic keycards to registering guests using standard guidelines
- Use effective sales techniques
- Preregister and check in group arrivals
- Relocate guests in sold-out situations
- Process mail/packages/telegrams/faxes
- Maintain a guest information directory
- Use property maps to direct guests to their room locations
- Handle special requests/service problems for guests
- Pick up, use, balance, and turn in the cash bank
- Process late charges
- Process wake-up calls
- Process guaranteed no-shows

Learning Objectives
- Identify front office terminology
- Identify information collected during registration process to correctly register guests
- Explain how room rates are established with arriving guests to assign the appropriate rate such as standard rate, special rates, and rates that include meal plans, such as the American Plan, the Modified American Plan, and the European Plan
- Describe an "upsell" to arriving guests
- Explain how availability, room status, and other standard operating guidelines are used to assign rooms to arriving guests
- Discuss how to determine when a room is available for sale
- Explain how to protect a guest's identity and location upon check-in and on keys/key cards
- Explain how methods of payment are established with arriving guests to clarify payment procedures
- Describe common payment methods for arriving guests
- Demonstrate procedure for accepting payment by check
- Demonstrate procedure for accepting payment by credit card
- Describe special payment methods
- Explain how a property's computer system is used to create guest accounts
- Identify different types of accounts
- Identify types of charges that can be posted to accounts
- Explain how account entries are made through front desk terminals and remote point-of-sale terminals

Comments:

Unit 5: Lodging Pathway
Front Office Unit

Competency
5. Serve as guest liaison

Performance Standard Condition
> **Competence will be demonstrated**
> - at the worksite and classroom

Performance Standard Criteria
> **Performance will be successful when the learner:**
- Use the computer system and guest history system
- Order VIP amenities
- Prepare/place welcome notes in guestrooms
- Make courtesy calls to guests
- Maintain the guest information directory
- Learn about local restaurants
- Respond to guest inquiries or requests
- Prepare maps and provide directions
- Prepare and send thank-you notes
- Help guests with future reservations
- Help guests with airline/railway reservations
- Rent cars for guests
- Arrange taxi service/transportation for guests
- Help guests arrange business services
- Arrange tours for guests
- Respond to dissatisfied guests
- Respond to emergencies and alarms as required if applicable

Learning Objectives
- Describe travel, tour, attractions, and restaurant vendors and service operators that your facility maintains relationships with for guest services
- Describe how to question guests to ascertain needs before making recommendations
- Describe important guest features for business clients versus tourists
- Explain how to make travel arrangements using rental cars, airline shuttles and airline reservations, taxis and rail tickets
- Demonstrate how to read a map and point out directions for guests
- List specialty services and accommodations which guests may request such as guests with handicaps, language barriers, special dietary or religious needs, pet needs, etc.
- Describe standard gratuity guidelines for guest services
- Explain your facility's policy for accepting gratuity for guest services

Comments:

Unit 5: Lodging Pathway
Front Office Unit

Competency
6. Process guest checkout

Performance Standard Condition
> **Competence will be demonstrated**
> * at the worksite and classroom

Performance Standard Criteria
> **Performance will be successful when the learner:**
* Follow guest privacy/security measures
* Verify account information
* Post guest charges and payments
* Inquire about recent charges
* Check for mail, messages, and faxes
* Check for safe deposit or in-room safe keys
* Secure the room key or electronic keycard if applicable
* Present the account for payment to the guest
* Inquire about guest satisfaction to create a guest history record file
* Adjust disputed guest charges
* Verify the method of payment established at registration
* Process account payments for guests using cash
* Process account payments for guests using credit cards
* Process debit card payments
* Process personal check payments
* Process travelers checks
* Process account payments for guests using direct billing arrangements
* Combine payment methods to serve guests/customers
* Operate POS (point of sale) system and/or cash register
* Give customer correct change
* Settle guest check and thank guest
* Update the room's status through the property's computer system
* Keep the front desk clean and orderly
* Reconcile room status/housekeeping report
* Prepare a current status report
* Respond to emergencies and alarms as required if applicable

Learning Objectives
* Summarize correct check-out procedures to prevent oversights or errors
* Describe the account settlement procedures to include different types of payment
* Describe guest privacy/security measures upon checkout including the recycling of key cards
* Explain how to investigate and handle disputed charges
* Discuss the importance of accurate processing of accounts and room availability
Comments:

Unit 5: Lodging Pathway
Front Office Unit

Competency
7. Perform special guest services

Performance Standard Condition
Competence will be demonstrated
- at the worksite and classroom

Performance Standard Criteria
Performance will be successful when the learner:
- Process safe-deposit-box transactions
- Process/deliver mail, messages, faxes, etc.
- Provide valet parking
- Arrange for items or service requested by guests
- Handle guest service problems
- Process lost and found items
- Prepare maps and provide directions

Learning Objectives
- Explain the process for safe deposit box access at your facility if applicable
- Describe important guest features for business clients versus tourists
- Demonstrate how to read a map and point out directions for guests
- List specialty services and accommodations which guests may request such as guests with handicaps, language barriers, special dietary or religious needs, pet needs, etc.
- Describe standard gratuity guidelines for guest services
- Explain your facility's policy for accepting gratuity for guest services

Comments:

Unit 5: Lodging Pathway
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Competency
8. Perform guest accounting

Performance Standard Condition
Competence will be demonstrated
- at the worksite and classroom

Performance Standard Criteria
Performance will be successful when the learner:
- Help prepare room availability forecasts
- Review the arrivals list for errors
- Call competing properties/monitor business
- Assist to calculate percentages and a 10 day forecast

Learning Objectives
- Describe the function of forecasting
- Explain how forecasting is used to maximize occupancy levels
- Identify information needed to forecast availability
- Calculate a no-show percentage
- Calculate a walk-in percentage
- Calculate an overstay percentage
- Calculate an understay percentage
- Create a ten-day forecast

Comments:

Unit 5: Lodging Pathway
Front Office Unit

Competency
9. Perform front office cashier duties

Performance Standard Condition
Competence will be demonstrated
- at the worksite and classroom

Performance Standard Criteria
Performance will be successful when the learner:
- Process prepayments/advance deposits
- Process reservation changes/cancellations
- Process travel agent no-shows/cancellations
- Run credit check reports
- Process cash payments
- Process credit card payments
- Process debit card payments
- Process personal check payments
- Process travelers checks
- Process gift certificates
- Process a direct bill account
- Combine payment methods to serve guests/customers
- Operate POS (point of sale) system and/or cash register
- Gives customer correct change
- Settle guest check and thank guests
- Complete/run all required reports
- Balance end of shift transactions

Learning Objectives
- Describe how to process cash and credit cards using a POS and cash register
- Describe end of shift audit procedures
- Outline the role of a cashier to facilitate cash control
- Demonstrate use of cash sheets to record cash collected
- Demonstrate use of cash sheets to record cash paid out
- Explain how cash banks are issued to cashiers
- Describe how cashiers turn in cash banks and prepare cash deposits
- Explain how cash banks and cashier cash deposits are reconciled

Comments: