



CERTIFICATE IN HOSPITALITY PRACTICE

QUALIFICATION SPECIFICATION

MAY 2018

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INTRODUCTION

The purpose of this qualification specification is to provide an overview of the **CTH Certificate in Hospitality Practice** qualification which is non-regulated provision.

This document includes the aim, size, structure and content including learning outcomes and assessment criteria for each unit. There is guidance relating to the accreditation, delivery and assessment requirements for this qualification. Further details regarding this qualification are available from CTH and contained within the more comprehensive qualification and assessment handbooks.

Aims of the qualification

The aims are to provide a qualification that:

- provides students with an understanding of the Hospitality Industry and of the key functions within a hotel,
- provides a practical award that complements academic studies,
- enables students to gain credit towards higher education,
- enables students to develop practical skills that can be applied in a vocational context and provides an introduction to the basic skills of students entering the hospitality industry.

Access and Entry Requirements – Hospitality Practice Qualification

Approved CTH Centres are responsible for checking applications against the following admission requirements and ensuring students can fulfil the demands of, and successfully complete the qualification, prior to admission and enrolment.

CTH would also expect approved Centres to undertake an initial assessment of each student prior to the start of their programme to ensure they are able to provide the student with any necessary additional support.

Requirements:		Recommended admission requirements
All Students	Minimum age	16 at enrolment.
	English Language	All students without English as a first language must show competence in English at this level. The course is taught in English and assessed by written assignment and oral assessments in the English language.
	Education	This is an open access qualification with admission at the discretion of approved CTH Centres for students they consider able to successfully complete the qualification. However, all students should have completed full time secondary education up to age 16.

ACCREDITATION REQUIREMENTS

Accreditation

Prospective Centres should apply for approval as an accredited CTH Centre in order to deliver this qualification. Please see the 'Contact CTH' page at the end of this specification for advice on the CTH accreditation process, or wish to discuss your curriculum requirements.

The CTH accreditation committee will consider applications from Centres against a set of criteria, including the availability of suitable teaching accommodation and staffing, experience of delivering qualifications at a similar level and evidence of expertise in academically-related areas including planning the delivery of courses leading to regulated qualifications, quality assurance and preventing malpractice. A skype conversation with CTH academic and quality staff will form part of the initial accreditation application process

Teaching Rooms

Suitable teaching rooms and facilities should be available to students. Accommodation and equipment used for the delivery of the qualification must comply with the relevant legislation relating to Health & Safety. (see the planning and resources section of this document)

The approved Centre should ideally also provide an appropriate area and facilities for student relaxation and recreation.

Centre Staffing

Staff delivering this qualification must be able to demonstrate that they meet the following requirements:

- Be occupationally competent or technically knowledgeable in the area for which they are teaching.
- Have recent relevant experience in the specific area that they will be assessing or verifying.
- Hold a teaching qualification as well as a relevant degree.
- Ideally, hold an assessor and internal verifier qualification.

CTH will review the CV's of all teaching staff when a potential Centre seeks approval to deliver the qualification.

Continuing Professional Development

Centres must support their staff to ensure that they have current knowledge of the occupational area, and that delivery, assessment and internal verification is in line with current good practice and takes into consideration relevant international regulatory requirements.

General

Centres will be required to take their students on an agreed visit to an hotel for a familiarisation tour. The Centre may devise assessment tasks to address the assessment criteria for a range of units.

CTH SUPPORT

CTH training

New CTH centres are eligible for free training (delivered online in most cases) to help them prepare, then deliver their courses leading to CTH qualifications.

CTH also offers training for Internal Verifiers, and for teaching staff who may be delivering a unit for the first time.

CTH Members Website and resources

Students become CTH Student members when they register for CTH qualifications and have access to the CTH Members website. The Members website resource is available for both Centre teaching staff and students and contains a wealth of resources. Students can access our online resource library including relevant e-books and journals from EBSCO.

QUALIFICATION LEVEL, SIZE AND STRUCTURE

The CTH Certificate in Hospitality Practice is a vocationally related qualification which is non- regulated provision.

Qualification size

The qualification is designed to be delivered in 150 hours of TQT (Total Qualification Time) of which 125 are Guided Learning Hours (GLH). TQT is the total amount of time, in hours, expected to be spent by a student to achieve a qualification.

Definitions

- **Guided Learning Hours – GLH**
This is the amount of time the average student is expected to spend in supervised learning and practice but may vary by student.
- **Total Qualification Time – TQT**
TQT is made up of Guided Learning Hours plus all other time taken in preparation, study or any form of participation in education and training but not under the direct supervision of a lecturer or tutor.

The following activities are indicative of those included in TQT:

- Guided Learning (GLH) when the lecturer is present, e.g. formal classes, lecturers, seminars, tutorials, supervised assessment (e.g. exams or observed practice)
- Independent and unsupervised learning or research
- Unsupervised coursework, or directed activity
- Watching pre-recorded webinars or podcasts
- Work placement, self-study, visits to hospitality or tourism outlets, revision and time spent on written assignments.

Students completing this qualification should be able to demonstrate their ability as independent learners.

STRUCTURE

The qualification, units and TQT for the CTH Certificate in Hospitality Practice are set out in the following table, often referred to as the Rules of Combination. Further details of each unit are included later in the specification.

CTH Certificate in Hospitality Practice					
QAN:					
Students must achieve all 5 units, providing 15 credits, and 150 hours total qualification time					
Credit value: 15					
GLH for qualification: 125			TQT for qualification: 150		
Unit Code	Unit title	L	CV	GLH	Assessment method
CSS	Customer service skills	1	3	25	A Portfolio of evidence of activities for each unit, including mandatory observations. Once all units have been completed and internally verified the Centre may apply to CTH for a synoptic assessment covering all units within the qualification.
RBS	Restaurant and bar service	1	4	35	
HK	Housekeeping	1	3	25	
REC	Reception and reservations	1	3	25	
CGS	Concierge and guest services	1	2	15	
Total: Certificate 5 Units			15	125	

Assessment methodology

Centre staff will judge when a student is ready to be assessed. CTH expects that centres will adopt a holistic assessment approach (demonstrating several criteria from different units at the same time)

Observation

Observation may only be conducted to address the assessment criteria, as specified by CTH, as noted in the portfolio template.

When observing, let the student make a mistake (if it is safe to do so) rather than interrupt them. This can be addressed later to see if the student realised what they had done. Centre staff (an assessor) may observe a group of learners, however, the assessor will need to confirm the role of each student and the contribution which was made. Evidence must be personalised for each student.

When documenting the outcomes of an observation the following information must be recorded; the name of the student, the date, the content of the observation and the outcome. (see examples of sample observation templates in the qualification and assessment handbook.)

When planning to use a video recording for observation of practice, permission should be sort from the student and others who may appear in the recording. The recording should be annotated with the student name, and the date of the activity.

Other assessment methods

The remaining assessment criteria should be assessed by more than two other methods, such as written questions or oral questions. The questions set, and the answers provided by the learner should be evidenced in the student's portfolio. Mini assignments may be devised by the centre to address non- observed assessment.

Assessors may conduct professional discussions with students. Professional discussions enable assessors to have a conversation with an individual student based around the criteria being assessed.

A professional discussion is not a question and answer session purely based on the criteria being assessed. The conversation should flow and enable the student to explain what they have done, with examples of how they have met the criteria. Assessors will also be required to document or record what was discussed.

Assessment judgements

Assessors will be required to make decisions about the student's evidence and judge whether they have met the assessment criteria and in the process feedback to the student.

Internal Verification

The Centre internal verifier ensures that the quality of the assessment process within the Centre. Internal verifiers must sample assessment decisions using a sampling plan which takes into account the risk assessment which has been conducted as part of the centre's IQA strategy. Internal verifiers should plan in observation of assessors especially to support new assessors.

Registration for synoptic assessment

When students have completed all the units the centre must complete the statement of unit achievement and submit this to CTH with a student registration form for a synoptic assessment which must be conducted under invigilated conditions. (see Instructions for invigilators – Hospitality Practice)

Monitoring by CTH

CTH will sample a selection of student portfolios of evidence from Centres. CTH reserves the right to sample portfolios of evidence prior to the award of the Hospitality Practice Qualification.

ASSESSMENT UNITS

Title	Customer Service Skills
Unit purpose and aim(s)	This unit aims to introduce learners to the importance of hospitality behaviours such as personal conduct, being adaptable and communicating with a diverse range of people, to understand different customer types, needs and expectations, the benefits and consequences to the organisation of good and bad customer service, how to deal with customer requests effectively and how to deal with complaints from customers
Unit Code	CSS
Level	1
GLH	25
Learning outcomes When awarded credit for this unit, a student will:	Assessment criteria Assessment of this learning outcome will require a student to demonstrate that they can:
1 Understand the importance of hospitality behaviours such as personal conduct, being adaptable and communicating with a diverse range of people.	1.1 Identify the behaviours required within a customer service department 1.2 Explain why timekeeping attendance, personal appearance, personal presentation and contact can impact on the business and brand reputation 1.3 Demonstrate how to communicate clearly to establish a good rapport with customers and ask relevant questions to determine their needs 1.4 Demonstrate how to give customers a positive impression of yourself
2 Understand different customer types, needs and expectations within a hospitality organisation	2.1 Describe customer types 2.2 Deliver excellent customer service in line with the business / brand standards with the aim of exceeding customer expectations 2.3 Provide service correctly and check that the customer is satisfied.

<p>3 Understand the benefits and consequences to the organisation of good and bad customer service</p>	<p>3.1 Explain the benefits of good customer service 3.2 Explain the consequences of bad customer service 3.3 Demonstrate how to provide good customer service in a range of hospitality departments</p>
<p>4 Understand how to deal with customer requests effectively</p>	<p>4.1 Describe routine and special requests that customers may have and how to answer these 4.2 Provide answers to routine and special requests.</p>
<p>5 Understand how to deal with complaints from customers</p>	<p>5.1 Explain how to identify a customer has a problem 5.2 Explain how to show concern to a customer. 5.3 Describe a variety of problems a customer may have. 5.4 Demonstrate how to deal with customers who have a problem 5.5 Demonstrate how to deal with customers who are angry and are upset.</p>

Title	Restaurant and Bar Service
Unit purpose and aim(s)	This unit aims to introduce learners to a range of food and beverage service styles and standards within different types of hospitality operations, how to prepare a restaurant for service, how to serve customers in line with service style, how to clear dining and service areas after service. And introduce learners to the variety of hot and cold and alcoholic and non-alcoholic beverages and their basic characteristics, how to prepare a bar for service, how to serve customers in line with service style and how to clear bar and service areas after service.
Unit Code	RBS
Level	1
GLH	35
Learning outcomes When awarded credit for this unit, a student will:	Assessment criteria Assessment of this learning outcome will require a student to demonstrate that they can:
1. Understand the range of food and beverage service styles and standards within different types of hospitality operations.	1.1 Describe the range of food operations in a hospitality organisation 1.2 Explain the legal requirements of food hygiene, health, safety and personal presentation when working with food or beverages 1.3 Describe the different methods of food and beverage service and their requirements
2. Understand how to prepare a restaurant for service	2.1 Clean and store crockery and cutlery 2.2 Prepare and clean areas for table and tray service 2.3 Describe safe and hygienic working practices for preparing service areas and equipment for table and tray service 2.4 Lay tables and trays in line with service styles. 2.5 Check menus and ensure they are available for customer use
3. Understand how to serve customers in line with service style	3.1 Demonstrate how to greet and seat customers and take orders in a restaurant 3.2 Process customer orders 3.3 Serve customers in line with service style

<p>4. Understand how to clear dining and service areas after service</p>	<p>4.1 Explain how food service areas should be left clean after service 4.2 Explain and demonstrate how to store food items, condiments and accompaniments which will be used in the future as required 4.3 Demonstrate how to dispose of rubbish and waste food following recommended procedures 4.4 Demonstrate how customer and service areas are to be kept tidy, free from rubbish and ready for cleaning</p>
<p>5. Understand the variety of hot and cold and alcoholic and non-alcoholic beverages and their basic characteristics,</p>	<p>5.1 Describe the range of alcoholic beverages available in a hospitality organisation 5.2 Describe the different types of non-alcoholic hot and cold beverages, in particular coffee and tea, and the methods of preparing and serving them. 5.3 Describe and demonstrate the different methods of hot and cold beverage service and their requirements</p>
<p>6. Understand how to prepare a bar for service</p>	<p>6.1 Clean and store glassware 6.2 Prepare and clean areas for table and tray service 6.3 Describe safe and hygienic working practices for preparing service areas and equipment for table and tray service 6.4 Lay bar and tables in line with service styles. 6.5 Check menus and ensure they are available for customer use</p>
<p>7. Understand how to serve customers in line with service style</p>	<p>7.1 Greet and deal with customers promptly 7.2 Provide customers with accurate information about drinks and identify their requirements 7.3 Dispense and serve drinks in the correct measures and at the recommended temperature 7.4 Promote additional products as appropriate 7.5 Serve drinks in line with the appropriate service style and legal requirements</p>
<p>8. Understand how to clear bar and service areas after service</p>	<p>8.1 Store drinks, drink accompaniments and additional products for service correctly and maintain them at the required level 8.2 Keep service areas equipment clean hygienic, tidy and ready to use 8.3 Keep customer and service areas clean tidy and free from rubbish 8.4 Empty waste bins and bottle containers as necessary</p>

Title	Housekeeping
Unit purpose and aim(s)	This unit aims to introduce learners to the scope of the housekeeping department, how to clean and service hotel bedrooms, toilets and bathrooms and how to clean and service a range of housekeeping public areas.
Unit Code	HK
Level	1
GLH	25
Learning outcomes	Assessment criteria
When awarded credit for this unit, a student will:	Assessment of this learning outcome will require a student to demonstrate that they can:
1. Understand the scope of the housekeeping department	1.1 Describe the role and function of the housekeeping department 1.2 Identify the different sections and staff within the housekeeping department 1.3 Explain the interrelationships between housekeeping and the other departments within the hotel. 1.4 Describe the services offered by the housekeeping department to support customers' needs
2. Understand how to clean and service hotel bedrooms	2.1. Demonstrate how to clean hotel bedrooms using the correct cleaning equipment and materials 2.2. Explain how hotel linen is stored, cleaned and issued 2.3. Demonstrate how to strip and make beds 2.4. Describe how to make a final check of the area to ensure customer satisfaction
3. Understand how to clean and service toilets and bathrooms	3.1 Explain how to prepare bathroom and toilet areas for cleaning 3.2 Explain how to select the correct cleaning equipment and materials for use when cleaning toilet and bathroom areas 3.3 Clean bathroom suites and fittings and surrounding areas correctly 3.4 Clean floors, walls, mirrors and other areas following correct procedures 3.5 Describe how to make a final check of the area to ensure customer satisfaction
4. Understand how to clean and service a range of housekeeping public areas	4.1 Identify public areas housekeeping is responsible for 4.2 Demonstrate how to clean public areas in a hotel.

Title	Reception and Reservations
Unit purpose and aim(s)	The aim of this unit is to introduce learners to the scope of the front office operations department within a hospitality business, understand how to take bookings for guests, how to provide a guest arrival and guest departure service, and how to work in a reception office.
Unit Code	REC
Level	1
GLH	25
Learning outcomes When awarded credit for this unit, a student will:	Assessment criteria Assessment of this learning outcome will require a student to demonstrate that they can:
1. Understand the scope of the front office operations department within a hospitality business	1.1 Describe the role and responsibilities of front office operations (reception, advance reservations, cashiering, guest relations) 1.2 Describe the links between front office staff and other departments 1.3 Describe the services offered by the front office department to support customers' needs
2. Understand how to take bookings for guests	2.1 Describe different room tariff types 2.2 Explain how to take a room booking and the information required 2.3 Demonstrate how to take a room booking over the telephone and face to face. 2.4 Identify the reasons for recording guest history and its use.
3. Understand how to provide a guest arrival and guest departure service	3.1 Describe the process of greeting and welcoming arriving guests 3.2 State the registration information which should be recorded on arrival of guests 3.3 Demonstrate how to handle a guest arrival 3.4 Explain why guest accounts must be regularly updated and how additional charges are recorded 3.5 Describe the different methods of settling accounts. 3.6 Demonstrate how to handle a guest check-out.
4. Understand how to work in a reception office.	4.1 Identify the responsibilities of the reception office 4.2 Communicate in a business environment 4.3 Demonstrate how to file documents according to organisational procedures 4.4 Describe how to safeguard guest information

Title	Concierge and Guest Services
Unit purpose and aim(s)	This unit aims to introduce learners to the scope of the concierge and guest services departments within a hospitality business and how to promote products and services to guests.
Unit Code	CGS
Level	1
GLH	15
Learning outcomes	Assessment criteria
When awarded credit for this unit, a student will:	Assessment of this learning outcome will require a student to demonstrate that they can:
1. Understand the scope of the concierge and guest services departments within a hospitality business	1.1 Define the role and responsibilities of concierge and guest services 1.2 Describe the links between concierge and guest services and other departments 1.3 Describe the services offered by the concierge and guest services department to support customers' needs
2. Understand how to promote products and services to guests	2.1 Demonstrate how to promote the hotel's services 2.2 Explain why it is important to have product knowledge as well as knowledge of the local amenities that guests may enquire about. 2.3 Demonstrate how to address customer's requests. 2.4 Demonstrate how to establish a rapport with guests

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PORTFOLIO OF EVIDENCE

Contents checklist

Section	Completed	Page number
Portfolio title page		
Statement of unit achievement		
Assessment units		
Index of evidence		
Pieces of evidence		

Portfolio Title Page

Student Name	
CTH number	
Name of Centre	
Date you enrolled at Centre	
Details of any part-time work in the hospitality sector	
Assessor's name	
Assessor's Signature	
Internal Verifier's name	
Internal Verifier's signature	

Statement of Unit Achievement

Unit	Date achieved	Learner Signature	Assessor Signature	IQA Signature if sampled
Customer service skills				
Restaurant and bar service				
Housekeeping				
Reception and reservations				
Concierge and guest services				
Synoptic Assessment				

Statement of confirmation of authenticity

I declare that the work presented in this portfolio is entirely my own work.

Learner name

CTH Number

Learner signature

Units

Title	Customer Service Skills	Unit CSS	
		Evidence Type	Portfolio Reference
1. Understand the importance of hospitality behaviours such as personal conduct, being adaptable and communicating with a range of diverse people.	1.1 Identify the behaviours required within a customer service department.		
	1.2 Explain why time keeping, attendance, personal presentation and contact can impact on the business and brand reputation.		
	1.3 Demonstrate how to communicate clearly to establish a good rapport with customers and ask relevant questions to determine their needs.	Mandatory observation	
	1.4 Demonstrate how to give customers a positive impression of self.	Mandatory observation	
2. Understand different customer types, needs and expectations with a hospitality organisation	2.1 Describe customer types.		
	2.2 Deliver excellent customer service in line with the business/brand standards with the aim of exceeding customer expectations.	Mandatory observation	
	2.3 Provide service correctly and check that the customer is satisfied.	Mandatory observation	
3. Understand the benefits and consequences to the organisation of good and bad customer service.	3.1 Explain the benefits of good customer service		
	3.2 Explain the consequences of bad customer service		
	3.3 Demonstrate how to provide good customer service in a range of hospitality departments.	Mandatory observation	
4. Understand how to deal with customer requests effectively.	4.1 Describe routine and special requests that customers may have and how to answer these.		
	4.2 Provide answers to routine and special requests.	Mandatory observation	
5. Understand how to deal with complaints from customers.	5.1 Explain how to identify a customer has a problem.		
	5.2 Explain how to show concern to a customer.		
	5.3 Describe a variety of problems a customer may have.		
	5.4 Demonstrate how to deal with customers who have a problem.	Mandatory observation	
	5.5 Demonstrate how to deal with customers who are angry and upset.	Mandatory observation	

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Title	Restaurant and Bar Service	Unit RBS	
Learning outcome	Assessment Criteria	Evidence Type	Portfolio Reference
1. Understand the range of food and beverage service styles and standards within the different types of hospitality operations.	1.1 Describe the range of food operations in a hospitality organisation.		
	1.2 Explain the legal requirements of food hygiene, health, safety and personal presentation when working with food or beverages.		
	1.3 Describe the different methods of food and beverage service and their requirements.		
2. Understand how to prepare a restaurant for service.	2.1 Clean and store crockery and cutlery.	Mandatory observation	
	2.2 Prepare and clean areas for table and tray service.	Mandatory observation	
	2.3 Describe safe and hygienic working practices for preparing service areas		
	2.4 Lay tables and trays in line with service styles.	Mandatory observation	
	2.5 Check menus and ensure they are available for customer use.	Mandatory observation	
3. Understand how to serve customers in line with service style.	3.1 Demonstrate how to greet and seat customers and take orders in a restaurant.	Mandatory observation	
	3.2 Process customer orders.	Mandatory observation	
	3.3 Serve customers in line with service style.	Mandatory observation	
4. Understand how to clear dining and service areas after service.	4.1 Explain how food service areas should be left clean after service.		
	4.2 Explain and demonstrate how to store food items, condiments and accompaniments which will be used in the future as required.	Mandatory observation	
	4.3 Demonstrate how to dispose of rubbish and waste food following recommended procedures.	Mandatory observation	
	4.4 Demonstrate how customer and service areas are to be kept tidy, free from rubbish and ready for cleaning.	Mandatory observation	
5. Understand the variety of hot and cold and alcoholic and non-alcoholic beverages and their basic characteristics.	5.1 Describe the range of alcoholic beverages available in a hospitality organisation.		
	5.2 Describe the different types of non-alcoholic hot and cold beverage, in particular coffee and tea, and the methods of preparing them.		

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	5.3 Describe and demonstrate the different methods of hot and cold beverage service and their requirements.	Mandatory observation	
6. Understand how to prepare a bar for service	6.1 Clean and store glassware.	Mandatory observation	
	6.2 Prepare and clean areas for table and tray service.	Mandatory observation	
	6.3 Describe safe and hygienic working practices for preparing service areas and equipment for table and tray service.		
	6.4 Lay bar and tables in line with service styles	Mandatory observation	
	6.5 Check menus and ensure they are available for customer use.	Mandatory observation	
7. Understand how to serve customers in line with service style.	7.1 Greet and deal with customers promptly.	Mandatory observation	
	7.2 Provide customers with accurate information about drinks and identify their requirements.	Mandatory observation	
	7.3 Dispense and serve drinks in the correct measures and at the recommended temperature.	Mandatory observation	
	7.4 Promote additional products as appropriate.	Mandatory observation	
	7.5 Serve drinks in line with the appropriate service style and legal requirements.	Mandatory observation	
8. Understand how to clear bar and service areas after service	8.1 Store drinks, drink accompaniments and additional products for service correctly and maintain them at the required level.	Mandatory observation	
	8.2 Keep service areas equipment clean, hygienic, tidy and ready to use.	Mandatory observation	
	8.3 Keep customer and service areas clean and tidy and free from rubbish.	Mandatory observation	
	8.4 Empty waste bins and bottle containers as necessary.	Mandatory observation	

Title	Housekeeping		Unit HK
Learning outcome	Assessment Criteria	Evidence Type	Portfolio Reference
1. Understand the scope of the housekeeping department.	1.1 Describe the role and function of the housekeeping department.		
	1.2 Identify the different sections and staff within the housekeeping department.		
	1.3 Explain the interrelationships between housekeeping and the other departments within the hotel.		
	1.4 Describe the services offered by the housekeeping department to support customer needs.		
2. Understand how to clean and service hotel bedrooms.	2.1 Demonstrate how to clean hotel bedrooms using the correct cleaning equipment and materials.	Mandatory observation	
	2.2 Explain how hotel linen is stored, cleaned and issued.	Mandatory observation	
	2.3 Demonstrate how to strip and make beds.	Mandatory observation	
	2.4 Describe how to make a final check of the area to ensure customer satisfaction.		
3. Understand how to clean and service toilets and bathrooms.	3.1 Explain how to prepare bathroom and toilet areas for cleaning.		
	3.2 Explain how to select the correct cleaning equipment and materials for use when cleaning toilet and bathroom areas.		
	3.3 Clean bathroom suites and fittings and surrounding areas correctly.	Mandatory observation	
	3.4 Clean floors, walls, mirrors and other areas following correct procedures.	Mandatory observation	
	3.5 Describe how to make a final check of the area to ensure customer satisfaction.		
4. Understand how to clean and service a range of housekeeping public areas.	4.1 Identify public areas housekeeping is responsible for		
	4.2 Demonstrate how to clean public areas in an hotel.	Mandatory observation	

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Title	Reception and Reservations	Unit RBS	
Learning outcome	Assessment Criteria	Evidence Type	Portfolio Reference
1. Understand the scope of the front office operations department within a hospitality business.	1.1 Describe the role and responsibilities of front office operations (reception, advance reservations, cashiering, guest relations)		
	1.2 Describe the links between front office staff and other departments.		
	1.3 Describe the services offered by the front office department to support customers' needs.		
2. Understand how to take booking for guests.	2.1 Describe different room tariff types		
	2.2 Explain how to take a room booking and the information required.		
	2.3 Demonstrate how to take a room booking over the telephone and face to face.	Mandatory observation	
	2.4 Identify the reasons for recording guest history and its use.		
3. Understand how to provide a guest arrival and guest departure service.	3.1 Describe the process of greeting and welcoming arriving guests.		
	3.2 State the registration information which should be recorded on arrival of guests.		
	3.3 Demonstrate how to handle a guest arrival.	Mandatory observation	
	3.4 Explain why guest accounts must be regularly updated and how additional charges are recorded.		
	3.5 Describe the different methods of settling accounts.		
	3.6 Demonstrate how to handle a guest check-out.	Mandatory observation	
4. Understand how to work in a reception office.	4.1 Identify the responsibilities of the reception office.		
	4.2 Communicate in a business environment.	Mandatory observation	
	4.3 Demonstrate how to file documents according to organisational procedures.	Mandatory observation	
	4.4 Describe how to safeguard guest information.		

Title	Concierge and Guest Service	Unit CGS
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Learning outcome	Assessment Criteria	Evidence Type	Portfolio Reference
1. Understand the scope of concierge and guest services departments within a hospitality business.	1.1 Define the role and responsibilities of concierge and guest services.		
	1.2 Describe the links between concierge and guest services and other departments.		
	1.3 Describe the services offered by the concierge and guest services department to support customers' needs.		
2. Understand how to promote products and services to guests.	2.1 Demonstrate how to promote the hotel's services.	Mandatory observation	
	2.2 Explain why it is important to have product knowledge as well as knowledge of the local amenities that guests may enquire about.		
	2.3 Demonstrate how to address customer's requests.	Mandatory observation	
	2.4 Demonstrate how to establish a rapport with guests.	Mandatory observation	

Planning and Resources for each Unit of the Certificate in Hospitality Practice Qualification

Unit	Development /resource	✓
Customer Service Skills	The Centre will be required to devise a set of brand standards to be used for assessment of students demonstrating that they can deliver excellent customer service in line with business/brand standards	
	Centres will be required to document the required standards for personal appearance and personal presentation	
	Centres will be required to document a customer complaints policy	

Unit	Development / resource	✓
Restaurant and bar service	A booklet prepared by the Centre outlining the range of Country legislation relating to food hygiene, health & safety and personal presentation.	
	The Centre will be required for devise a set of brand standards for the restaurant and bar.	
	Minimum requirements:	
	20 cups	
	20 saucers	
	20 mugs	
	20 dinner plates	
	20 side plates	
	20 dessert plates	
	20 soup bowls	
	20 teaspoons	
	20 large knives and forks	
	20 soup spoons	
	20 dessert spoons	
	20 dessert forks	
	10 vegetable dishes	
	10 stainless steel flats	
	40 service spoons and forks	
	5 sauce- boats	
	5 round anti-slip trays	
	5 wooden trays	
	10 buffet serving dishes	
	5 bread baskets	
	Bread-basket display	
	5 soup tureens	
	5 soup ladles	
	4 plate cloches	
	5 cake- stands	

	5 tables suitable for restaurant service at the correct height	
	20 chairs at the correct height for tables	
	10 table cloths to fit tables	
	Linen or paper napkins	
	Tray- liners for room service trays	
	5 menu holders	
	5 drink menu holders	
	Centre to prepare a selection of drinks menus	
	Centre to prepare a select of different menus (breakfast, lunch, afternoon tea and dinner)	
	Cleaning cloths	
	Cleaning fluid	
	Storage unit/dumb waiter for storage of crockery & cutlery	
	5 salt and pepper sets	
	Condiment holders	
	Food waste bins and liners	
	Bottle bin	
	20 red wine glasses	
	20 white wines glasses	
	20 water glasses	
	10 beer glasses	
	10 hi-ball and tumblers	
	10 champagne glasses	
	10 whiskey glasses	
	Glass cloths	
	5 Tea pots	
	5 Coffee pots	
	5 flower vases	
	3 optics (for wall- mounting)	
	5 optics for bottles or 5 measures	
	2 cocktail shakers	
	Wine rack	
	Ice buckets	
	Ice bucket stand	
	An electronic system or manual system for taking for food and drink orders	
	Order pads – if manual system	

Unit	Development /resource	✓
Housekeeping	The Centre will be required to devise a set of brand standards for housekeeping	
	Room with carpet	
	Double bed base	
	Mattress	
	4 Pillows	
	2 Flat sheets	
	Double quilt or	
	Blankets and bedspread	
	1 runner	
	2 cushions	
	2 bedside tables/night-stands	
	1 mirror	
	1 picture	
	Coffee/tea- tray	
	Mugs and kettle	
	Hanging space for clothes	
	Hangers	
	Iron/ironing board	
	telephone	
	Telephone directory	
	Bible	
	TV	
	Hairdryer	
	Magazines	
	Table	
	Map of corridor with fire route	
	Functional bathroom (sink, toilet, shower/bath)	
	Shower soap dish	
	Toilet roll holder	
	Soap dispenser/Shower gel dispenser	
	Toilet seal	
	2 bath towels	
	Tissues	
	2 hand towels	
	Appropriate cleaning materials for the bathroom	
	Toilet brush and spare head	
	Cleaning cloths	
	Access to flooring which is carpeted, laminate flooring and ceramic tiles.	
	Vacuum cleaner	
	Mop and bucket	
	Two operational telephones	

Unit	Development /resource	✓
Reception and reservations	The Centre will be required to devise a set of brand standards for reception	
	Templates for taking down details for a room reservation, reservations rack, density charts, or bedroom book Or access to Opera system or other (software available on line)	
	Reservations desk set up	
	Flowers	
	Brochure rack	
	Filing cabinet or computer to file information	
	Brochure rack	

Unit	Development /resource	✓
Concierge and guest services	The Centre will be required to devise a set of brand standards for the concierge and guest services	
	Concierge desk set up	
	Templates for room cards	
	Keys – key cards	

CONTACT CTH

About CTH:

CTH, the Confederation of Tourism and Hospitality, is an Ofqual recognised Awarding Organisation established in 1982 specialising in gold standard qualifications for the hospitality, culinary, travel and tourism sectors.

CTH employs specialist staff with experience in these industries and links to current industry partners, as well as education or training experience. They are available to discuss your curriculum requirements or queries concerning this qualification.

In addition to our existing portfolio of qualifications currently available (included in Ofqual's Register of Regulated Qualifications), we can also offer individual unit qualifications, or discuss requirements for new qualifications suitable for local needs.

Location:

CTH offices are located in London's West End, opposite to Selfridges entrance in Duke Street. The address is 37 Duke Street, London W1U 1LN

Website:

www.cthawards.com

Contact us via:

Email: Please use contact email: info@cthawards.com

Telephone: CTH switchboard +44 (0)207 258 9850.

Skype: CTH Awards

Twitter: @cthawards

Facebook: cthawards

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