



apprenticeship

including:

- Level 1 Key Skills in Communication
- Level 1 Key Skills in Application of Number
- Employers Rights & Responsibilities (ERRs)

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front office

This qualification is designed for those working within a front office environment, providing customer service and administrative functions. The course aims to develop customer service skills relevant to the working environment within any industry sector.

mandatory units

- unit 501 Maintain a safe, hygienic and secure working environment
- unit 504 Contribute to effective teamwork
- unit 601 Give customers a positive impression of yourself and your organisation
- unit 651 Deal with communications as part of the reception function

optional units - section A (choose 2 from this section)

- unit 502 Maintain and deal with payments
- unit 652 Deal with the arrival of customers
- unit 653 Deal with bookings
- unit 654 Prepare customer accounts and deal with departures

optional units - section B (choose 2 from this section)

- unit 657 Exchange foreign cash and traveller's cheques
- unit 658 Prepare and print documents using a computer (CfA)
- unit 659 Record, store and supply information using a paper-based filing system (CfA)
- unit 660 Handle mail and book external services
- unit 661 Resolve customer service problems (ICS)
- unit 662 Enter, retrieve and print data in a database
- unit 663 Identify and provide tourism related information and advice

choose a total of 4 optional units

