SQA Advanced Unit Specification

General information for centres

Unit title: Hospitality Front Office Procedures 2

Unit code: HP4H 47

Unit purpose: This unit is designed to enable candidates to apply advanced front office techniques using a specialised front office computer system.

On completion of the unit the candidate should be able to:

1.   complete duties associated with an early and late shift.
2.   examine end of shift procedures and the night audit process.
3.   process group reservations and undertake pre-arrival procedures.

Credit points and level: 1 SQA Credit at SCQF level 7: (8 SCQF credit points at SCQF level 7*)

*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from National 1 to Doctorates.

Recommended prior knowledge and skills: Access to this unit will be at the discretion of the centre, however, it is recommended that candidates have already completed Hospitality Front Office Procedures 1 (HP4G 47).

Core skills: There may be opportunities to gather evidence towards core skills in this unit, although there is no automatic certification of core skills or core skills components.

Context for delivery: If this unit is delivered as part of a group award, it is recommended that it should be taught and assessed within the context of the particular group award to which it contributes.

Assessment: There are three assessments; two practical exercises and a short answer paper, all of which are completed under controlled conditions.

Outcome 1 will be assessed through a single instrument of assessment. Evidence may be generated through the production of guest and function bills, end-of-shift reports detailing total departmental sales and payments, and an observation checklist may be appropriate to check guest and billing information.

Outcome 2 will be assessed in two parts. Evidence may be generated through the production of a cash reconciliation statement for an end-of-shift banking and short answer questions relating to the financial, statistical and occupancy information provided within the night audit report. This assessment will be conducted under closed-book conditions.

Outcome 3 requires the production of reports detailing a group reservation and group rooming list. An observation checklist may be used to check group reservation details.

Unit specification: statement of standards

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The sections of the unit stating the outcomes, knowledge and/or skills, and evidence requirements are mandatory.

Where evidence for outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Complete duties associated with an early and late shift.

Knowledge and/or skills

♦   Maximisation of room sales and revenue
♦   Chance arrival procedures
♦   Room move and upgrade procedures
♦   Maintain guest history records including complaints and personal preferences
♦   Carry out advance billing procedures
♦   Record advance deposit payments
♦   Process charges and payments to function accounts

Evidence requirements

The candidates will need evidence to demonstrate that they can complete the duties carried out during an early and a late shift.

Evidence will be generated through the production of end of shift financial reports for the early and late shift to check the advanced billing procedures; finalised guest bills, bills for three functions and guest history records.

Assessment guidelines

Reservations are not assessed within this unit however it will be necessary for the reservation details to be input prior to the start of this assessment.

Depending on the front office system in operation, the use of an observation checklist will be appropriate to check data within the system. The following details should be checked for accuracy:

♦ upgrades and room moves have been completed
♦ advance deposit payments have been processed
♦ background details relating to function bookings
♦ chance arrival reservation details, including room sale and revenue opportunity

The assessment should be carried out in controlled conditions.

Candidates should have access to notes explaining the operation of the software package.

Outcome 2

Examine end-of-shift procedures and the night audit process.

Knowledge and/or skills

♦ End-of-shift routines
♦ End-of-shift banking procedures
♦ Statistical data
♦ The night audit process
♦ Night audit reports

Evidence requirements

Candidates will undertake a practical exercise to demonstrate that they can prepare a cash reconciliation statement.

Evidence should also be produced to show that candidates are able to understand a night audit report.

Assessment guidelines

The assessment can be divided into two parts. The first section would involve the candidate using the end of shift cashier summary from Outcome 1 to prepare a cash reconciliation statement which would form part of their end of shift banking.

The second section would cover the night audit, using a night audit report produced following the completion of an end of day, candidates will be asked short answer questions relating to the financial, statistical and occupancy information provided within the report. The assessment should be carried out in controlled conditions.

Outcome 3

Process group reservations and undertake pre-arrival procedures.

Knowledge and/or skills

♦ Advance reservations for a booking in excess of 10 rooms
♦ Group confirmation procedures
♦ Production of a rooming list
♦ Group pre-arrival procedures/methods used to check in groups

Evidence requirements

The candidates will need evidence to demonstrate that they can complete a reservation for a booking in excess of 10 rooms from the initial reservation to the production of a list identifying individual members of that group.

Assessment guidelines

Evidence will be generated through the production of reservation and arrival reports. Depending on the front office system in operation, the use of an observation checklist may be appropriate to check data within the system.

The following reservation details should be checked for accuracy:

♦ corporate/group details including confirmation procedure (deposit/letter)
♦ arrival/departure dates, number of rooms/guests, room types and rates
♦ guest names
♦ special requests and billing requirements

The assessment should be carried out in controlled conditions.

Candidates should have access to notes explaining the operation of the software package.

Administrative information

Unit code: HP4H 47

Unit title: Hospitality Front Office Procedures 2

Superclass category: ND

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FURTHER INFORMATION: Call SQA's Customer Contact Centre on 44 (0) 141 500 5030 or 0345 279 1000. Alternatively, complete our Centre Feedback Form.

Unit specification: support notes

Unit title: Hospitality Front Office Procedures 2

This part of the unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this unit

Outcome 1 is concerned with the early and the late shift duties of front office staff. Candidates will be introduced to more advanced operating techniques such as taking chance reservations, advance payments, advance deposit payments, moving guest rooms and upgrading guests.

Candidates should be able to update guest history records to reflect for example, guest complaints and the action taken, and their preferences for future stays.

Candidates should be exposed to advanced billing tasks. Function accounts should be created and departmental charges posted to these accounts before the receipt of a payment / transfer to ledger.

Other advance procedures which should be considered include non arrival charges, checking credit card authorisation levels, split accounts and charges, charges for late departures, processing early departures, allowance procedures and back up documentation, transfer of charges from one room to another and charges being settled by another room.

Outcome 2 examines the end of shift procedures and the night audit process undertaken in hospitality operations. This includes background information for end of shift routines such as handover procedures, control of cash and floats.

Candidates should be able to complete an end of shift banking by being given the breakdown of the cash taken during the shift and reconciling all payment methods to the end of shift report produced for Outcome 1.

The night audit process should be explained and the night audit reports examined for key aspects such as occupancy rates, average room rates, level of non arrivals, expected arrivals for tomorrow, balance of guest bills, breakdown of departmental sales and total daily payments. Candidates should be able to extract relevant information from these reports and make comments.

Outcome 3 considers the process of group reservations ie where the booking is for more than 10 rooms. Depending on the system this will involve the initial setup of the group booking, confirmation of the booking including deposits, special requests and rooming lists. Due to the restricted number of rooms available within certain front office systems, it may not be practicable to check in group bookings; however background information should be provided on pre-arrival procedures.

Guidance on the delivery and assessment of this unit

This unit is designed as an advanced front office procedures unit. This unit is designed to follow Hospitality Front Office Procedures 1, through the completion of more complex tasks knowledge and skills will be extended. In this unit whatever computerised system is in use, the candidates should be able to demonstrate their competence at using the system to its full potential.

If this unit directly follows Hospitality Front Office Procedures 1 (HP4G 47), it may be appropriate to use some of the later reservation exercises from the first unit as the basis of the exercises used in Outcome 1. This would reduce the amount of data input required prior to the start of teaching.

Open learning

Due to the specialist nature of the software it is unlikely that this unit can be delivered on a distance-learning basis.

If access to the specialist software is available and comprehensive guidance notes are provided candidates may be able to complete the unit on an open learning basis.

For information on normal open learning arrangements please refer to the SQA guide 'Assessment and Quality Assurance of Open and Distance Learning' (SQA, 2000).

Equality and inclusion

This unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

General information for candidates

Unit title: Hospitality Front Office Procedures 2

This unit is designed to extend the front office knowledge/skills which you gained in Hospitality Front Office Procedures 1 (HP4G 47).

During the unit you will use the specialised computer system to undertake a variety of realistic situations including the maintenance of guest history information, chance arrivals, function accounts and a wide range of billing scenarios.

In addition you will look at the duties carried out at the end of a shift, this will include end of shift reports and banking procedures.

Hospitality businesses work on a 24-hour accounting period. At the end of each business day the revenue is totalled, balanced and reset to zero. As this process is carried out during the night it is called the night audit. You will look at this process and the valuable information it produces.

Frequently within large hospitality establishments there is a specialised section within the front office which handles reservations for bookings for more than 10 rooms. You will be introduced to group reservations and use the computer system to process a group booking and produce a rooming list which shows the names of the individual guests.

In order to complete this unit successfully you will be required to achieve a satisfactory level of performance on three pieces of assessed work. Midway through the unit you will be required to undertake the first assessment under controlled conditions. You will be required to produce a series of reports as evidence of your ability to carry out duties associated with an early and late shift.

The second assessment will be undertaken three quarters of the way through the unit. You will complete a two-part assessment covering end of shift banking procedures and your understanding of the information contained within the reports produced following a night audit. This short answer assessment will be taken under closed-book conditions.

The third assessment will cover group reservations and pre-arrival procedures. Using the computer system you will process a reservation for a booking which requires more than 10 rooms. You will be required to produce a report showing the details of the group, the reservation and a guest rooming list.

You will be allowed to bring a copy of the guidance notes for the operation of the specialised computer system to both computer-based assessments.