

Catering & Hospitality ~ NVQ Level 2

Front Office

A total of 8 units to be achieved

A City & Guilds Professional NVQ Qualification



All of these Mandatory Units:-

- 501 Maintain a safe, hygienic and secure working environment
- 504 Contribute to effective teamwork
- 601 Give customers a positive impression of yourself and your organisation
- 651 Deal with communications

Group A Choose 2 units from this group:-

- 502 Maintain and deal with payments
- 652 Deal with the arrival of customers
- 653 Deal with bookings
- 654 Prepare customers accounts and deal with departures

Group B Choose 2 units from this group:-

- 657 Exchange foreign cash and travellers' cheques
- 658 Prepare and print documents using a computer
- 659 Record, store and supply information using a paper-based filling system
- 660 Handle mail and book external services
- 661 Resolve customers service problems
- 662 Enter, retrieve and print data in a database
- 663 Identify and provide tourism related information and advice

The industry's recognised professional qualification for staff involved in front office and reception activities for any residential outlet, including hotels, hostels, guest houses, even bed and breakfasts!

This City & Guilds NVQ in 'Front Office' operations allows you train while you work, and there are NVQ units to match your normal job role.

This qualification is suitable for those already in employment as well as those wishing to enter the hospitality industry.



This qualification is certificated by City & Guilds.

HIT Training Ltd are approved to deliver this NVQ.

QCA number: 100/5380/3 City & Guilds Reference: 7082-01



For more information about this qualification, or using NVQs in your organisation, contact us on freephone 0800 093 5892, or email us at info@hittraining.co.uk, or visit our website at www.hittraining.co.uk