

## City & Guilds NVQ Diploma in Front of House Reception Level 2



### In a nutshell

Apprentices working front of house will build on their administration and customer service skills to workplace standard. The course covers safety and security, communications and the arrival and departure of customers, to name a few.

### This course is for...

- ...apprentices who have front of house responsibilities
- ...those looking to improve their customer communication skills
- ...those wishing to work effectively in a customer facing role

### Course content

Apprentices must achieve a total of 37 credits; 11 credits from the mandatory group, three credits from optional group A and the remaining 23 credits from optional group A or B.



# COURSE INFORMATION LEAFLET

## Mandatory

Maintenance of a safe, hygienic and secure working environment  
Working effectively as part of a hospitality team  
Give customers a positive impression of yourself and your organisation

## Optional A

Deal with communications as part of the reception function  
Deal with arrival of customers  
Deal with bookings  
Prepare customer accounts and deal with departures  
Provide tourism information services to customers

## Optional B

Produce documents in a business environment  
Use office equipment  
Handle mail and book external services  
Provide reception services  
Store and retrieve information  
Resolve customer service problems  
Promote additional services or products to customers  
Deal with customers across a language divide  
Maintain customer service through effective handover  
Maintain and deal with payments  
Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector  
Communicate in a business environment

Learners will also study Essential Skills Wales (ESW) qualifications which are designed to help them develop and demonstrate the skills needed to make the most of their learning, work and life. These include:

## Application of Number Level 1

Understanding numerical data  
Carrying out calculations  
Interpreting results and presenting findings

## Communication Level 1

Apply online at [www.coleggwent.ac.uk](http://www.coleggwent.ac.uk)

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# COURSE INFORMATION LEAFLET

Speaking and listening

Reading

Writing

Assessment

The course will be delivered within the workplace whereby an assessor will visit to complete workplace assessments and progress reviews.

## Entry Requirements

Learners will need to be employed in an appropriate role to study this diploma.

## Additional information

The course will usually take 60 weeks to complete. After successful completion, learners can go on to study Customer Service Level 3.

This programme is part financed by the European Social Fund through the Welsh Government.

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