

Level 1 Certificate in Reception Services (8067-01)

Assessment pack



www.cityandguilds.com
January 2012
Version 1.01

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1 Assessor guidance

Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

Full details and guidance on the internal and external quality assurance requirements and procedures, are provided in the *Centre Manual – Supporting Customer Excellence*, which can be found on the centre support pages of **www.cityandguilds.com**. This document also explains the tasks, activities and responsibilities of quality assurance staff.

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- only use the City & Guilds Assessment Materials in formal, summative assessment leading to the award of a qualification and **not** for **any** other purpose (including, but not restricted to, teaching, revision, as practice assessments or for commercial purposes);
- handle and store securely the City & Guilds Assessment Materials in accordance with the following conditions
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 - Candidate portfolios may contain assessment results referenced to the assessment taken but should not contain the City & Guilds Assessment Materials (such as assessment tasks or questions or candidates' marked scripts if the tests may be reused (unless otherwise stated));
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 - City & Guilds Assessment Materials must be securely handled and under no circumstances shared with third party organisations or individuals
- seek permission from City & Guilds via their External Verifier if they want to convert City & Guilds Assessment Material for storage, retrieval and delivery in electronic form (ie using some form of e-assessment or e-learning system)
- provide access, on request, to City & Guilds to the system(s) on which the Assessment Materials appear.

Assessments

This qualification is assessed in a number of ways to provide a clear indication of candidate knowledge and skills. The types of assessments used are

- externally set and marked multiple choice question papers
- individual practical tasks

The practical tasks are set by City & Guilds and are administered by the centre when the candidate is ready. They are then marked internally, using the information provided and the outcomes recorded on the documents provided by City & Guilds. Assessments are subject to internal and external verification.

Assessments can be completed in any order. Centres will be expected to organise the assessments in a logical order according to the requirements of the candidates and the course.

Tutors should teach to the full breadth of the units and not limit teaching to the assessment tasks. Candidates should only be assessed when it is evident they are ready to undertake the assessments. Candidates should be aware of what they are to be assessed on and what is required of them in order to achieve a pass.

Externally set question papers

To achieve the qualification, candidates are required to be successful in the following examination:

- Reception Services Principles

Please refer to the International Directory on the Walled Garden for dates and times of each examination. Test specifications for each examination can be found in Appendix 1.

Practical tasks

These tasks will require candidates to demonstrate their practical skills. Most practical tasks will be assessed by observation of the candidate carrying out the tasks and/or an assessment of the final outcome/product. Checklists are provided which assessors should use to record candidate performance. Details of how to mark and grade each practical observation are contained within each assignment.

The practical tasks should be carried out in a realistic or actual working environment and under realistic time conditions. Candidates may familiarise themselves with the marking criteria prior to the assessment, but are **not** permitted to use any criteria/checklist to work from when completing the practical task.

Assessors/Tutors can combine one or more practical tasks, this is allowed where it is possible to demonstrate and assess more than one practical task at once.

Introducing the tasks to candidates

The assessor should introduce each task, making sure that the candidates understand what is required of them.

Opportunities to repeat tasks

It is essential that the tasks are not used for formative purposes and the candidates only attempt them when they are judged to be fully ready. It is at the centre's discretion whether to allow a

candidate to repeat a task, unless otherwise specified. A candidate should not be allowed to repeat until it is evident that they are ready to undertake the task.

Feedback

A feedback form has been provided in the appendices. Although some feedback may be given verbally, this is often forgotten by the candidate after the assessment, and so, assessors should complete a feedback form for each candidate, showing the key information given to the candidate. This will also serve as an action plan for candidates who are unsuccessful in a task and need to do further work before taking the task again.

Health and safety / Codes of practice

The importance of safe working practices, the demands of the Health and Safety at Work Legislation and the Codes of Practice associated with the industry **must** always be adhered to.

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow correct health and safety practices and procedures during practical assessment, the assessment **must be stopped** and the candidate advised of the reasons why. The candidate should be informed that they have not reached the standard of assessment required. At the discretion of the centre, candidates may retake the assessment at a later date when they are able to work safely. In any cases of doubt, guidance should be sought from the External Verifier.

Verification of assessments

Centres must use the provided documentation, unless otherwise agreed, to ensure that External Verifiers can check that evidence for an assessment is complete and ensure that the assessment decision is fair and beyond dispute. Centres may devise additional documentation/forms to support those provided by City & Guilds.

If a candidate's work is selected for verification, samples of work must be made available to the appointed External Verifier who will ensure that

- the Quality Assurance Co-ordinator is undertaking his/her responsibilities
- the Quality Assurance Co-ordinator is given prompt, accurate and constructive feedback on centre operations
- a report is written on centre activities for City & Guilds.

Retention of evidence

In order to fully support candidates, centres are required to retain candidates' evidence until the candidate has certificated and until any final external verification sampling has taken place. Candidate assessment **records** (see the centre manual for details) must be retained for **three years** after certification.

Entry for assessment and certification

Entry for assessment and certification should be as specified in the Qualification handbook and the Walled Garden.

2 Assessments

Unit 103 Customer service in hospitality and catering industry

Practical Task/Observation

Candidates are required to demonstrate customer service on **two** separate occasions when attending customers on reception.

Assessor Guidance

This activity will be required to be assessed as either a role play or in a work-based situation.

The **two** occasions can be in the same service or in different services.

Unit 103 Customer service in hospitality and catering industry



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Event 1	Event 2
Name and date of event
01. Greet customers in a professional, polite and friendly way		
02. Deal with customer requests promptly and accurately		
03. Provide customers with accurate information keeping them informed at all times		
04. Communicate politely when dealing with customers		
Assessor signature and date		
Learner signature and date		
Quality Assurance Coordinator signature and date (where applicable)		
External Verifier signature and date (where applicable)		

Unit 103 Customer service in hospitality and catering industry

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Greet customers in a professional, polite and friendly way			
02. Deal with customer requests promptly and accurately			
03. Provide customers with accurate information keeping them informed at all times			
04. Communicate politely when dealing with customers			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 103 Customer service in hospitality and catering industry

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Greet customers in a professional, polite and friendly way

Candidates should retain a professional image at all times (e.g. clean personal appearance, wearing correct uniform) and act professionally when dealing with both external and internal customers.

02 Deal with customer requests promptly and accurately/

03 Provide customers with accurate information keeping them informed at all times

Candidates should be aware of time constraints and other issues affecting service, and ensure that customers are kept informed.

04 Communicate politely when dealing with customers

Candidates should be aware of verbal and non-verbal communication, and anticipating customer needs by observation of their body language. Candidates should be aware of how their verbal and non-verbal communication can possibly positively and negatively impact customers.

Unit 104 Introduction to equipment used in reception

Practical Task/Observation

Candidates are required to source information from Internet websites, relay via email to a potential guest and print a copy for the guest arrival. The candidate should store information both electronically and manually.

Assessor Guidance

Assessors should define the information that a candidate is requested to source for this task. The information could be linked to the area or the facility (e.g. local tourist information, transportation, pricing, guided tours).

Unit 104 Introduction to equipment used in reception



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

State name of defined task:	Task
01. Demonstrate the correct use of office equipment	
02. Use procedures to start up and close down the IT system	
03. Store files and folders securely	
04. Write and send emails using correct etiquette	
05. Manage email messages	
06. Provide reliable information from the web	
Assessor signature and date	
Learner signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 104 Introduction to equipment used in reception

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Demonstrate the correct use of office equipment			
02. Use procedures to start up and close down the IT system			
03. Store files and folders securely			
04. Write and send emails using correct etiquette			
05. Manage email messages			
06. Provide reliable information from the web			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 104 Introduction to equipment used in reception

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Demonstrate the correct use of office equipment

Candidates should be observed using a range of large and small office equipment, although this does not necessarily have to extend to the whole range.

02 Use procedures to start up and close down the IT system

Candidates should be observed to ensure that they follow the correct procedure for starting up and closing down the IT system (e.g. saving, closing and storing files, correct logging off).

03 Store files and folders securely

A copy of the information must be stored both manually and electronically in the appropriate secured location only accessible to those entitled to the information.

04 Write and send emails using correct etiquette

Emails should include correct language, sent to intended recipients and must conform to the centre email policy.

05 Manage email messages

Emails should be accurately stored so they can be logically located for easy retrieval.

06 Provide reliable information from the web

Candidates should source accurate information from reputable websites. The candidate should provide website addresses so that the assessor can check that information sourced is reliable. Candidates should display evidence that they have checked multiple sites and selected the most appropriate for the task.

Unit 106 **Provide information to guests**

Practical Task/Observation

Candidates are required to demonstrate providing information to guests on request.

Assessor Guidance

This activity will be required to be assessed as either a role play or in a work-based situation. Candidates should be placed in a situation where they will have face to face contact with a guest who has a simple request for information.

Unit 106 Provide information to guests

Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

State name of defined task:	Task
01. Greet guests professionally	
02. Provide information to guests	
03. Record any requests for information that is not available	
04. Obtain the information for guests	
05. Make sure that the information provided meets guest needs	
Assessor signature and date	
Learner signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 106 Provide information to guests

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Greet guests professionally			
02. Provide information to guests			
03. Record any requests for information that is not available			
04. Obtain the information for guests			
05. Make sure that the information provided meets guest needs			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 106 Provide information to guests

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met

01 Greet guests professionally

Candidates should take account of appearance, first impression and the welcome they provide to a guest. The greeting the candidate provides should be relevant to the environment, ensuring that correct centre etiquette is followed.

02 Provide information to guests/

05 Make sure that the information provided meets guest needs

Candidates should provide accurate and relevant information to the guest in a timely fashion, ensuring that it is provided in a clear and understandable fashion. The candidate should be aware that they may need to reaffirm with the guest the exact nature of the enquiry and question them further if this is potentially unclear.

03 Record any requests for information that is not available/

04 Obtain the information for guests

There must be a system in place with firm reporting guidance to ensure that requests are followed through and are not left unanswered. Information must be provided to the guest within an allocated time-frame, as per the procedure of the organisation.

Unit 107 Store and handle guest property

Practical Task/Observation

Candidates are required to demonstrate engaging with guests to provide secure storage facility for guest property.

Assessor Guidance

This activity will be required to be assessed as either a role play or in a work-based situation. Candidates should be in a situation where they will have face to face contact with a guest who has a request for storage of property.

Unit 107 Store and handle guest property



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Task
State name of defined task:
01 Respond to guest requirements	
02 Sign in valuables for safekeeping	
03 Store luggage safely	
04 Keep areas secure, clean and tidy	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 107 Store and handle guest property

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01 Respond to guest requirements			
02 Sign in valuables for safekeeping			
03 Store luggage safely			
04 Keep areas secure, clean and tidy			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 107 Store and handle guest property

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Respond to guest requirements

Candidates should take account of appearance, first impression and the welcome they provide to a guest. The candidate should ensure that they understand the correct requirement from the guest, and the correct procedure for different storage methods for different items.

02 Sign in valuables for safekeeping

It should be ensured that candidates follow centre procedures to sign in valuables for safekeeping (e.g. ensuring that it is witnessed).

03 Store luggage safely/

04 Keep areas secure, clean and tidy

Items should be labelled and stored in the correct location following health and safety requirements and security protocols (e.g. restricted access, goods on receipt).

Appendix 1 Test specifications

Reception Services Principles

Unit number	No. of questions	%
102 Safety at work	8	20
103 Customer service in hospitality and catering industry	4	10
104 Introduction to equipment used in reception	8	20
106 Provide information to guests	5	12.5
107 Store and handle guest property	6	15
201 Introduction to the hospitality and catering industry	9	22.5
	40	100

Candidate:

Task & date	Assessor comments/action plan (The assessor should sign each feedback session)

Candidate signature

Date

Tutor/assessor signature

Date