



# NATIONAL CERTIFICATE: HOSPITALITY RECEPTION

## NQF



4

## SAQA



64469

## TRAINING DAYS



26

## DURATION



12 months

## CREDITS



136

## SETA



CATH

## AVAILABLE DELIVERY METHODOLOGY

### Online



This course is not available online

### Instructor Led



100% Trainer led methodology in order for learners to achieve applied competence

### Blended



Not available as blended learning

## PURPOSE

This qualification has been developed for the reception function within the accommodation industry. It brings together all aspects of front office and supervision. This qualification will professionalise the industry and is applicable to all sectors, from small bed and breakfasts to large-scale hotels. The qualification leads to the accommodation services diploma and provides articulation with Gaming, Travel and other Tourism industries.

### Rules regarding Fundamental, Core and Electives:

- Fundamental unit standards totalling 56 credits are compulsory.
- Core unit standards totalling 62 are compulsory.
- Elective unit standards totalling 18 credits are compulsory.

## ENTRY CRITERIA

- FEC certificate or equivalent (Matric / Grade 12 meets these requirements).

## SKILLS OUTCOMES

- Operate a computer.
- Deal with customers.
- Process incoming and outgoing telephone calls.
- Display Cultural Awareness in dealing with Customers & Colleagues.
- Communicate verbally.
- Maintain effective working relationships with other members of staff.
- Maintain health, hygiene and professional appearance.
- Perform basic calculations.
- Identify work opportunities.
- Apply for a job or experience placement.
- Prepare written communications.
- Provide first aid.
- Handle mail, messages and written communications.
- Provide customer information and book external services.
- Deal with the arrival of customers.
- Prepare customer accounts and deal with departures.
- Exchange foreign cash and travelers cheques.
- Co-ordinate the greeting and assisting of guests on arrival and departure.
- Maintain the front office service.
- Maintain the portering / concierge service.
- Describe layout, services and facilities of the organisation.
- Maintain a secure working environment.
- Maintain a safe working environment.
- Describe the sectors of the hospitality, travel & tourism industries.
- Conduct on-the-job-coaching.
- Operate a payment point and process payments.
- Develop self within the job role.
- Source information about self employment opportunities.
- Maintain customer satisfaction.
- Maintain the receipt, storage and issue of goods.
- Contribute to the identification of short term supply needs.
- Maintain the cleaning programme for own area of responsibility.
- Create, maintain and improve productive working relationships.
- Plan and conduct meetings.
- Induct new staff to the workplace.
- Plan, organise & monitor work in own area of responsibility.
- Monitor and maintain health, safety and security.
- Maintain a preventative maintenance programme.
- Manage ones own development and time.
- Control and order stock .

For more information on how your organisation can benefit, contact Training Force:



# HOSPITALITY

## MARKET INFORMATION

**Target Market:** Hotel Reception • Chefs • Service Staff • Caterers  
**Target Industries:** Hospitality and Tourism

## RESOURCE REQUIREMENTS

- First Aid Equipment
- Computer system
- Pay point systems
- Access to a booking system

## GENERAL INFORMATION

Credit Accumulation Transfer (CAT): CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete part 1 and part 2 of every Cluster.

FISA Requirements:  
Final Integrated Summative Assessment is not a requirement for the successful completion of this learnership.

Recognition of Prior Learning (RPL): RPL is not available for this qualification.

### Cluster 1 - Health, Safety and Security in the workplace

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7796	Maintain a secure working environment.	1
Core	7868	Monitor and maintain health, safety and security.	4
Core	7869	Maintain a preventative maintenance programme.	3
Core	7846	Maintain the cleaning programme for own area of responsibility.	2

Recommended training days for Cluster 1 is 2 days.

### Cluster 2 - Maintain and Control Stock

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7844	Contribute to the identification of short term supply needs	1
Core	7839	Maintain the receipt, storage and issue of goods.	5
Core	7884	Control and order stock.	4

Recommended training days for Cluster 2 is 2 days.



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## Cluster 3 - Personal Development

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7860	Introduce new staff to the workplace.	1
Core	7821	Develop self within the job role.	3
Core	7873	Manage one's own development.	3
Core	7827	Source information about self-employment opportunities.	3
Core	7866	Plan, organise and monitor work in own area of responsibility.	3

Recommended training days for Cluster 3 is 3 days.

## Cluster 4 - Workplace Interactions

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	9244	Plan and conduct meetings.	4
Core	7818	Conduct on-the-job coaching.	5

Recommended training days for Cluster 4 is 2 days.

## Cluster 5 - Customer Service

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7710	Deal with the arrival of customers.	2
Core	7703	Provide Customer Information and Book External Services.	2
Core	7836	Monitor customer satisfaction.	3
Core	7722	Co-ordinate the Greeting and Assisting of Guests on Arrival and Departure.	4

Recommended training days for Cluster 5 is 2 days.



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## Cluster 6 - Provide efficient service to customers

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7730	Maintain the portering/ Concierge Service.	4
Core	7820	Operate a payment point and process payments.	3
Core	7721	Exchange Foreign cash and Travellers cheques.	2
Elective	7829	Handle and record refunds.	2
Elective	7706	Maintain a Booking System.	3
Elective	7725	Provide a valet/nutler service.	3

Recommended training days for Cluster 6 is 3 days.

## Cluster 7 - Cash Handling Process

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	7852	Audit Financial procedures/Conduct Night Audit.	4
Fundamental	7727	Maintain practices and procedures for handling cash / cash Equivalent.	3
Fundamental	7726	Maintain practices and Procedures for Handling Foreign Cash / Cash Equivalent.	3

Recommended training days for Cluster 7 is 2 days.

## Cluster 8 - Mathematical literacy - Credit Accumulation Transfer is applicable to the highlighted unit standards below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and03-dimensional space in different contexts.	4
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems.	6
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues.	6

Recommended training days for Cluster 8 is 3 days.



# HOSPITALITY

**Cluster 9 (Part 1)- Communication Skills – Credit Accumulation Transfer is applicable to the highlighted unit standards below:**

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	119471	Use language and communication in occupational learning programmes.	5
Fundamental	119472	Accommodate audience and context needs in oral communication.	5
Fundamental	119467	Use language and communication in occupational learning programmes.	5
Fundamental	119457	Interpret and use information from texts.	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts.	5

Recommended training days for Cluster 9 part 1 is 3 days.

**Cluster 9(part 2) - Communication Skills - Credit Accumulation Transfer is applicable to the highlighted unit standards below:**

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	119459	Write/present/sign for a wide range of contexts.	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts.	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts.	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts.	5

Recommended training days for Cluster 9 part 2 is 3 days.