

# Open Awards Qualification Unit



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## 1 Unit Details

Unit Title:	Reception, Billing and Cashier Procedures for Front Office Staff
Unit Reference Number:	A/615/9788
Level:	Level 2
Credit Value:	3
Minimum GLH:	24

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the role and function of front office within an organisation	1.1 Describe the role of the front office within an chosen organisation
	1.2 Explain front office's responsibilities in upholding: <ul style="list-style-type: none"> <li>a) Security</li> <li>b) the legal responsibilities of an organisation</li> </ul>
2. Know the different types of guest that come into an organisation and their requirements	2.1 Explain a minimum of 3 different purposes customer would have to use a hospitality service
	2.2 Describe the possible differentiating needs of each of these groups
3. Know how to deal with a guest on their arrival	3.1 Describe how to greet a guest upon their arrival
	3.2 Describe techniques to use when showing a room to a prospective guest
	3.3 Describe the importance of guest registration
	3.4 Explain why there is a need to keep records of guest history
4. Understand how to allocate rooms and how to deal with 'overbooking'	4.1 Explain the differences between manual and computerised systems of allocating rooms

	4.2	Explain 'overbooking' and explain why this might be used within the hospitality industry
5. Know how to compile a guest's account	5.1	Describe how a guest's bill is compiled using: a) A computerised system b) A manual system
6. Know about systems relating to secure cash handling	6.1	Describe the main systems and procedures used to ensure secure cash handling in the front office for a chosen organisation