Vocational Training Program

5783

Hotel Reception

Training Sector

3

Food Services and Tourism

Reach for your **Dreams**

Québec

Vocational Training Program

5783

Hotel Reception

Training Sector

3

Food Services
and Tourism

Formation professionnelle et technique
et formation continue

Direction générale des programmes
et du développement

Development Team

Coordination

André Vincent
Coordinator, Vocational training engineering
Direction générale des programmes et du développement
Ministère de l'Éducation

Claire Léveillée
Director, Special projects
Institut de tourisme et d'hôtellerie du Québec

Design and Development

Mireille Dame
Teacher and content specialist
Commission scolaire des Laurentides

Technical Support

Marie-Dominique Decninck
Program development consultant

English Version*
Direction de la production en langue anglaise
Services à la communauté anglophone
Ministère de l'Éducation

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Representatives Employed in the Field

Véronique Audet
Hôtel Le Dauphin, Drummondville

Julie Beauchamp
Hôtel La Sapinière, Val-David

Philippe Bergeron
Hôtel Delta, Montréal

Christian Coutu
Hôtel de l'Institut, Montréal

Louis Delorme
Château Montebello, Montebello

Daniel Duquette
Les Suites Tremblant, Mont-Tremblant

Ginette Gaulin
Centre de plein air Jouvence, Orford

Adèle Girard
Conseil québécois des ressources humaines en tourisme

Philippe Heinly
Le Baluchon, Auberges et Seigneurie Volant, Saint-Paulin

Johanne Jeuris
Hôtel Le Chantecler, Sainte-Adèle

Karine Lapointe
Hôtel le Chantecler, Sainte-Adèle

Claude Lavoie
Hôtel Dominion 1912, Québec

Jean-François Mallette
Centre international de séjour de Québec, Québec

Sylvain Masse
Château Bromont, Bromont

Roger Michaud
Hôtel Delta Montréal, Montréal

Lyne Poulin
Hôtel Le Président, Sherbrooke

Sylvie Poulin
Château Bonne Entente, Sainte-Foy

Lucie Rivest
Centre des Congrès, Hôtel Le Montagnais Chicoutimi

Representatives Employed in Education

Michel Barsetti
Commission scolaire des Premières-Seigneuries

Philippe Belleteste
Commission scolaire des Laurentides

Claude Bergon
Commission scolaire Marguerite-Bourgeoys

Jacques Boissinot
Sir-Wilfrid-Laurier School Board

Patricia Despaul
Commission scolaire des Laurentides

Diane Gendron
Commission scolaire de la Région-de-Sherbrooke

Élisabeth Gervais
Sir-Wilfrid-Laurier School Board

Gloria King
English-Montréal School Board

Louis Legault
Commission scolaire des Laurentides

Monique Legault
Commission scolaire des Draveurs

Samir Mazloum
Commission scolaire Marguerite-Bourgeoys

Denyse Michaud
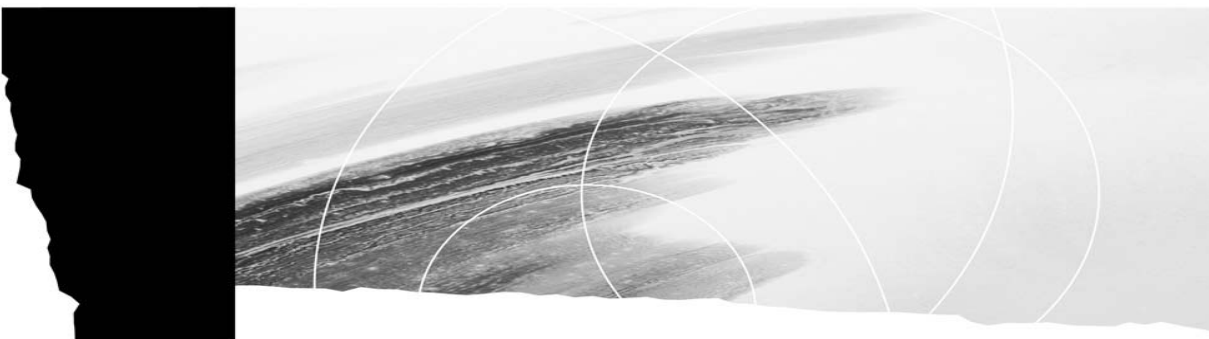Commission scolaire des Premières-Seigneuries

Madeleine Nadeau
Commission scolaire de la Région-de-Sherbrooke

Michèle Nadeau
Central Québec School Board

Robert Renaud
Commission scolaire des Premières-Seigneuries

Table of Contents

5783	**Hotel Reception**

Year of approval:	2003

Certification:	Diploma of Vocational Studies (DVS)
Number of credits:	49
Number of modules:	11
Total duration:	735 hours

To be admitted to the *Hotel Reception* program, students must meet one of the following conditions:

- Persons holding a Secondary School Diploma or its recognized equivalent.

OR

- Persons who are at least 16 years of age on September 30 of the school year in which their training is to begin must meet the following additional requirement: to have earned the Secondary IV credits in language of instruction, second language and mathematics in the programs of study established by the Minister, or to have been granted recognition of equivalent learning.

OR

- Persons who are at least 18 years of age upon entry into the program must have the following functional prerequisites: the successful completion of the general development test, or recognition of equivalent learning.

OR

- Persons having earned Secondary III credits in language of instruction, second language and mathematics in the programs of study established by the Minister must continue their general education courses concurrently with their vocational training in order to obtain the credits they are missing in the following areas: Secondary IV credits in language of instruction, second language and mathematics in the programs of study established by the Minister.

Introduction to the Program

The vocational training curriculum, from which this program of study derives, is the responsibility of both the Ministère de l'Éducation, which develops programs and their teaching guides, and the educational institutions, which implement the programs and the evaluation process. Programs of study include compulsory objectives and suggestions for competency-related knowledge, skills, attitudes and perceptions.

Programs of study provide teachers with a frame of reference for planning teaching activities. They define the scope of teaching strategies by identifying the broad educational orientations to be favoured and the objectives to be attained. By successfully completing a program, students acquire not only the entry-level competencies required by the workplace in order to practise a trade or occupation, but also learning that provides students with a certain degree of versatility.

The duration of the program is 735 hours, which includes 330 hours spent on the specific competencies required to practise the trade and 405 hours on general, work-related competencies. The program of study is divided into 11 modules, which vary in length from 30 to 120 hours. The total hours allocated to the program include time devoted to evaluation for certification purposes and to remedial work.

Title of Module	Code	Module	Hours	Credits
The Trade and the Training Process	901 622	1	30	2
Professional Relationships	901 634	2	60	4
Selling Hotel Products and Services	901 642	3	30	2
Taking Reservations	901 652	4	30	2
Accounting Tasks	901 663	5	45	3
Safety and Security	901 672	6	30	2
Reception-Related Tasks in a Non-Computerized Environment	901 688	7	120	8
Communicating in the Second Language	901 698	8	120	8
Operating a Hotel Computer System	901 706	9	90	6
Reception-Related Tasks in a Computerized Environment	901 715	10	75	5
Entering the Work Force	901 727	11	105	7

Glossary

Program

A vocational training program is a coherent set of competencies to be acquired. It is formulated in terms of objectives and divided up into modules for administrative purposes. It describes the learning expected of students in accordance with a given performance level. Published as an official pedagogical document, the program leads to the recognition of training qualifying students to practise a trade or occupation.

A vocational training program includes compulsory objectives and content. Although the educational institutions are responsible for learning and evaluation activities, the program presents suggestions for competency-related knowledge, skills, attitudes and perceptions that must be enriched or adapted according to the needs of students, and information regarding the certification of studies.[1]

Program Goals

Program goals consist of the expected outcome at the end of training as well as a general description of a given trade or occupation. They also include the four general goals of vocational training.

Educational Aims

Educational aims are broad orientations to be favoured during training in order to help students acquire intellectual or motor skills, work habits or attitudes. Educational aims usually address important aspects of personal and vocational development that have not been explicitly included in the program goals or competencies. They help guide educational institutions in implementing the program.

Competency

A competency is the ability to act successfully and evolve in order to adequately perform work-related tasks or activities, based on an organized body of knowledge and skills from a variety of fields, perceptions, attitudes, etc.

Objectives

Objectives refer to the operational aspect of a competency to be acquired. They are expressed in terms of specific requirements and serve as the practical basis for teaching, learning and evaluation. Objectives are either behavioural or situational.

Objectives also provide indicators for learning, related knowledge, skills, attitudes and perceptions, and associated guidelines. These indicators are grouped according to elements of the competency (in the case of behavioural objectives), and according to phases of the learning context (in the case of situational objectives).

1.   Behavioural Objective

A behavioural objective is a relatively closed objective that describes the actions and results expected of the student. Behavioural objectives consist of the following components:

- The *statement of the competency,* which is the result of the job analysis, the general goals of the program and other determinants.

- The *elements of the competency,* which correspond to essential details that are necessary in order to understand the competency and are expressed in terms of specific behaviours. They refer to the major steps involved in performing a task or the main components of the competency.

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1. Specifications regarding certification complement the program of study, but are presented in another document. Evaluation criteria are prescriptive.

- The *achievement context,* which corresponds to the situation in which the competency is exercised at entry-level on the job market. The achievement context does not specify the context for learning or evaluation.

- The *performance criteria,* which define the requirements by which to judge the attainment of the competency. They may refer to each element of the competency, to several elements or to the competency as a whole. Those associated with a specific element correspond to the requirements for performing a task or activity; those associated with several elements indicate the expected level of performance or the overall quality of a product or service.

Evaluation is based on expected results.

2. Situational Objective

A situational objective is a relatively open-ended objective that outlines the major phases of a learning situation in which a student is placed. It allows for output and results to vary from one student to another. Situational objectives consist of the following five components:

- The *statement of the competency,* which is the result of the job analysis, the general goals of the program and other determinants.

- The *elements of the competency,* which outline the essential aspects of the competency and ensure a better understanding of the expected outcome.

- The *learning context,* which provides a broad outline of the learning situation designed to help the students develop the required competency. It is normally divided into three phases of learning:
  – information
  – participation
  – synthesis

- The *instructional guidelines,* which provide guidelines and means to ensure that learning takes place and that the context in which it occurs is always the same. These guidelines may include general principles or specific procedures.

- The *participation criteria,* which describe requirements the students must fulfill when participating in the learning activities. They focus on how the students take part in the activities rather than on the results obtained. Participation criteria are normally provided for each phase of the learning context.

Evaluation is based on the student's participation in the activities suggested in the learning context.

### Competency-Related Knowledge, Skills, Attitudes and Perceptions

Competency-related knowledge, skills, attitudes and perceptions define the essential and important learning that the student must acquire in order to apply and continue to develop the competency. They correspond to activities in the job market and are accompanied by guidelines that provide information on the field of application, the level of complexity or content related to training. The knowledge, skills, attitudes and perceptions and the related guidelines are not prescriptive.

Module

A module is a component of a program of study comprising a prescriptive objective and suggestions for competency-related knowledge, skills, attitudes and perceptions.

Credit

A credit is a unit used for expressing quantitatively the value of the modules in a program of study. One credit corresponds to 15 hours of training. Students must accumulate a set number of credits to obtain a diploma or attestation.
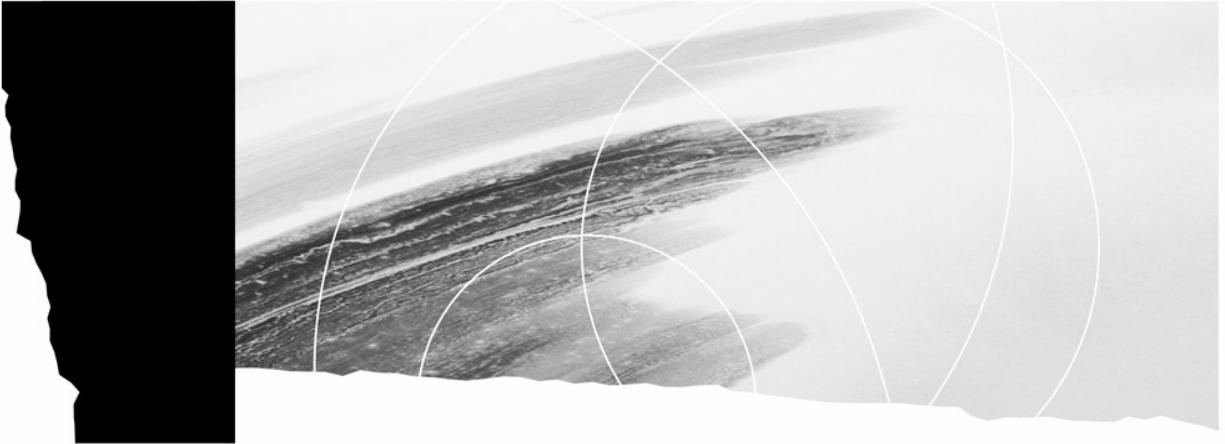
Part I

Program Goals

The *Hotel Reception* program prepares students to practise the occupation of Hotel Receptionist.

To practise this occupation, students will have to acquire the knowledge, skills, attitudes and perceptions needed to establish professional relationships with clients on the telephone and in person, sell hotel products and services, take reservations, perform accounting and night-audit tasks, intervene in safety and security matters, communicate in the second language, use specialized hotel-management software, perform reception-related operations in both a non-computerized and a computerized hotel environment, and enter the work force quickly.

The program goals of the *Hotel Reception* program are based on the general goals of vocational training. These goals are:

- To help students develop effectiveness in the practice of a trade or occupation, that is:
  - to teach students to perform roles, functions, tasks and activities associated with the trade or occupation upon entry into the job market
  - to prepare students to progress satisfactorily on the job (which implies having the technical and technological knowledge and skills in such areas as communication, problem solving, decision making, ethics, health and safety)

- To help students integrate into the work force, that is:
  - to familiarize students with the job market in general and the context surrounding the trade or occupation they have chosen
  - to familiarize students with their rights and responsibilities as workers

- To foster students' personal development and acquisition of occupational knowledge, skills, attitudes and perceptions, that is:
  - to help students develop their autonomy and ability to learn, and acquire effective work methods
  - to help students understand the principles underlying the techniques and the technology used in the trade or occupation
  - to help students develop self-expression, creativity, initiative and entrepreneurial spirit
  - to help students adopt the attitudes required to successfully practise the trade or occupation, and instill in them a sense of responsibility and a concern for excellence

- To promote job mobility, that is:
  - to help students develop positive attitudes toward change
  - to help students develop the means to manage their careers by familiarizing them with entrepreneurship

Educational Aims

The aim of the *Hotel Reception* program is to help students develop attitudes and behaviours that are deemed essential to the practice of the trade or occupation by fostering:

- effective work methods
- a concern for a job well done
- better relationships with clients and colleagues
- a desire to broaden their general knowledge as it relates to the practice of the trade or occupation

Program Competencies and Grid of Competencies

List of Competencies

Determine their suitability for the trade and the training process.

Establish professional relationships.

Sell products and services.

Take reservations.

Perform accounting tasks.

Intervene in safety and security matters.

Perform reception-related tasks in a non-computerized environment.

Communicate in the second language.

Operate a hotel computer system.

Perform reception-related tasks in a computerized hotel environment.

Enter the work force.

Grid of Competencies

The grid of competencies shows the relationship between general competencies, which correspond to work-related activities, and specific competencies, which are required to practise the particular trade, as well as the major steps in the work process.

The general competencies appear on the horizontal axis and the specific competencies, on the vertical axis. The symbol ($\triangle$) indicates a correlation between a specific competency and a step in the work process. The symbol ($\bigcirc$) indicates a correlation between a general and a specific competency. Shaded symbols indicate that these relationships have been taken into account in the formulation of objectives related to specific competencies.

The logic used in constructing the grid influences the course sequence. Generally speaking, this sequence follows a logical progression in terms of the complexity of the learning involved and the development of the students' autonomy. The vertical axis presents the specific competencies in the order in which they should be acquired. The modules on the horizontal axis should be taught in relation to those on the vertical axis. This means that some modules are prerequisite to others, while other modules are taught concurrently.

GRID OF COMPETENCIES

| HOTEL RECEPTION / SPECIFIC COMPETENCIES	Competency Number	Type of Objective	Duration (in hours)	GENERAL COMPETENCIES							WORK PROCESS				
				Determine their suitability for the trade and the training process	Establish professional relationships	Sell products and services	Perform accounting tasks	Intervene in safety and security matters	Communicate in the second language	Operate a hotel computer system	Organize the work to be done	Greet guests	Ensure customer service	Carry out administrative tasks	Complete the work
Competency Number				1	2	3	5	6	8	9					
Type of Objective				S	B	B	B	B	B	B					
Duration (in hours)				30	60	30	45	30	120	90					
Take reservations	4	B	30	○	●	●	○	○	○	○	△	▲	▲	▲	▲
Perform reception-related tasks in a non-computerized environment	7	B	120	○	●	●	●	●	○	○	▲	▲	▲	▲	▲
Perform reception-related tasks in a computerized environment	10	B	75	○	●	●	●	●	●	●	▲	▲	▲	▲	▲
Enter the work force	11	S	105	●	●	○	○	○	○	○	▲	▲	▲	▲	▲

Harmonization

The Ministère de l'Éducation harmonizes its vocational and technical programs by establishing similarities and continuity between secondary- and college-level programs within a particular sector or between sectors, in order to avoid overlap in program offerings, recognize prior learning and facilitate the students' progress.

Harmonization establishes consistency between training programs and is especially important in ensuring that the tasks of a trade or occupation are clearly identified and described. Harmonization makes it possible to identify tasks requiring competencies that are common to more than one program. Even if there are no common competencies, training programs are still harmonized.

Harmonization is said to be "inter-level" when it focuses on training programs at different levels, "intra-level" when it focuses on programs within the same educational level, and "inter-sector" when carried out between programs in various sectors.

An important aspect of harmonization is that it allows the common features of competencies to be identified and updated as needed. Common competencies are those that are shared by more than one program; once acquired in one program, they can be recognized as having been acquired in another. Competencies with exactly the same statement and elements are said to be identical. Common competencies that are not identical but have enough similarities to be of equal value are said to be equivalent.

The *Hotel Reception* program does not share any competencies with other programs at this time.

Part II

Objectives

| **The Trade and the Training Process** | **Code:** | **901 622** |
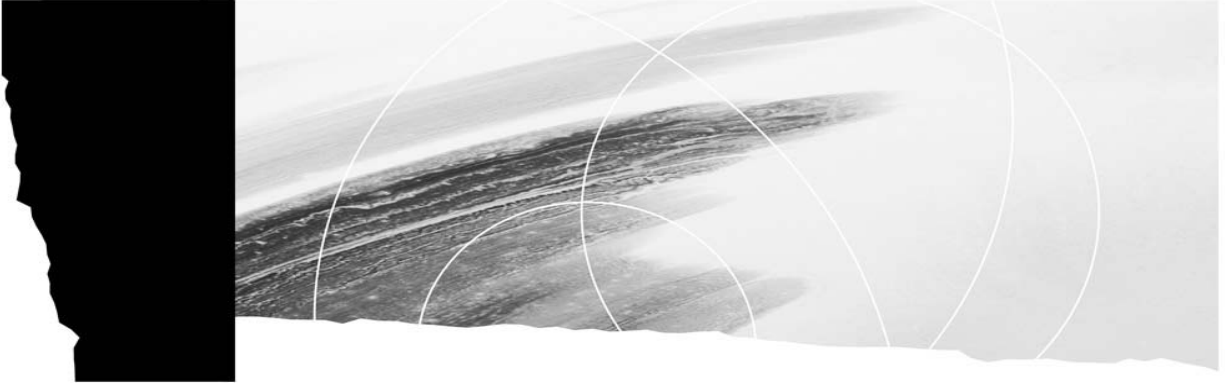
Module   1   Duration: 30   hours

Situational Objective

Statement of the Competency

Determine their suitability for the trade and the training process.

Elements of the Competency

- Be familiar with the nature of the trade.
- Understand the characteristics of the training process.
- Confirm their career choice.

Learning Context

Information Phase
- Learning about the types and classifications of establishments, job prospects and salaries, advancement opportunities and job mobility, new trends, main elements of the history of the hotel and tourism industries.
- Learning about the nature and requirements of the job: organization of the different hotel departments (especially the reception desk, role of personnel, work-related tasks and activities, working conditions, selection criteria and professional ethics.
- Learning about the training plan: program of study, evaluation methods, certification of studies.

Participation Phase
- Presenting the information gathered and discussing their views on the trade at a group meeting (e.g. advantages, disadvantages, requirements).
- Discussing the training plan and how it relates to the work of a hotel receptionist.

Synthesis Phase
- Producing a report in which they must:
  – describe their preferences, aptitudes and interests with respect to the trade
  – state their values and professional goals
  – assess their career choice by comparing the different aspects and requirements of the trade with their own values, tastes, aptitudes and professional goals

Instructional Guidelines

- Create a climate that favours the students' personal growth and integration into the job market.
- Encourage students to engage in discussions and express their opinions.
- Motivate the students to take part in the suggested activities.
- Help students to arrive at an accurate perception of the trade.
- Provide students with the means to assess their career choice honestly and objectively.
- Organize visits to companies representative of the main types of hotel establishments.
- Organize meetings with specialists in the field.
- Make all pertinent reference materials available: information on the trade, training programs, competency standards, etc.

Participation Criteria

Information Phase
- Gather information on the topics to be covered.

Participation Phase
- Give their opinion on the requirements that they will have to meet in order to practise the trade.
- Express their views on the training program.

Synthesis Phase
- Write a report in which the students:
  – describe their preferences, aptitudes and interests with respect to the industry
  – state their values and professional goals
  – justify their career choice, bearing in mind the characteristics and requirements of the trade

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Suggestions for Competency-Related Knowledge, Skills, Perceptions and Attitudes

The following suggestions take into account the learning context, the elements of the competency related to each phase as well as the instructional guidelines.

Information Phase

- Explain the relationship between the competency and the training program.

  Purpose of the competency
  Lesson plan
  Relationship with other competencies
  Instructional aims

- Adopt a work method.

  Information-gathering and note-taking methods

- Identify the main rules governing group discussions.

  Rules governing group discussions
  Advantages of communicating one's point of view and of listening to that of others

- Learn about the characteristics of the job market in the hotel industry.

  Main elements of the history of the hotel industry
  Role of the hotel industry in tourism
  Structure of hotel sector in Québec
  Job prospects and new trends

- Learn about the nature and requirements of the job.

  Typical organization of hotel departments and reception desks
  Working conditions in different establishments
  Rights and responsibilities
  Main selection/hiring criteria
  Professional ethics in the hotel industry

The Trade and the Training Process	Code:	901 622

- Learn about the training plan.

Nature, function and content of the training program (DVS)
Evaluation methods and certification of studies
Distinction between a situational and a behavioural objective
Continuing education opportunities (DCS, etc.)

Participation Phase

- Discuss their initial reaction to the trade and the training process.

Presentation of their perception of the trade
First impressions of the trade
Relevance of the training program with respect to the job situation

Evaluation Phase

- Write a report.

Description of their aptitudes, interests, values and professional goals
Comparison between the different aspects and requirements of the trade and their tastes, aptitudes and interests
Reasons for their career choice
Importance of being honest and objective during the evaluation process

Professional Relationships	Code: 901 634

Module   2   Duration: 60   hours

Behavioural Objective

Statement of the Competency	Achievement Context
Establish professional relationships.	• Using learning contexts • Given telecommunication tools, forms

Elements of the Competency	Performance Criteria
1. Interact within a team.	• Appropriate identification of information to be communicated to colleagues • Use of appropriate means of communication • Perception of the limits of their intervention • Adoption of cooperative attitudes and behaviours
2. Handle telephone calls.	• Accurate interpretation of message • Observance of telephone protocol: – appropriate use of customary expressions – use of courtesy phrases appropriate to each situation • Appropriate forwarding of calls, as required • Quality of written messages: – accurate, complete information – error-free messages – clear, legible writing • Appropriate handling of wake-up calls • Efficient call-related time management
3. Handle complaints.	• Accurate interpretation of the situation • Respect for client's opinion • Creation of a climate of trust • Demonstration of empathy • Offer of appropriate solutions • Systematic verification of customer satisfaction • Appropriate follow-up with respect to departments involved, if necessary

For the Competency as a Whole:

- Observance of establishment's service standards
- Rigorous application of communication techniques
- Appropriate use of specific work-related terminology
- Ability to adapt to the various communication situations
- Observance of professional ethics
- Ability to perform under pressure

Suggestions for Competency-Related Knowledge, Skills, Perceptions and Attitudes

The following suggestions take into account the elements of the competency, the main components of these elements and the performance criteria related to the competency.

1. Interact within a team.

- Communicate information to colleagues.

  Type of information communicated by hotel receptionists
  Means of communication used by hotel receptionists

- Participate in team-related activities.

  Attitudes and behaviours conducive to teamwork
  Distribution and sharing of tasks in a team
  Application of communication rules and techniques specific to teamwork

2. Handle telephone calls.

- Use main reference tools.

  Telephone directories
  Tools used by the establishment

- Answer telephone calls.

  Attitudes and behaviours required to handle telephone calls effectively
  Use of a hotel telephone system
  Main types of calls to be handled by the reception desk (e.g. external, internal, wake-up calls)
  Communication techniques, rules and customary expressions of telephone protocol

- Take messages.

  Steps involved in taking messages and elements to include
  Customary expressions to use when asking questions, confirming details and ending telephone calls
  Rules for writing messages and customary abbreviations

3. Handle complaints.

- Communicate in situations involving complaints.

  Attitudes and behaviours required to handle complaints effectively
  Main steps involved in settling complaints
  Types of complaints and main solutions generally available to hotel receptionists
  Customary expressions to use when proposing solutions and verifying customer satisfaction

- Provide follow-up.

  Types of follow-up and methods used
  Elements to note when entering complaints in the logbook

For the Competency as a Whole:

- Recognize the impact of communication on the operations of the establishment.

  Importance of the quality of language on relationships with clients
  Possible situations related to a client's stay
  Professional ethics pertaining to communications in the hotel industry

- Use communication techniques.

  Communication process
  Main communication styles
  Approaches to use depending on the situation

- Adapt to difficult situations.

  Difficult communication situations
  Frequent or repeated complaints
  Degree of latitude given to handle complaints

Selling Hotel Products and Services	Code:	901 642

Module   3   Duration: 30   hours

Behavioural Objective

Statement of the Competency	Achievement Context
Sell products and services.	• Given instructions and learning contexts • Using reference materials • Rooms and packages, sports and leisure activities and other industry-related products and services

Elements of the Competency	Performance Criteria
1. Identify the various products and services offered by the establishment.	• Methodical, complete gathering of information • Accuracy of information gathered • Awareness of products and services offered by competitors • Accurate comparison with products and services offered by competitors
2. Identify clients' needs.	• Creation of a climate of trust • Relevance of questions • Quality of listening skills • Accurate interpretation of needs expressed • Application of paraphrasing techniques

3. Recommend hotel products and services.	• Identification of clients' needs
	• Relevance of products and services offered
	• Quality of presentation:
	  – clarity
	  – accuracy
	  – enthusiasm
	  – structure
	• Efficient handling of objections

4. Close a sale.	• Accurate interpretation of verbal and nonverbal cues • Judicious application of techniques used to close sales • Observance of constraints expressed by clients • Appropriate leave-taking

5. Ensure post-sale follow-up.

- Relevant document update where necessary
- Appropriate follow-up with relevant persons or departments

For the Competency as a Whole:

- Adoption of appropriate approach according to clients' needs
- Quality of communication
- Observance of rules of common courtesy
- Observance of establishment protocol and rules
- Observance of professional ethics

Suggestions for Competency-Related Knowledge, Skills, Perceptions and Attitudes

The following suggestions take into account the elements of the competency, the main components of these elements and the performance criteria related to the competency.

1. Identify the various products and services offered by the establishment.

- Learn about the establishment and the products and services offered.

  Location of establishment, type and category of services
  Characteristics of products and services offered at the hotel and in the surrounding area

- Identify the products and services offered by competitors.

  Type, category and characteristics of products and services offered by competitors (as defined by the establishment)

- Process information.

  Comparison of advantages and disadvantages with respect to competitors
  Description of the establishment's strengths

2. Identify clients' needs.

- Distinguish the different types of clients.

  Characteristics and needs of main types of clients
  Consumer psychology and approaches to use

- Ask the clients questions.

  Means used to create a climate of trust
  Adaptation of communication techniques to a sales context
  Importance of making connections between clients' needs and products and services offered

3. Recommend hotel products and services.

- Offer products and services that correspond to clients' needs.

  Characteristics of an effective presentation
  Presentation strategies and techniques used to highlight products and services
  Means used to maintain client interest and enthusiasm

- Handle objections.

Attitudes to adopt when handling objections
Types of objections
Techniques and strategies used to clarify and counter objections

4. Close a sale.

- Apply a sales closing method.

Attitude to adopt when closing a sale
Verbal and nonverbal cues indicating a desire to purchase
Closing attempts and techniques

5. Ensure post-sale follow-up.

- Determine the follow-up to provide.

Type and method of follow-up
Internal and external departments to contact, depending on the sale

For the Competency as a Whole:

- Recognize the importance of hotel reception sales.

Employers' requirements in terms of hotel reception sales
Characteristics of sales services
Steps involved in selling products and services
Field of application: rooms, packages, sports and leisure activities, other industry-related products and services

- Adopt the attitudes and behaviours required to make a sale.

Qualities to develop: motivation, dynamic personality, flexibility, ability to assess their own performance, ability to adapt their communication approach to the client
Importance of cultivating client interest and of using an appropriate level of language
Necessity of keeping up to date

- Adapt to difficult situations.

Difficult communication situations: selling complex products and services, stressful work environment, quick turnaround time

Taking Reservations	**Code:** **901 652**

Module   4   Duration: 30   hours

Behavioural Objective

Statement of the Competency

Take reservations.

Achievement Context

- Given instructions and learning contexts
- Using reservation forms, reservation calendar, rate tables and reference materials

Elements of the Competency

Performance Criteria

1. Interpret the request.

- Accurate identification of needs
- Quality of listening skills
- Judicious application of communication techniques

2. Check room availability.

- Accurate determination of:
  - number of available rooms
  - types of available rooms

3. Provide information to clients.

- Efficient application of sales techniques
- Awareness of client's sociocultural characteristics
- Detailed description of services offered
- Accurate information pertaining to rates
- Accurate explanation of the establishment's policy regarding guarantees and cancellations

4. Handle requests.

- Appropriate opening of files:
  - individual reservations
  - group reservations
  - reservations carried out by travel agencies, tourist offices or other intermediaries
- Accurate, detailed and legible entries:
  - dates of stay
  - clients' name, address, etc.
  - services reserved
  - special requests
  - payment guarantees
- Appropriate handling of reservation-related changes and cancellations:
  - accurate identification of change request
  - accurate entry of changes or cancellations

5. Ensure file follow-up.
- Accurate, complete update of:
  - reservation calendar
  - occupancy forecast
  - waiting lists
- Methodical filing of reservation forms
- Accuracy of documents relating to:
  - individual reservations
  - group reservations
- Appropriate transmission of the information to the relevant departments

For the Competency as a Whole:

- Observance of establishment protocol
- Observance of legislation relating to hotel reservations
- Observance of rules of common courtesy
- Observance of professional ethics
- Attention to detail
- Observance of deadlines

Suggestions for Competency-Related Knowledge, Skills, Perceptions and Attitudes

The following suggestions take into account the elements of the competency, the main components of these elements and the performance criteria related to the competency.

1. Interpret the request.

- Determine clients' needs.

  Techniques for gathering essential information
  Application of communication techniques and telephone protocol

2. Check room availability.

- Distinguish the different types of rooms.

  Terminology and characteristics specific to categories of rooms and room availability

- Distinguish the different types of reservations.

  Types and characteristics of reservations (guaranteed and non-guaranteed, individual and group)

- Interpret a reservation calendar.

  Methods of identifying available rooms and possible substitutions
  Types of calendars and room blocking techniques
  Connection between a reservation request and room availability

3. Provide information to clients.

- Distinguish the different pricing policies.

  Types of rates and packages associated with different types of clients
  Concept of yield management
  Importance of respecting the establishment's pricing policies

- Recommend products and services.

  Explanation of hotel and other industry-related products and services, guarantee/cancellation policies, applicable restrictions
  Customary expressions to use when providing explanations
  Application of sales techniques when presenting products and services and handling objections

- Quote a rate.

  Interpretation of rate table and determination of applicable rate
  Methods of explaining detailed charges

4. Handle requests.

- Take down a reservation.

  Steps involved in taking a reservation
  Information required when taking various types of reservations (individual, group, third-party)
  Rules for making manual entries
  Methods of ending a conversation

- Handling special cases.

  Special requests
  Methods of handling gift-certificates, waiting lists, reservations during periods of overbooking, etc.

- Change or cancel a reservation.

  Steps involved in changing or cancelling a reservation
  Attitudes to adopt

5. Ensure file follow-up.

- Provide follow-up.

  Methods of updating reservation calendar and occupancy forecast
  Confirmation methods and filing system
  Data entry for group reservations
  Internal and external departments to contact, depending on the services reserved

For the Competency as a Whole:

- Recognize the importance of reservations to hotel reception.

  Hotel reception operations and interaction with other departments
  Reservations process, forms and documents used
  Characteristics of different reservation methods
  Legislation relating to hotel reservations

Taking Reservations	Code: 901 652

- Ensure their work meets quality standards.

Professional attitudes and behaviours
Impact that errors have on hotel reception and all other departments
Importance of applying communication and sales techniques when taking reservations

- Adapt to difficult situations.

Complex pricing policies, frequent periods of overbooking, quick turnaround times
Complex changes to reservation calendar

Accounting Tasks	**Code:**	**901 663**

Module 5   Duration: 45 hours

Behavioural Objective

Statement of the Competency	**Achievement Context**
Perform accounting tasks.	• Given instructions and learning contexts • Using cash in hand, a calculator, a credit card reader and forms

Elements of the Competency	**Performance Criteria**
1. Verify cash in hand.	• Accurate calculation of total cash in hand • Accurate entry of total on the appropriate form • Adequate supply of change and bills of small denomination, if required • Detection of counterfeit bills • Proper handling of small change and bank notes
2. Handle foreign currencies.	• Systematic verification of current exchange rates • Correct application of method used to convert currencies • Accurate calculations • Accurate recording of transaction • Proper use of supporting documents • Proper handling of small change and bank notes

3. Calculate and record charges.	• Accurate calculations
	• Proper use of supporting documents
	• Clear, concise entry of:
	  – charges
	  – applicable taxes
	  – payments
	  – deposits
	  – amounts paid
	  – transfers
	• Detailed verification of hotel bills:
	  – inclusion of all items
	  – application of verification formula
	• Methodical filing of supporting documents

4. Collect payments.	• Accurate collection according to method of payment • Proper handling of change and bank notes • Observance of communication techniques when dealing with problematic situations

5. Balance cash registers.	• Accurate verification of work-shift transactions:
	  – systematic identification of errors
	  – correction of errors
	• Accurate preparation of internal deposit
	• Return of cash in hand to the original amount
	• Accuracy of reports

6. Perform night-audit operations.	• Systematic verification of the reception desk's transactions for the day
	• Reconciliation of hotels bills with supporting documents
	• Relevant recording of room charges:
	  – accuracy of recording
	  – conformity of charges with current rates
	• Rigorous verification of guests' credit limits
	• Accurate reconciliation of:
	  – cash accounts of establishment's points of sales
	  – reception desk cash account
	• Correct preparation of the daily log of sales
	• Accuracy of documents produced relating to monetary transactions
	
	For the Competency as a Whole:
	
	• Observance of professional ethics
	• Observance of establishment protocol
	• Methodical work
	• Attention to detail
	• Error-free work

Suggestions for Competency-Related Knowledge, Skills, Perceptions and Attitudes

The following suggestions take into account the elements of the competency, the main components of these elements and the performance criteria related to the competency.

1. Verify cash in hand.

• Calculate total cash in hand.	Methods used by establishments Basic rules for handling small change and bank notes Steps involved in calculating cash in hand

2. Handle foreign currencies.

• Convert foreign currencies.	Policies adopted by establishments Reading and interpretation of exchange rate tables in effect in establishments and financial institutions Methods of handling and verifying money collected and paid out Conversion calculations and recording of transactions

3. Calculate and record charges.

- Calculate charges.

  Calculation methods: room and other charges
  Use of supporting documents

- Handle deposits.

  Method of recording deposits
  Transfer of deposit upon client's arrival
  Deposit/cancellation policies

- Enter transactions on hotel bills.

  Importance of clear entries
  Methods of verifying calculations
  Verification and filing of supporting documents

4. Collect payments.

- Process payments.

  Accepted methods of payment and procedures to follow
  Methods of giving change
  Use of equipment (credit or debit cards)
  Attitudes to adopt in difficult situations

5. Balance cash registers.

- Verify work-shift transactions.

  Verification methods and forms used
  Methods of detecting and correcting errors
  Types of reports to produce or forms to fill out

- Prepare an internal deposit.

  Steps involved in preparing an internal deposit
  Verification of cash in hand

6. Perform night-audit operations.

- Verify the day's transactions.

  Night-audit principles and procedures to follow
  Methods of reconciling accounts

- Perform night-audit tasks.

  Methods of verifying and posting room charges
  Methods of verifying a client's credit limit
  Preparation of documents and reports relating to operations

For the Competency as a Whole:

- Identify the commercial transactions performed at the reception desk.

  Accounting-related tasks performed at the reception desk
  Interaction between the reception desk and other departments (points of sales) in the hotel
  Reception-desk accounting elements: forms, documents and equipment used
  Billing process
  Rules for recording transactions
  Hotel legislation

Accounting Tasks	**Code:**	**901 663**

- Recognize the importance of ensuring quality work when performing accounting tasks.

Work method and impact of errors on the reception desk and all other departments in the hotel
Professional ethics relating to confidentiality of commercial transactions

- Handle difficult situations.

Problems reconciling end-of-day or work-shift transactions

Safety and Security	Code: 901 672

Module   6   Duration: 30   hours

Behavioural Objective

Statement of the Competency	Achievement Context
Intervene in safety and security matters.	• Given instructions and learning contexts • Using reference materials

Elements of the Competency	Performance Criteria

1. Make decisions.	• Complete gathering of information
	• Judicious choice of method of intervention according to the situation:
	  – theft
	  – fire
	  – gas leaks
	  – physical injuries, etc.
	• Identification of emergency plan, if necessary

2. Alert the appropriate authorities.	• Accurate description of the situation
	• Detailed, timely transmission of information concerning:
	  – location of the emergency
	  – access to building
	  – route to take

3. Apply first-aid techniques.	• Accurate evaluation of the situation • Proper prioritization in the intervention procedure • Observance of the various steps in the procedure
4. Provide information to guests.	• Accuracy and precision of instructions • Use of simple, understandable terminology • Creation of a climate of trust
5. Record the information.	• Proper selection of information to be recorded • Clear, accurate and legible recording of events *For the Competency as a Whole:* • Demonstration of calm and self-control • Observance of hotel policies • Timely intervention

Suggestions for Competency-Related Knowledge, Skills, Perceptions and Attitudes

The following suggestions take into account the elements of the competency, the main components of these elements and the performance criteria related to the competency.

1. Make decisions.

- Assess the situation.

  Information required for decision making
  Possible sources of information

- Choose a means of intervention.

  Possible means of intervention and procedures, depending on the type of situation
  Emergency plan
  Establishments' rules and policies

2. Alert the appropriate authorities.

- Determine the information to transmit to the appropriate authorities.

  Type of information to transmit
  Possible emergency workers: police officers, fire fighters, ambulance attendants, etc.

- Communicate with public emergency services.

  Methods of transmitting information
  Behaviour to adopt while waiting for authorities
  Impact of communication on effective resolution of situation

3. Apply first-aid techniques.

- Determine the gravity of the situation.

  Method of assessing the situation
  Types of intervention and techniques, depending on the situation
  Prioritization

- Provide first-aid care.

  Steps and principles to follow in case of injury (minor and serious)
  Use of main items in first-aid kit

4. Provide information to guests.

- Determine the information to transmit to guests.

  Type of information to transmit to guests

- Communicate with clients during emergencies.

  Attitudes and behaviours that facilitate communication during emergencies
  Main signs of stress in individuals
  Approaches to use
  Technique for formulating information

5. Record the information.

- Enter the information in the logbook.

  Essential elements of the situation to be entered in the logbook
  Importance of recording information clearly, accurately and legibly

For the Competency as a Whole:

• Recognize the importance of intervening in an emergency.	Possible emergency situations Role of receptionists and other hotel staff Importance of recognizing the limits of their actions Potential impact caused by lack of prompt intervention Attitudes and behaviours to adopt
• Recognize the importance of respecting legislation relating to safety and security.	Legislation relating to safety and security and emergencies
• Adapt to difficult situations.	Possible situations: clients who speak a foreign language, absence of supervisors, panic, etc.

Reception-Related Tasks in a Non-Computerized Environment	Code: 901 688

Module 7   Duration: 120 hours

Behavioural Objective

Statement of the Competency

Perform reception-related tasks in a non-computerized environment.

Achievement Context

- Given learning contexts
- Using cash in hand, a calculator, a credit card reader, a fax machine, forms and reference materials

Elements of the Competency

1. Begin a work shift.

Performance Criteria

- Functional organization of the workstation:
  - verification that the equipment is working properly
  - proper arrangement of equipment
  - appropriate steps taken to obtain missing material
- Complete reading of logbook
- Proper verification of:
  - cash in hand
  - occupancy rate
  - inventory of keys

2. Prepare for guest check-in.

- Proper preparation of the daily register:
  - accurate determination of the number of available units
  - appropriate room assignment in accordance with requests made upon reservation
- Accuracy of room assignment lists
- Appropriate transmission of information to the relevant departments
- Accuracy of information transmitted
- Proper preparation of all registration forms and keys
- Proper filing of check-in documents

3. Complete guest registration procedures.

- Rigorous application of techniques used to greet guests
- Efficient application of sales techniques
- Proper application of registration procedures:
  - accurate identification of method of payment
  - proper collection of deposit, if applicable
  - clear, accurate formulation of information pertaining to available services
  - clear explanation of location of the room and issuing of key

4. Update clients' bills.
- Proper application of billing procedures
- Systematic verification of the accuracy of entries
- Accurate verification of the clients' credit limits
- Methodical filing of supporting documents

5. Perform administrative tasks.
- Rigorous verification and methodical filing of registration forms and guarantees of payment
- Observance of techniques for dispatching, receiving and forwarding mail
- Observance of techniques for sending and receiving faxes
- Proper application of procedures pertaining to:
  - lost or stolen property
  - safety deposit boxes

6. Handle reservation requests.
- Proper application of sales techniques
- Observance of reservation procedures

7. Provide information to guests.
- Accurate interpretation of the guests' needs
- Proper use of reference materials
- Accurate, clear description of:
  - characteristics of the region
  - activities and packages available
  - special events
- Accurate directions given to guests:
  - proper interpretation of road maps
  - accurate evaluation of time needed to reach their destination
  - accurate information regarding available means of transportation
- Clear, concise response to requests for information about:
  - important events in Québec's history
  - social customs in Québec

8. Handle guest check-out.
- Proper use of customary greetings
- Proper handling of complaints or comments
- Accurate confirmation of balance due
- Detailed explanation of charges incurred
- Proper processing of payment:
  - verification of method of payment
  - recording of transaction according to method of payment
  - proper collection according to method of payment
- Systematic update of hotel occupancy rate

9. End the work shift.

- Rigorous application of techniques used to:
  – balance cash
  – carry out the night audit, if applicable
- Proper preparation of the internal deposit
- Proper recording of events in the logbook:
  – clear, accurate information
  – legible entry
  – quality of written language
- Accurate, complete update of hotel occupancy rate
- Appropriate transmission of information to the relevant departments
- Accuracy of information transmitted
- Tidiness of workstation

For the Competency as a Whole:

- Observance of professional ethics
- Observance of ergonomic rules
- Conformity of tasks with hotel legislation
- Relevance of safety-related interventions
- Proper use of office equipment
- Attention to detail
- Quality of organizational skills
- Ability to handle stress
- Observance of deadlines

Suggestions for Competency-Related Knowledge, Skills, Perceptions and Attitudes

The following suggestions take into account the elements of the competency, the main components of these elements and the performance criteria related to the competency.

1. Begin a work shift.

- Prepare the workstation.

  Necessary tools and materials: use, mode of operation, verification and inventory
  Ergonomic workstation
  Method of sorting and keeping track of keys

- Determine the work to be done.

  Possible sources of information
  Types of activities to perform or coordinate

2. Prepare for guest check-in.

- Prepare the daily register.

  Terminology used to describe room status
  Methods of verifying room status and number of available rooms
  Methods of verifying reservations for the day

- Assign rooms.

  Establishment's room assignment policy
  Customary rules regarding room assignment
  Preparation of room assignment list

- Perform pre-registration operations.

  Pre-registration methods for individuals or groups
  Types of documents required for check-in and filing system used

- Forward information concerning check-ins.

  Type of information to forward
  Method of forwarding information
  Departments affected by arrivals

3. Complete guest registration procedures.

- Register guests.

  Greeting protocol and registration procedures for different types of guests
  Particular needs of different types of guests
  Techniques for selling additional services, room upgrades, etc.

- Provide internal follow-up.

  Methods of updating and filing documents
  Methods of verifying payment guarantees
  Inter-departmental communication

4. Update clients' bills.

- Post charges incurred by guests.

  Application of billing procedures

- Verify guests' credit limits.

  Verification methods and main steps to take in case charges exceed allowable credit limits
  Attitudes and behaviours in keeping with the situation

5. Perform administrative tasks.

- Check the hotel guest register.

  Use, method and frequency of verifications
  Actions to take in case of discrepancies

- Perform office tasks.

  Equipment used and mode of operation
  Methods used to handle mail, photocopies and faxes

- Follow security procedures pertaining to clients' personal belongings.

  Methods of handling lost, found or stolen belongings in the hotel
  Procedures pertaining to safety deposit boxes
  Applicable hotel legislation

6. Handle reservation requests.

- Take reservations.

  Application of reservation procedures and sales techniques

- Provide follow-up.

  Application of filing system
  Communication between departments or with service suppliers

7. Provide information to guests.

- Use available sources of information.

  Available reference materials and their use

- Give guests directions to a geographic location.

  Reading and interpretation of road maps
  Geographic location of main tourist attractions
  Efficient way of giving directions

- Inform clients about local tourist services.

  Characteristics of local products and services
  Customary expressions
  Importance of keeping up to date

- Respond to guests' inquiries about the province.

  Types of inquiries made by foreign guests
  Important events in Québec history, social customs, major centres
  Importance of using tact, objectivity and diplomacy

8. Handle guest check-out.
   - Apply check-out procedures.

     Customary expressions to use when inquiring about customer satisfaction
     Methods of handling complaints or comments
     Check-out procedures for individuals or groups
     Attitudes to adopt when guests contest charges or when authorization is refused

   - Provide internal follow-up.

     Methods of filing documents
     Tasks to be done following check-out

9. End the work shift.
   - Balance the cash register.

     Application of methods used to balance cash, carry out night audit and prepare the internal deposit

   - Provide internal follow-up.

     Type of follow-up to provide and documents to update
     Shift-change procedures

   - Tidy the workstation.

     Verification and restocking of supplies
     Importance of keeping the workstation tidy

For the Competency as a Whole:
- Ensure their work meets quality standards.

  Professional attitudes and behaviours
  Impact of errors on operations

- Adapt to difficult situations.

  Difficult situations: overbooking, peak demand days, etc.

Communicating in the Second Language	**Code:** **901 698**

Module   8   Duration: 120 hours

Behavioural Objective

Statement of the Competency	**Achievement Context**
Communicate in the second language.	• Given learning contexts • Using telecommunication equipment, forms and reference materials

Elements of the Competency	**Performance Criteria**

1. Handle telephone calls.	• Accurate interpretation of message
	• Proper explanation when the requested party is unavailable
	• Use of relevant customary courtesies
	• Proper use of customary expressions according to telephone protocol
	• Quality of written message:
	  – error-free message
	  – clear, legible writing
	• Inclusion of all elements of the message

2. Converse with clients when taking reservations.	• Accurate interpretation of the request • Clear, accurate description of services offered • Clear explanation of rates and packages available • Accurate formulation of hotel policy concerning guarantees and cancellations • Error-free reservation form

3. Converse with guests during check-in.	• Proper use of customary expressions when greeting guests
	• Proper use of linguistic expressions when registering guests
	• Clear explanations pertaining to:
	  – available activities and services
	  – location of rooms and services

4. Converse with guests during check-out.	• Proper use of expressions when inquiring about customer satisfaction • Clear explanations related to charges • Accurate formulation of amounts due • Proper use of linguistic expressions appropriate to the situation

5. Handle complaints.

- Accurate interpretation of the complaint
- Clear, coherent, relevant explanations
- Correct formulation of a suitable solution

For the Competency as a Whole:

- Choice of vocabulary appropriate to the situation
- Application of common grammatical rules
- Clarity of speech
- Appropriate level of language for professional communication
- Proper pace of conversation

Suggestions for Competency-Related Knowledge, Skills, Perceptions and Attitudes

The following suggestions take into account the elements of the competency, the main components of these elements and the performance criteria related to the competency.

1. Handle telephone calls.

- Answer telephone calls.

Rules and customary expressions of telephone protocol
Linguistic expressions used by callers
Concept of time and duration, organizational chart of an establishment

- Take messages.

Customary courtesies to use when taking messages
Transcription of information given in French: customary abbreviations, note-taking speed

2. Converse with clients when taking reservations.

- Interpret a request.

Linguistic expressions used by clients
Customary questions to ask

- Describe the services offered by the establishment.

Vocabulary pertaining to sports and leisure activities, accommodations, restaurant services and hotel directions
Common expressions used to describe, sell and recommend services

- Explain the establishment's policies.

Terminology and expressions to use to explain availability, restrictions and other rules and policies

- Handle the request.

Linguistic expressions used by clients when making requests
Customary expressions to use to gather, verify and confirm information, quote a rate and end a conversation

3. Converse with guests during check-in

- Register guests.

  Linguistic expressions used by guests
  Customary expressions to use when registering all types of guests

- Provide explanations to guests.

  Explanations pertaining to equipment operation, rooms, hotel services and local tourist attractions
  Expressions to use when handling problems

4. Converse with guests during check-out.

- Greet guests.

  Customary courtesies to observe with guests at check-out

- Provide explanations to guests.

  Linguistic expressions used by guests
  Terminology and expressions to use to explain charges, entries on hotel bills, balance due

- Handle payment transactions.

  Expressions to use when collecting payments
  Expressions to use when guests contest charges or when authorization is refused

5. Handle complaints.

- Interpret a complaint.

  Main type of complaints handled by the reception desk
  Linguistic expressions used by dissatisfied guests
  Customary expressions to use when offering help and when clarifying a situation

- Formulate an answer.

  Customary expressions to use when offering apologies, proposing solutions and showing empathy

For the Competency as a Whole:

- Recognize the importance of communicating well in French.

  Application of communication techniques and customer service principles
  Characteristics of professional communication: appropriate pace and vocabulary, clear speech, quality of voice, level of language
  Review of basic concepts (e.g. verb tenses; affirmative, negative and interrogative forms; determiners; possessives)

- Adapt to difficult situations.

  Difficult situations: fast speech, foreign accents, etc.

Operating a Hotel Computer System	Code:	901 706

Module   9   Duration: 90   hours

Behavioural Objective

Statement of the Competency	Achievement Context
Operate a hotel computer system.	• Given instructions and learning contexts • Using a computer, hotel management software and forms

Elements of the Competency	Performance Criteria

1. Record reservations.	• Accuracy of procedures for opening, modifying and cancelling files
	• Observance of access procedures related to:
	  – availability lists
	  – rate tables
	• Accurate entry of data relating to travel agencies or other suppliers

2. Record check-ins.	• Accuracy of registration procedures, related to:
	  – clients with reservations
	  – clients without reservations
	  – group reservations
	• Observance of access procedures related to:
	  – availability lists
	  – rates
	• Accurate entry of modifications, where applicable
	• Accurate entry of deposit, where applicable

3. Record commercial transactions.	• Accurate entry of:
	  – reservation deposits
	  – charges
	  – payments
	• Observance of procedures used to correct transactions

4. Record check-outs.	• Accuracy of bill printout
	• Accurate entry of:
	  – payment
	  – room status

5. Validate the transactions carried out during the shift.	• Complete entry of monetary operations • Accurate data entry • Accurate printing of transaction reports • Observance of procedures used to correct transactions

6. Record night-audit operations.

- Observance of proper procedures
- Observance of end-of-day procedure
- Proper saving of data

For the Competency as a Whole:

- Observance of software access procedure
- Proper use of software functions
- Strict use of codes
- Complete gathering of data
- Observance of deadlines
- Error free
- Observance of ergonomic rules

Suggestions for Competency-Related Knowledge, Skills, Perceptions and Attitudes

The following suggestions take into account the elements of the competency, the main components of these elements and the performance criteria related to the competency.

1. Record reservations.

- Enter reservations.

Specific software functions; terminology and codes used; compulsory fields
Main reports
Procedures for opening, modifying and cancelling various types of reservation files
Processing of special cases

2. Record check-ins.

- Enter data pertaining to guest check-in.

Specific software functions; terminology and codes used; compulsory fields
Check-in procedures for different types of guests
Printing of check-in cards, documents and main reports
Processing of special cases

3. Record commercial transactions.

- Enter commercial transactions.

Specific software functions; terminology and codes used; compulsory fields
Billing procedures for all types of charges
Verification and correction of entries
Main reports

4. Record check-outs.

- Enter check-outs.

Specific software functions; terminology and codes used; compulsory fields
Procedures for recording all check-outs and all payment methods
Main reports

5. Validate the transactions carried out during the shift.

- Enter the data required to validate transactions.

Specific software functions; terminology and codes used; compulsory fields
Procedure for reconciling accounts
Method of correcting transactions
Main reports

6. Record night-audit operations.

- Perform night audit.

Specific software functions; terminology and codes used; compulsory fields
Application of night-audit procedure
Main reports

For the Competency as a Whole:

- Recognize the importance of using specialized hotel management software.

Main features of a microcomputer, an operating system and specialized software program
Basic functions: accessing, exiting, main function keys, main terms and codes used
Types of software used in tourism industry: awareness of software limitations
Impact of errors on reception desk and all other departments

- Adopt professional attitudes and behaviours.

Rules for using computer systems: discretion, professional use only, confidentiality of information, etc.

- Adapt to difficult situations.

Power failure/computer breakdown, printer breakdown, running out of paper or ink, etc.
Establishment's requirements concerning speed of use

Reception-Related Tasks in a Computerized Environment	Code:	901 715

Module   10   Duration: 75   hours

Behavioural Objective

Statement of the Competency	**Achievement Context**
Perform reception-related tasks in a computerized hotel environment.	• Working in both English and French • Given learning contexts • Using hotel management software, word-processing software, Internet access, cash in hand, a calculator, a credit card reader, forms and reference materials

Elements of the Competency	**Performance Criteria**

1. Begin the shift.	• Accurate entry of software access code
	• Proper choice of reports to be printed
	• Observance of procedures for printing reports
	• Proper verification of:
	  – cash in hand
	  – vacancies

2. Coordinate check-ins.	• Proper preparation for check-in
	• Methodical verification of room availability and current rates
	• Accuracy of entry related to:
	  – clients with reservations
	  – clients without reservations
	  – group reservations
	• Proper room assignment
	• Efficient contact with group leaders:
	  – rigorous verification of billing method, meal-related arrangements, baggage handling, or other pre-arranged activities
	  – clear, accurate formulation of relevant information
	• Application of techniques related to:
	  – communication
	  – greeting guests

3. Handle reservation requests.	• Proper processing of reservations via e-mail • Proper use of word-processing software • Accuracy of data entered • Observance of procedures for sending and retrieving e-mail

4. Record transactions.

- Accurate entry of:
  – reservation deposits
  – charges
- Methodical verification of the accuracy of data recorded
- Proper application of procedure for correcting transactions
- Methodical filing of supporting documents

5. Respond to requests for information.

- Accurate interpretation of requests
- Effective search for information:
  – effective Internet surfing
  – proper use of reference materials
- Methodical verification of services available
- Clear, concise formulation of information
- Proper use of word-processing software
- Written messages free of grammatical and spelling errors

6. Handle check-outs.

- Accuracy of bill printout
- Accurate entry of:
  – payment
  – room status
- Correct processing of payment
- Settling of group bills according to pre-arrangements
- Observance of techniques for:
  – communicating
  – greeting guests
  – handling complaints
- Proper listing of data pertaining to the guest's stay

7. Perform night-audit operations.

- Observance of night-audit procedure
- Correct end-of-day procedure
- Methodical saving of data

8. End the work shift.

- Observance of procedures for printing transaction reports
- Observance of procedures for balancing the cash register:
  - collection of all the supporting documents and accurate addition of amounts
  - proper adjustment of incorrect accounts
  - entry of all shift-related data
  - confirmation of the balancing
- Correct preparation of the internal deposit
- Proper exiting of software
- Tidiness of workstation

For the Competency as a Whole:

- Proper use of hotel management software functions
- Rigorous use of hotel computer codes
- Correct use of French
- Attention to detail
- Observance of deadlines
- Observance of professional ethics
- Conformity of operations with hotel legislation
- Relevant safety-related interventions
- Observance of ergonomic rules

Suggestions for Competency-Related Knowledge, Skills, Perceptions and Attitudes

The following suggestions take into account the elements of the competency, the main components of these elements and the performance criteria related to the competency.

1. Begin the shift.

- Make the necessary verifications.

Verification of necessary tools and materials

- Find out what work needs to be done.

Possible sources of information
Types of tasks to perform or coordinate

2. Coordinate check-ins.

- Prepare for check-in.

Application of rules governing room assignment for all types of reservations
Pre-registration tasks for individuals and groups

- Perform guest registration tasks.

Application of greeting protocol and communication techniques
Performance of various registration tasks for all types of guests
Type of communication with group leaders

- Provide internal follow-up.

Type of information to forward
Departments affected by guest check-ins
Methods of updating check-in documents

3. Handle reservation requests.
   - Respond to reservation requests.

Application of procedures used to enter
reservations made by telephone or via e-mail

4. Record transactions.
   - Apply billing procedures for guest charges.

Application of billing procedures
Performance of billing tasks for various charges

5. Respond to requests for information.
   - Use sources of information.

Research tools and their use

   - Process requests for information.

Importance of interpreting requests correctly
Customary responses to written and oral requests

6. Handle check-outs.
   - Apply check-out procedures.

Application of greeting protocol, communication
techniques, methods of handling guest complaints
and comments
Performance of various check-out tasks for all types
of guests

7. Perform night-audit operations.
   - Apply night-audit procedures.

Application of night-audit procedures
Performance of various night-audit tasks

8. End the work shift.
   - Apply procedures for reconciling cash accounts.

Application procedures for reconciling cash
accounts
Performance of various tasks related to reconciling
cash accounts

   - Perform end-of-shift tasks.

Documents to update or internal follow-up
Shift-change procedures

| **Reception-Related Tasks in a Computerized Environment** | **Code:** | **901 715** |

For the Competency as a Whole:

- Ensure their work meets professional standards.

  Importance of knowing software codes and functions in order to concentrate on check-in (eyes on guest not on screen)
  Professional attitudes and behaviours
  Importance of communicating well in English and French

- Adapt to difficult situations.

  Managing physical reactions in difficult situations

Entering the Work Force	Code:	901 727

Module   11   Duration: 105 hours

Situational Objective

Statement of the Competency

Enter the work force.

Elements of the Competency

- Initiate job search techniques.
- Become familiar with their role in the workplace.
- Learn about the workplace.
- Learn about changes in perception brought about by a practicum in the workplace.
- Prepare to be efficient in the workplace.

Learning Context

Information Phase
- Searching out establishments corresponding to their professional and personal interests and which are likely to host trainees.
- Producing a résumé and a cover letter.
- Preparing for a selection interview.
- Taking steps to obtain a practicum position and ensuring follow-up.
- Meeting with the practicum coordinator in order to:
  - learn about the establishment's setup
  - discuss expected attitudes and behaviours
  - identify work-related tasks

Participation Phase
- Observing the work environment.
- Observing the various aspects of the trade.
- Performing job-related tasks.
- Learning about the various hotel departments.
- Determining whether the practicum coordinator is satisfied with the tasks performed.
- Producing a report describing the main tasks carried out in the establishment, including their observations of the work environment.

Synthesis Phase
- Identifying aspects of the trade that are similar to and different from their training.
- Discussing work-related attitudes and behaviours.
- Discussing the accuracy of their perception of the various aspects of the trade.

Instructional Guidelines

The teacher should:
- Provide the students with access to various practicum-related information.
- Provide the students with the means to help them prepare and send out job applications.
- Organize simulated selection interviews.
- Provide the students with the means to help them select an appropriate practicum position.
- Ensure that the students clearly understand the goals, terms and conditions of the practicum.
- Maintain close ties between the school and the establishment.
- Make it possible for students to observe and carry out tasks.
- Ensure regular support of the students.
- Ensure that the students receive constant supervision from the practicum coordinator.
- Intervene promptly and efficiently if difficulties arise.
- Encourage the students to exchange opinions and express their own views.

Participation Criteria

Information Phase

- Gather information on the various practicum positions.
- Prepare their résumé and cover letter.
- Highlight their strengths during a simulated selection interview.
- Meet with the coordinator in order to discuss their practicum-related skills and aptitudes.
- Describe the tasks to be performed during the practicum.

Participation Phase

- Observe establishment protocol, as well as instructions regarding practicum-related tasks.
- Participate actively in the establishment's activities.
- In a written report, describe:
  - the work environment
  - tasks carried out or observed
  - personal impressions (comparison of their tastes and professional objectives with the reality of the workplace)

Synthesis Phase

- Discuss with their colleagues their experiences in the workplace.
- State how the practicum will influence their future career choice.

Suggestions for Competency-Related Knowledge, Skills, Perceptions and Attitudes

The following suggestions take into account the learning context, the elements of the competency related to each phase as well as the instructional guidelines.

Information Phase

- Explain the relationship between the competency and the training program.

Purpose of the competency
Lesson plan
Connection with other modules of the program
Instructional aims

• Plan a practicum.	Information on the objectives and conditions of a practicum Sources of information on practicum positions Criteria for choosing a practicum position Discussion on the differences between school and the workplace
• Take steps to obtain a practicum position.	Preparation of a résumé, a cover letter and a thank-you letter Ways of getting in touch with practicum coordinators and of following up Preparation of for an interview Methods of sending out offers of service

Participation Phase

• Participate in job-related tasks in the workplace.	Main elements to observe: the work environment, relationship between reception desk and other departments, tasks performed by other departments Performance of job-related tasks
• Produce a report.	Preparation of a report containing: a summary of daily activities; what they have learned; the main tasks performed and observed; how tasks are performed; materials and equipment used; comments received on the tasks performed; their impressions of the workplace

Evaluation Phase

• Participate in a discussion about their experiences in the workplace.	Presentation of their impressions of the practicum and how the practicum will influence their career plans

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