GUEST RELATION AGENT

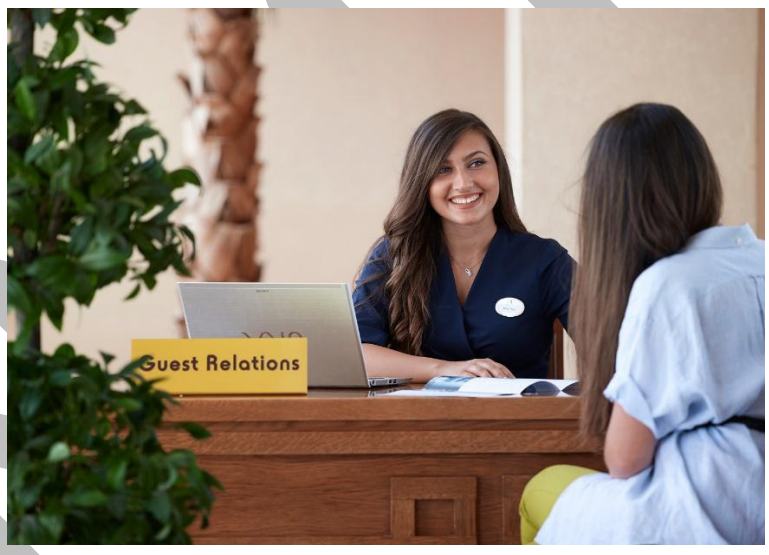
(Front Office Operations)

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Competency Standards Code: H55S006.0
Source: National Competency Standard

National Certificate at NVQ Levels in the occupation of Guest Relation Agent

will be awarded to those who are competent in
Units 2 – H55S06Q1L3 = NVQ Level 3
Units 1+2+3+4+5+6+7+8+9+10+11 - H55S06Q2L4 = NVQ Level 4



NATIONAL APPRENTICE AND INDUSTRIAL TRAINING AUTHORITY,
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Unit of competency	Element Number	Elements of Competence
1) Accept reservation and prepare for arrival H55S006U01	**1.1**	Accept thereservation for accommodationand verify forrequirement
	1.2	Allocate rooms asper requirement
	1.3	Prepare for arrival
2) Attend to bell desk operations H55S006U02	**2.1**	Welcome guestsand receiveluggage
	2.2	Accompanyguests to roomsand deliverluggage
	2.3	Deliver documentsand parcels
	2.4	Handle left luggageand in-house guestluggage
	2.5	Assist guest indeparture
3) Welcome and register guests	**3.1**	Welcome guests atthe counter
	3.2	Check for bookingdetails
	3.3	Check the guestinto the hotel
4) Accept group reservation and prepare for group arrival	**4.1**	Accept thereservation foraccommodationand verify forrequirement
	4.2	Allocate rooms asper requirement
	4.3	Prepare for arrival
5) Welcome and register group of guests	**5.1**	Welcome group ofguests into thehotel
	5.2	Check for bookingdetails
	5.3	Check-in theguests
6) Handle inquiries	**6.1**	Identify the guest’srequirement
	6.2	Refer toinformationsources
	6.3	Provide accurateinformation toguest