

**COURSE NAME:** National Certificate III in Front Office Services

**INTRODUCTION:** The holders of this qualification are expected to work as a Receptionist mainly in a resort and will be working under the supervision of a Front Office Supervisor

**CODE:**

**MNQF:** Level 3

**DURATION:** 4 Months

**COURSE FEE:** 9,500/- MRF

Registration Fee: 500 MRF

Assessment Fee: 1,000/- MRF

**MODE:** Face to Face

**ENTRY CRITERIA:** Successful Completion of Higher Secondary Education

**INTAKE:** January / July

**MODULES:**

- Develop and update tourism industry knowledge
- Observe personal and work place hygiene practices
- Practice health, safety and security Practices
- Provide effective customer care
- Practice effective workplace communication
- Prepare for work
- Handle Hotel Telephone, Mail, Messages and Faxes
- Hotel Markets and profiles
- Demonstrate understanding of Front Office System and Functions
- Welcome Guest
- Control Room Keys
- Handle Guest Luggage
- Handle Hotel Voucher
- Handle Guest Enquiries
- Handle Guest Valuables
- Handle complaints
- Check-out Guests
- Handover at End of the shift