

EXECUTIVE SUMMARY

FETC: Hospitality Reception

NQF Level 4

Faculty of Hospitality and Culinary

Learning Programme Title	FETC: Hospitality Reception
Learning Programme ID	59790 (Recorded against 64469)
DOL Number	N/A
Registration End Date	2021-06-30
Last Date for Enrolment	2022-06-30
Duration	1 Year
NQF Level	4
Minimum Credits	126

The Greatness Effect

KLM EMPOWERED, YOUR B-BBEE PROJECT MANAGEMENT, TRAINING SOLUTIONS AND ECO-SYSTEMS DESIGN PARTNERS
FOR SKILLS, ENTERPRISE AND SOCIAL-ECONOMIC DEVELOPMENT

Head Quarters

Physical Address
20 Skeen Boulevard, 3rd Floor, South Wing, Bedfordview, GMT, 2007
Postal Address
P.O. Box 752423, Gardenvue, 2047

Knowledge X-Change Centres of Excellence

Centre of Leadership Excellence
20 Skeen Boulevard, 3rd Floor, North Wing, Bedfordview, GMT, 2007
Centre of Business Excellence
H. Santos Building, 2nd Floor, West Wing, 30 Arena Close, Bruma, JHB, 2198

T +27 11 856 4700 | +27 10 020 3920 • F +27 11 622 5140 • E life@klmempowered.com • W www.klmempowered.com

KLM Empowered Human Solutions Specialists (Pty) Ltd • Director: L.E. Mansour (Chief Executive Officer) • Company Reg. No. 2004/029096/07 • Vat Reg. No. 4280215775
Registered with the Department of Higher Education and Training (DHET) as a Private Further Education and Training College, Registration No. 2009/FE07/021; Registered with the Department of Basic Education (DBE), Registration No. 400376; SETA Accreditations: Fully Accredited Training Provider with; Service SETA, Decision No: 1154, and multi-sector SETA accredited.

Learning Assumed to be in Place	It is assumed that an FEC certificate, or equivalent, has been obtained by the candidate at NQF Level 4. (The matric certificate meets these requirements).
Quality Assurance Functionary	CATHSSETA

Course Synopsis

This qualification has been developed for the reception function within the accommodation industry. It brings together all aspects of front office and supervision. This qualification will professionalise the industry and is applicable to all sectors, from small bed and breakfasts to large-scale hotels. The qualification leads to the accommodation services diploma and provides articulation with Gaming, Travel and other Tourism industries.

Recognition of Prior Learning (RPL)

No.



Qualification Rules	Exit Level Outcomes
<p>The Qualification consists of a Fundamental, a Core and an Elective Component.</p> <p>To be awarded the Qualification, learners are required to obtain a minimum of 126 credits as detailed below.</p> <h3>Fundamentals</h3> <p>The Fundamental Component consists of Unit Standards in:</p> <ul style="list-style-type: none">▪ Mathematical Literacy at NQF Level 4 to the value of 16 credits▪ Communication at NQF Level 4 in a First South African Language to the value of 20 credits▪ Communication in a Second South African Language at NQF Level 3 to the value of 20 credits <p>It is compulsory therefore for learners to do Communication in two different South African languages, one at NQF Level 4 and the other at NQF Level 3.</p>	<p>All Unit Standards in the Fundamental Component are compulsory.</p> <h3>Core</h3> <p>The Core Component consists of Unit Standards to the value of 62 credits all of which are compulsory.</p> <h3>Electives</h3> <p>The Elective Component consists of Unit Standards to the value of 18 credits. Learners are to choose Unit Standards to the minimum of 8 credits. With the approval of the relevant ETQA, learners may choose any registered Unit Standard which contributes to the improvement of their work performance or in which they have a particular interest.</p>



Exit Level Outcomes

- | | |
|--|---|
| <ul style="list-style-type: none">▪ Operate a computer▪ Deal with customers▪ Process incoming and outgoing telephone calls▪ Display Cultural Awareness in dealing with Customers & Colleagues▪ Communicate verbally▪ Maintain effective working relationships with other members of staff▪ Maintain health, hygiene and professional appearance▪ Perform basic calculations▪ Identify work opportunities▪ Apply for a job or experience placement▪ Prepare written communications▪ Provide first aid▪ Handle mail, messages and written communications▪ Provide customer information and book external services▪ Deal with the arrival of customers▪ Prepare customer accounts and deal with departures▪ Exchange foreign cash and travelers cheques | <ul style="list-style-type: none">▪ Co-ordinate the greeting and assisting of guests on arrival and departure▪ Maintain the front office service▪ Maintain the portering / concierge service▪ Describe layout, services and facilities of the organisation▪ Maintain a secure working environment▪ Maintain a safe working environment▪ Describe the sectors of the hospitality, travel & tourism industries▪ Conduct on-the-job-coaching▪ Operate a payment point and process payments▪ Develop self within the job role▪ Source information about self-employment opportunities▪ Maintain customer satisfaction▪ Maintain the receipt, storage and issue of goods▪ Contribute to the identification of short term supply needs |
|--|---|



Exit Level Outcomes

- | | |
|--|--|
| <ul style="list-style-type: none">▪ Maintain the cleaning program for own area of responsibility▪ Create, maintain and improve productive working relationships▪ Plan and conduct meetings▪ Induct new staff to the workplace▪ Plan, organise & monitor work in own area of responsibility | <ul style="list-style-type: none">▪ Monitor and maintain health, safety and security▪ Maintain a preventative maintenance program▪ Manage one's own development and time▪ Control and order stock |
|--|--|

KLM Empowered

Qualification Overview

Fundamental Unit Standards

ID	Unit Standard Title	Level	Credits
119472	Accommodate audience and context needs in oral/signed communication	3	5
119457	Interpret and use information from texts	3	5
119467	Use language and communication in occupational learning programmes	3	5
119465	Write/present/sign texts for a range of communicative contexts	3	5
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
119469	Read/view, analyse and respond to a variety of texts	4	5
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4

ID	Unit Standard Title	Level	Credits
119471	Use language and communication in occupational learning programmes	4	5
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
119459	Write/present/sign for a wide range of contexts	4	5

Core Unit Standards

ID	Unit Standard Title	Level	Credits
7710	Deal with the Arrival of Customers	3	2
7860	Introduce new staff to the workplace	3	1
7796	Maintain a secure working environment	3	1
7820	Operate a payment point and process payments	3	3
7703	Provide Customer Information and Book External Services	3	2
7844	Contribute to the identification of short term supply needs	4	1
7821	Develop self within the job role	4	3
7721	Exchange Foreign Cash and Travelers Cheques	4	2
7869	Maintain a preventative maintenance program	4	3



ID	Unit Standard Title	Level	Credits
7846	Maintain the cleaning program for own area of responsibility	4	2
7839	Maintain the receipt, storage and issue of goods	4	5
7873	Manage one`s own development	4	3
7836	Monitor customer satisfaction	4	3
9244	Plan and conduct meetings	4	4
7827	Source information about self-employment opportunities	4	3
7722	Co-ordinate the Greeting and Assisting of Guests on Arrival and Departure	5	4
7818	Conduct on-the-job coaching	5	5
7884	Control and order stock	5	4
7730	Maintain the Portering/ Concierge Service	5	4
7868	Monitor and maintain health, safety and security	5	4
7866	Plan, organise and monitor work in own area of responsibility	5	3

Elective Unit Standards

ID	Unit Standard Title	Level	Credits
7829	Handle and record refunds	3	2
7706	Maintain a Booking System	3	3
7725	Provide a valet/butler service	3	3
7852	Audit Financial Procedures/ Conduct Night Audit	4	4
7727	Maintain practices and procedures for handling cash/cash equivalents	5	3
7726	Maintain Practices and Procedures for Handling Foreign Cash/ Cash Equivalent	5	3

Articulation Options

This qualification will be able to articulate with other qualifications in the sub-field once the other qualifications have been registered. (A grid of unit standards and the qualifications that each standard can be linked to has been attached).