GUEST RELATION OFFICER

Source: National competency Standard
(Competency Standards Code No: H55S006)
National Certificate at NVQ Levels in the occupation of
GUEST RELATION OFFICER will be awarded to those who are competent in
U01+U02+U03+U04+U05+U06– H55S006Q1L4 - NVQ Level 4



NAITA Training Division

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Unit of Competency	Elements of Competence	Module and Module No.
01. Facilitate Guest Arrivals and Departures H55S006U01	1.1 Prepare for arrival	Introduction to Hospitality and Tourism M 01
	1.2 Welcome guests	Hygiene standards M 02
	1.3 Accompany the guests into the accommodation unit	Guest Interaction M 03
	1.4 Facilitate guest departures	Selling techniques in tourism M 04
		Hotel Communication system M 05
		Hotel services & facilities M 06
02. Handle Guests H55S006U02	2.1 Handle inquiries	Guest Interaction M 03
	2.2 Handle guest's complaints	
03. Carryout workplace communication H55S006U03	3.1 Apply oral communication at work place	Communication Skills for Workplace M 07
	3.2 Apply non-verbal communication	
	3.3 Apply written communication and signage	
	3.4 Respond positively to individual differences	
04. Apply workplace literacy and numeracy H55S006U04	4.1 Identify literacy and numeracy demands of the workplace	Literacy for guest relation purposes M 09
	4.2 Apply a range of skills that support workplace literacy and numeracy	
05. Work in teams H55S006U05	5.1 Communicate with team members	Team Work M 08
	5.2 Participate in team work activities	
06. Practice occupational health and safety measures H55S006U06	6.1 Follow workplace health and safety procedures	Occupational Health and Safety Procedures and Practice M 10
	6.2 Follow workplace emergency procedures	
	6.3 Adhere to good environmental practices	

Related Knowledge for Guest Relation Officer

01. Facilitate Guest Arrivals and Departures H55S006U01

- Standard Organizational Procedures
- Hotel services and facilities
- Hotel communication system
- Government offices and places of tourist interest
- Private and public transport schedules and access
- Important business leaders and political leaders
- Entertainment facilities of the city/ surrounding area
- Special events happening in the country
- Diplomatic missions
- Government regulations
- Room rates Location and types of rooms
- Amenities
- Product knowledge of organization
- Do's and Don'ts
- Complaint handling
- Guest service
- Handling difficult guests
- VIP guest handling
- Front desk coordination
- VIP accommodation unit preparation
- Information reporting procedure
- Hotel departments
- Guests greeting and welcoming procedures
- Guest transaction procedure
- Guest departure procedure
- VIP guests registration procedures
- Upselling, cross selling and suggestive selling
- Personal grooming and hygiene
- Inter departmental operations
- Property Management System (PMS)

02. Handle Guests H55S006U02

- Diplomatic missions
- Do's and Don'ts in hospitality industry
- Entertainment facility of the city/area
- First aid
- Emergency evacuation procedure
- Government regulations
- Hotel communication system

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- Hotel keepers liability ordinance
- Hotel services and facilities
- Knowledge in relevant operating system
- Knowledge in relevant reports
- Knowledge on government offices and places of tourist interest (Historical and cultural)
- Knowledge on important business leaders and political leaders
- Occupational Safety and Health Standards
- Personal grooming
- Private and public transport schedules and access
- Special events happening in the country and in the organization
- Standard Operating Procedures/Organizational procedure with regard to providing information
- Standard Operating Procedures/Organizational procedure with regard to handling guest complaints
- Time zones in different countries
- Property Management System (PMS)

03. Carryout workplace communication H55S006U03

- Communication methods and media
- Industry terminology
- Industry relevant reporting procedures
- Forms of address appropriate to customers and staff
- Industry-relevant technology to support communication
- Basic knowledge of new trends
- Telephone etiquettes
- Presentation techniques
- General norms of polite conduct
- Customs, cultural norms of different ethnic and religious groups
- Basic understanding of gender issues
- Showing respect to persons
- Gender issues relevant to the communication
- Market segments and specific requirement
- Handle disabled and differently able persons

04. Apply workplace literacy and numeracy H55S006U04

- l Literacy requirements of workplace
- Numeracy requirements of workplace
- Features of literacy and numeracy
- Literacy and numeracy demands of everyday workplace tasks, documents and procedures
- Benefits of literacy and numeracy skill development in the workplace
- Property Management System (PMS)

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05. Work in teams H55S006U05

- Simple concepts of team behaviour
- Elementary group dynamics
- Basic knowledge in social and demographic structures
- Knowledge of organization standard procedures and work instructions and relevant regulatory requirements
- Cultural differences

06. Practice occupational health and safety measures H55S006U06

- Common workplace hazards
- Organization's procedures and safety check lists with regard to health and safety
- Methods of minimizing health risks and preventing accidents and dangerous occurrences
- Proper waste disposal management
- Faulty equipment tagging and isolation procedures
    - dangers of using electrical tools in wet environment
- First aid
- Personal protective equipment for use in different situations
- Identify symptoms of communicable diseases / occupational diseases
- Safety signs and symbols
- Unsafe actions and unsafe conditions
- Safety devices
- Emergency response
- Awareness and sensitivity about the environment and environmental quality
- Procedure of handling death of a person/s within the premises
- Awareness of Technology relevant to the front office operation

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