



level 2
NVQ diploma

front of house
reception

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European Social Fund
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This qualification is designed for those working within a customer facing reception environment, providing customer service and administrative functions in the hospitality sector. The course aims to develop customer service skills relevant to the working environment while maintaining a high level of personal professionalism and front of house standards.

Learners will need to gain 26 credits by completing a minimum of 3 credits from optional unit group A. The remaining 23 credits can be selected from optional unit groups A or B.

Mandatory Units

Unit Number	Unit Title	Level	Credit
Unit 101	Maintain a safe, hygienic & secure working environment	1	3
Unit 104	Work effectively as part of a hospitality team	1	3
Unit 201	Give customers a positive impression of yourself & your organisation	2	5

Optional Units - Group A

Unit Number	Unit Title	Level	Credit
Unit 251	Deal with communication as part of a reception function	2	3
Unit 252	Deal with the arrival of customers	2	4
Unit 253	Deal with bookings	2	4
Unit 254	Prepare customer accounts & deal with departures	2	4
Unit 263	Provide tourism information services to customers	2	5

Optional Units - Group B

Unit Number	Unit Title	Level	Credit
Unit 205	Maintain & deal with payments	2	4
Unit 255	Produce documents in a business environment	2	4
Unit 256	Use office equipment	2	3
Unit 257	Communicate in a business environment	2	3
Unit 258	Provide reception services	2	3
Unit 259	Store & retrieve information	2	3
Unit 260	Handle mail & book external services	2	3
Unit 261	Resolve customer service problems	2	6
Unit 273	Promote additional services & products to customers	2	6
Unit 274	Deal with customers across a language divide	2	8
Unit 275	Maintain customer service through an effective handover	2	4
Unit 666	Employment rights & responsibilities in the hospitality, leisure, travel & tourism sector	2	2

