

NVQ Diploma in Front of House Reception

The Level 2 NVQ Diploma in Front of House Reception develops skills and confidence and gives valuable professional recognition for operational level personnel.

The qualification is based on recognised occupational standards and is jointly certificated by Best Practice and Edexcel – the leading Awarding Organisation for vocational qualifications.

- Course duration 5 – 6 months
- Assessed through observation, discussion, testimony and workplace evidence.
- To achieve the NVQ, learners must achieve a total of 37 credits.
- Learners must complete all mandatory units (11 credits) plus optional units from Group A1 (3 credits) and the remaining optional units from either Group A1 or Group B1 (23 credits)

Level 2

Mandatory units (11 credits)	
■ Maintenance of a safe, hygienic and secure working environment (3)	
■ Give customers a positive impression of yourself and your organisation (5)	
■ Working effectively as part of a hospitality team (3)	
Group A1 – Optional units	
■ Deal with arrival of customers (4)	■ Deal with bookings (4)
■ Prepare customer accounts and deal with departures (4)	■ Deal with communication as part of the reception function (3)
■ Provide tourism information services to customers (5)	
Group B1 – Optional units	
■ Produce documents in a business environment (4)	■ Use office equipment (4)
■ Handle mail and book external services (3)	■ Provide reception services (3)
■ Store and retrieve information (3)	■ Resolve customer service problems (6)
■ Promote additional services or products to customers (6)	■ Deal with customers across a language divide (8)
■ Maintain customer service through effective handover (4)	■ Maintain and deal with payments (4)
■ Employment rights and responsibilities in the hospitality sector (2)	■ Communicate in a business environment (3)

Highlights

- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

Progression

Successful learners may progress to a Level 3 NVQ Diploma in Hospitality Supervision and Leadership.