

Hotel Reception (DVS 5897)

Training Sector: Food Services and Tourism

PROGRAM OF STUDY

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Introduction to the Program

In vocational training, a program of study presents the competencies required to practise a given trade or occupation at entry level on the job market. The training provided allows students to acquire a degree of versatility that will be useful in their career and personal development.

A program is a coherent set of competencies to be developed. It outlines the knowledge and broad orientations to be favoured during training. The competencies correspond to the tasks of the trade or occupation or to activities related to work, vocational or personal life, depending on the case. Learning is acquired in a specific achievement context and targets the ability to act, succeed and evolve.

According to the *Education Act*¹, every program “shall include compulsory objectives and contents and may include optional objectives and contents that shall be enriched or adapted according to the needs of students who receive the services.” For behavioural competencies, the compulsory components include the statement of the competency, the elements of the competency, the achievement context and the performance criteria; for situational competencies, they include the corresponding components.

For information purposes, programs also provide a grid of competencies, educational aims, a summary of competency-related knowledge and know-how, and guidelines. They also specify the suggested duration of each competency. All optional components of a program may be enriched or adapted according to the needs of the students, the environment and the workplace.

Program Components

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 career and personal development that have not been explicitly included in the program goals or competencies. They serve to orient appropriate teaching strategies to contextualize students' learning, in keeping with the dimensions underlying the practice of a trade or occupation. They help guide educational institutions in implementing the program.

¹ *Education Act*, CQLR, c. I-13.3, s. 461

Competency

A competency is the ability to act, succeed and evolve in order to adequately perform tasks or activities related to one's working or personal life, based on an organized body of knowledge and skills from a variety of fields, perceptions, attitudes, etc.

A competency in vocational training can be defined in terms of a behaviour or a situation, and includes specific practical guidelines and requirements for learning.

1. Behavioural Competency

A behavioural competency describes the actions and the results expected of the student. It consists of the following features:

- The *statement of the competency* is the result of the job analysis, the orientations and general goals of vocational training and other determinants.
- The *elements of the competency* 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 to the main components of the competency.
- The *achievement context* corresponds to the situation in which the competency is exercised at entry-level on the job market. The achievement context attempts to recreate an actual work situation but does not describe a learning or evaluation situation.
- The *performance criteria* define the requirements to be respected. They may refer to elements of the competency or to the competency as a whole. When associated with a specific element, performance criteria are used to judge whether a competency has been acquired. When associated with the competency as a whole, the criteria describe the requirements for performing a task or activity and provide information on the expected level of performance or the overall quality of a product or service.

2. Situational Competency

A situational competency describes the situation in which students are placed to acquire learning, and allows for actions and results to vary from one student to another. It consists of the following features:

- The *statement of the competency* is the result of the job analysis, the orientations and general goals of vocational training and other determinants.
- The *elements of the competency* outline the essential aspects of the competency and ensure a better understanding of the competency with respect to the expected outcome. The elements of the competency are fundamental to the implementation of the learning situation.
- The *learning context* provides a broad outline of the learning situation designed to help the students develop the required competency. It is normally divided into three key phases of learning: information, participation and synthesis.
- The *instructional guidelines* provide reference points and means for teachers 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* describe requirements that the students must meet when participating in 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 situation.

Competency-Related Knowledge and Know-How

Competency-related knowledge and know-how, together with related guidelines, are provided for information purposes. Competency-related knowledge and know-how define the essential and meaningful learning that students must acquire in order to apply and continue to develop the competency. They are in keeping with the job market and are accompanied by guidelines that provide information about the field of application, level of complexity and learning content. They generally encompass learning associated with knowledge, skills, strategies, attitudes, perceptions, etc.

Duration

The total duration of the program is compulsory and must be observed. It consists of teaching time, which includes time for the evaluation of learning and for enrichment or remedial activities, depending on the students' needs. The duration indicated for a given competency refers to the amount of time needed to develop the competency.

The amount of teaching time corresponds to the amount of time allotted to training, which is established during program development as the average amount of time needed to acquire a competency and evaluate learning. This duration is helpful in organizing training.

Credit

A credit is a unit used for expressing the quantitative value of each competency. One credit corresponds to 15 hours of training.

Aspects of Program Implementation

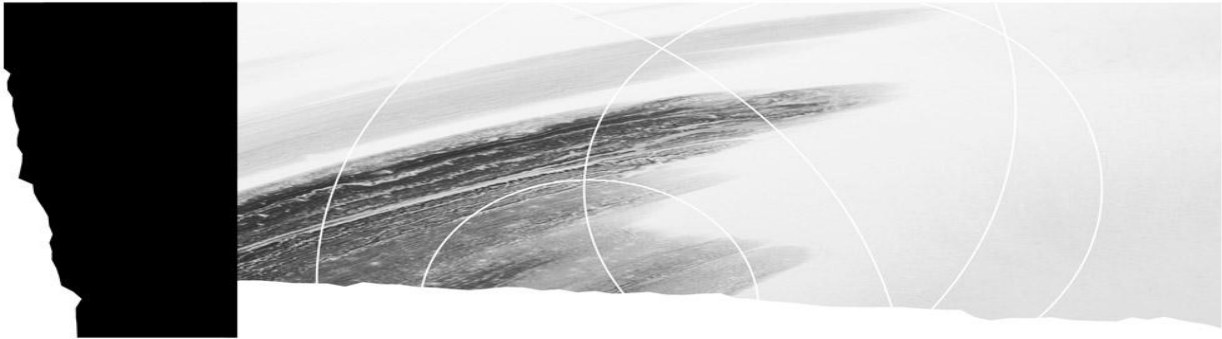
Program-Based Approach

The program-based approach is founded on a comprehensive view of a program of study and its components (e.g. goals, educational aims, competencies). It requires concerted action among all players involved, from the initial stages of program design and development to program implementation and evaluation. It consists in ensuring that all of the actions and activities proposed are based on the same aims and take into account the same orientations. For students, the program-based approach makes training more meaningful as it presents learning as a coherent whole.

Competency-Based Approach

In vocational training, the competency-based approach is based on a teaching philosophy that is designed to help students mobilize their own individual sets of resources in order to act, succeed and evolve in different contexts, according to established performance levels with all the required knowledge and know-how (e.g. skills, strategies, attitudes, perceptions). The competency-based approach is carried out in situations that are relevant to the students' working life and personal life.

Summary of the Program



5897

Hotel Reception

Year of approval: 2026

Certification:	Diploma of Vocational Studies
Number of credits:	49
Number of competencies:	14
Total duration:	735 hours

To be eligible for admission to the *Hotel Reception* program, candidates must meet one of the following requirements:

Persons holding a Secondary School Diploma or its recognized equivalent (e.g. Attestation of Equivalence of Secondary Studies) or a diploma of higher studies, such as a Diploma of College Studies or a bachelor's degree.

OR

Persons who are at least 16 years of age on September 30 of the school year in which they begin their training must have obtained Secondary IV credits in language of instruction, second language and mathematics in programs established by the Minister, or have been granted recognition of equivalent learning.

OR

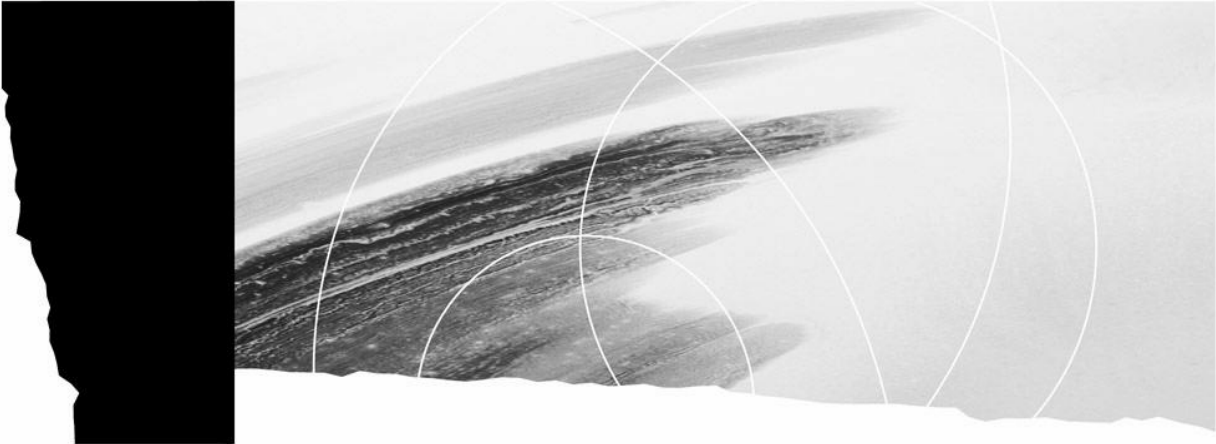
Persons who are at least 18 years of age upon entry into the program must have the following functional prerequisites: the successful completion of the general development test and ENG 3103-3, FRE 3101-1 and FRE 3104-1, or recognition of equivalent learning.

OR

Persons who have obtained Secondary III credits in language of instruction, second language and mathematics in programs established by the Minister are required to pursue general education courses, concurrently with their vocational training, in Secondary Cycle Two school programs established by the Minister.

The duration of the program is 735 hours, which includes 375 hours spent on the specific competencies required to practise the trade or occupation and 360 hours on general, work-related competencies. The program of study is divided into 14 competencies which vary in length from 30 to 120 hours. The total hours allocated to the program include time devoted to teaching, evaluation of learning and enrichment or remedial activities.

Competency	Code	Number	Duration	Credits
The Occupation and the Training Process	901802	1	30	2
Health and Safety	901812	2	30	2
Interaction With Others in the Workplace	901822	3	30	2
Client-oriented Approach	901833	4	45	3
Information on the Tourism Offerings	901843	5	45	3
Administrative Activities	901853	6	45	3
Selling Hotel Services	901864	7	60	4
Second Language in the Workplace	901876	8	90	6
Handling Room Reservations	901885	9	75	5
Comments and Complaints	901892	10	30	2
Client Service and Follow-Ups Related to the Stay	901902	11	30	2
Check-in Procedures	901914	12	60	4
Check-out Procedures	901923	13	45	3
Entering the Workforce	901938	14	120	8



Part I

Program Goals

Educational Aims

Statements of the Competencies

Grid of Competencies

Harmonization

Program Goals

The *Hotel Reception* vocational training program prepares students to practise the occupation of hotel receptionist.

Hotel receptionists welcome clients and inform them about the tourism offering and are in charge of reservations as well as client check-in and check-out procedures. They must also sell hotel services, handle client complaints and comments, and provide customer service and follow-ups depending on the stay.

In carrying out their duties, hotel receptionists work with a diverse clientele (business or leisure) who demand high standards. They are mainly employed in accommodation establishments such as hotels, inns, bed-and-breakfasts or resorts.

Being comfortable interacting with colleagues and clients is a requirement for this occupation. Also, since many tasks must be done simultaneously, being able to adapt, exercise good judgment, prioritize and manage stress is necessary. Hotel receptionists must demonstrate courtesy, hospitality and integrity at all times. They act as ambassadors for their accommodation establishment and for the region. They must exceed client expectations by anticipating their needs. To carry out their tasks, they must be able to communicate easily in French.

Hotel receptionists work in teams with others who fulfil the same role. They work in collaboration with their superiors and with colleagues from other departments of the accommodation establishment, such as the restaurant, housekeeping, concierge and bellhop services. Hotel receptionists may also have to work in collaboration with external service providers.

To execute their responsibilities, hotel receptionists use software, communication tools and other technologies designed to automate certain tasks. In addition, they assist clients who use self-service technologies to complete certain procedures.

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

- 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 workforce, that is:
 - to familiarize students with the job market in general, and with the specific context of their trade or occupation
 - to familiarize students with their rights and responsibilities as workers
- To foster students' personal development and acquisition of occupational knowledge, skills, perceptions and attitudes, 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 representatives from education and the field deem essential to the practice of the occupation:

- a curiosity with regard to tourist attractions, local products and new hospitality industry trends
- a concern for detail
- a greater sense of responsibility
- the ability to memorize information
- the ability to multi-task efficiently
- the ability to adapt to all kinds of situations

Statements of the Competencies

List of Competencies

- Determine their suitability for the occupation and the training process.
- Prevent occupational health and safety risks.
- Interact with others in the workplace.
- Adopt a client-oriented approach.
- Inform clients about the tourism offerings.
- Carry out administrative activities.
- Sell hotel services.
- Communicate in a second language in the workplace.
- Handle room reservations.
- Handle client comments and complaints.
- Take care of client service and follow-ups related to the stay.
- Carry out client check-in procedures.
- Carry out client check-out procedures.
- Enter the workforce.

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 or occupation.

The general competencies appear on the horizontal axis and the specific competencies, on the vertical axis. The symbol (○) indicates a correlation between a general and a specific competency. Shaded symbols indicate that these relationships have been taken into account in the acquisition of 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 and serves as a point of departure for determining how all of the competencies will be taught.

GRID OF COMPETENCIES

HOTEL RECEPTION				GENERAL COMPETENCIES								TOTAL
				Determine their suitability for the trade and the training process	Prevent occupational health and safety risks	Interact in a professional context	Adopt a client-oriented approach	Carry out administrative activities	Sell hotel services	Communicate in a second language in a professional context	Handle client comments and complaints	
SPECIFIC COMPETENCIES	Competency number	Competency type	Duration (in hours)	1	2	3	4	6	7	8	10	
	Competency number			S	S	C	B	B	B	B	B	
	Duration (in hours)			30	30	30	45	45	60	90	30	360
Inform the clientele about the tourism offering	5	C	45	○	⊗	⊗	⊗	○	○	○	○	
Handle room reservations	9	C	75	○	⊗	⊗	⊗	⊗	⊗	⊗	○	
Take care of client service and follow-ups depending on the stay	11	C	30	○	⊗	⊗	⊗	⊗	⊗	⊗	●	
Handle client arrival procedures	12	C	60	○	⊗	⊗	⊗	⊗	⊗	⊗	●	
Handle client departure procedures	13	C	45	○	⊗	⊗	⊗	⊗	⊗	⊗	●	
Enter the workforce	14	S	120	○	⊗	⊗	⊗	○	○	○	○	
Duration of the program			375									735

Links between the general and specific competencies

- : Existence of a link
- : Application of a link

Harmonization

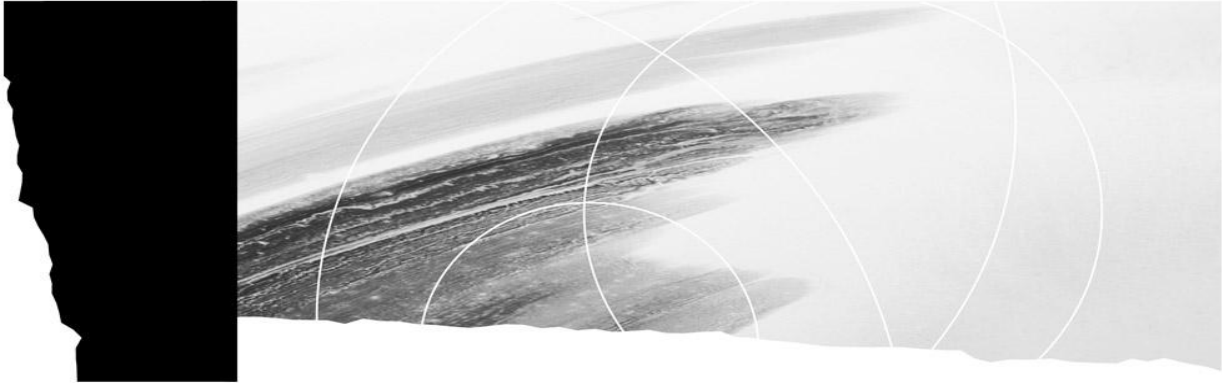
Harmonization of vocational and technical programs is a Ministerial orientation. It involves establishing similarities and continuity between secondary- and college-level programs within a particular sector or between sectors in order to avoid overlap in program offerings, to recognize prior learning and to optimize 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 distinct from one another. 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.

Harmonization of the *Hotel Reception* program has resulted in identifying competencies that are shared with other programs. Detailed information on the harmonization of this program and its results is presented in the document entitled *Tableaux d'harmonisation, Réception en hôtellerie*.



Part II

Program Competencies

Competency 1 Duration 30 hours Credits 2

Situational Competency

Statement of the Competency

Determine their suitability for the occupation and the training process.

Elements of the Competency

- Become familiar with the nature of the occupation.
- Learn about the program of study and the training process.
- Confirm their career choice.

Learning Context

Information Phase

- Learning about the hospitality industry:
 - laws, regulations and standards in force
 - sectors of activity and types of accommodation establishments
 - evolution, trends and new technology
 - outlook for the occupation
- Learning about the characteristics of the occupation:
 - nature of the work, working conditions, schedule, salary, job prospects, hiring requirements and career advancement opportunities
 - tasks and operations
 - aptitudes, attitudes, etc.
- Learning about the program of study and the training process:
 - competencies to acquire
 - duration of the program
 - evaluation methods and certification of studies

Participation Phase

- Taking stock of the necessary knowledge, skills, qualities and behaviours to practise the occupation
- Meeting with hotel reception specialists (hotel receptionists, front office managers, etc.)
- Discussing the information gathered as well as their perception of the occupation (advantages, disadvantages, and requirements)
- Committing to finding ways to foster their academic success and their entry on the job market

Synthesis Phase

- Assessing their skills, aptitudes, interests, attitudes and limitations with regard to the occupation
- Assessing their career choice by comparing the different aspects and requirements of the occupation with their profile

Instructional Guidelines

- Ensure the availability of recent and pertinent information about the occupation.
- Encourage students to share their points of view and allow them to express themselves.
- Encourage students to take part in the suggested activities.
- Help students develop a realistic perception of the occupation.
- Organize a meeting with hotel reception specialists.
- Provide students with the means to assess their career choice honestly and objectively.

Participation Criteria

Information Phase

- Choose information sources from which to gather material on the occupation and the associated training.
- Gather information on the topics covered.

Participation Phase

- Give their opinion on the requirements that they will have to meet in order to practise the occupation.
- Listen, show respect and be open-minded toward their peers.
- Prepare for the meeting with hotel reception specialists.
- Present their view of the occupation and the program of study, taking into account the information they gathered.

Synthesis Phase

- Produce a report assessing their skills, aptitudes, interests, attitudes and limitations with regard to the occupation.
- Confirm their career choice.

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each phase of the learning context, along with their attendant guidelines.

Information Phase

- Conditions required for learning: favourable climate, interest, concentration, physical and psychological well-being
- Laws, regulations and standards in force: consumer protection, labour standards, etc.
- Types of hotels, salary, job prospects, working conditions, job requirements, etc.
- Identification of information and reference documents during meetings or through other sources (e.g. program of study); importance of the reliability of information sources; delineation of research subjects and available information sources
- Method for taking notes

Participation Phase

- Synthesis, organization and presentation of information; importance of appropriate vocabulary
- Advantages of sharing their point of view and listening to that of others
- Development of openness to constructive criticism
- Rules regulating group discussions: listen, respect each person's right to speak, stay on topic, pay attention to others, be open to differing points of view, etc.

Synthesis Phase

- Main elements of a report confirming their career choice: summary of their preferences, aptitudes and interests as well as the requirements for practising the occupation; comparison of the two preceding elements; brief conclusion explaining their career choice

Competency 2 Duration 30 hours Credits 2

Situational Competency

Statement of the Competency

Prevent occupational health and safety risks.

Elements of the Competency

- Recognize their role and responsibilities with respect to occupational health and safety risk prevention.
- Be aware of the importance of complying with the accommodation establishment's occupational health and safety policies.
- Recognize dangerous situations or risky behaviours and the applicable preventive measures.

Learning Context

Information Phase

- Learning about the health and safety rules applicable to accommodation establishments
- Learning about the risks inherent in hotel reception and how to prevent them:
 - physical hazards in the establishment
 - psychological risks
 - risks related to the behaviour of specific clients
- Learning about their role and responsibilities with respect to occupational health and safety risk prevention
- Learning about the rights of hotel receptionists
- Learning about methods for managing occupational-related stress
- Learning about the emergency measures applicable in an accommodation establishment, the roles and responsibilities of other departments and of police services, fire services, ambulance services, etc.
- Learning about the measures to take in the event of an emergency (power outage, fire, person in distress, bomb threat, etc.)

Participation Phase

- Taking part in simulated situations in which risks, whether physical, psychological or related to the behaviour of specific clients, must be prevented.
- Participating in activities allowing them to apply preventive measures related to abnormal or suspicious client behaviours, the reporting of such behaviours and the documenting of suspicious activities.
- Participating in activities allowing them to apply stress management techniques and to respect their personal limits.
- Discussing the importance of developing preventive attitudes and behaviours with respect to occupational health and safety.

Synthesis Phase

- Presenting a report containing:
 - a summary of their newly acquired knowledge and skills
 - an assessment of their attitude with respect to occupational health and safety
 - their goals and means of improvement

Instructional Guidelines

- Provide the necessary information sources.
- Encourage students to have them take part in the suggested activities.
- Make use of learning situations that reflect the reality of the occupation.
- Foster the participation of all students.
- Guide the students in their self-assessment by providing them with the tools needed (e.g. questionnaire) to help them analyze their experience and set their goals.

Participation Criteria

Information Phase

- Consult the information sources made available to them.

Participation Phase

- Participate in the suggested activities and take them seriously.
- Take note of learning examples demonstrated during the activities.
- Give their opinion of the risks associated with the occupation and of the applicable preventive measures.

Synthesis Phase

- Present a report containing:
 - a summary of their newly acquired knowledge and skills
 - an assessment of their attitude with respect to occupational health and safety
 - their goals and means of preserving their own health and safety as well as that of their colleagues and clients

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each phase of the learning context, along with their attendant guidelines.

Information Phase

- Conditions required for learning: favourable climate, interest, concentration, physical and psychological well-being
- Importance of information about health and safety in the hospitality industry
- The most common risks to health and safety when practising the occupation and the associated preventive measures
- Sources of information about health and safety in accommodation establishments and locating of the relevant information
- Roles and responsibilities of the hotel receptionist and the accommodation establishment with respect to occupational health and safety
- Advantages of complying with the accommodation establishment's occupational health and safety policies
- Protocols and resources related to emergency measures

Participation Phase

- Risks inherent in the occupation and association of these risks with the applicable preventive measures
- Management of the alarm panel
- Possible interventions in case of an incident or accident
- Content of an incident report

Synthesis Phase

- Present a report containing:
 - a summary of their newly acquired knowledge and skills
 - an assessment of their attitude with respect to occupational health and safety
 - their goals and means of preserving their own health, safety, and physical and psychological well-being as well as that of others in an accommodation establishment

- 3 Work in a team.
- Accurate determination of the role and responsibilities of hotel receptionists
 - Accurate determination of the roles and responsibilities of staff in other departments of the accommodation establishment
 - Clear formulation of their opinions
 - Respect for the opinions and ideas of colleagues and superiors
 - Appropriate division and follow-up of the work to be done with their hotel receptionist colleague
- 4 Adapt their behaviour to work situations that are problematic or that involve conflict.
- Accurate recognition of situations likely to have an adverse effect on the quality of the work and of their possible consequences
 - Accurate interpretation of situations that are problematic or that involve conflict
 - Use of appropriate means to defuse work situations that are problematic or that involve conflict

For the competency as a whole:

- Compliance with the accommodation establishment's policies and procedures
- Demonstration of professionalism
- Efficient use of technological tools (computer equipment, software, communication tools, etc.)
- Use of appropriate vocabulary
- Respect for the confidentiality of the information

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to the competency as a whole and to each element of the competency, along with their attendant guidelines.

For the competency as a whole:

- Main documents concerning the laws, regulations and standards in force
- Communication policies and procedures of the accommodation establishment
- Main concepts of professional ethics: language level; appropriate behaviours; confidentiality of information on clients, colleagues and the accommodation establishment, etc.
- Importance of the vocabulary used: addressing clients formally, avoiding Gallicisms, etc.

- 1 Communicate verbally in an accommodation establishment.
 - Elements of the communication process: sender, receiver, message, feedback, etc.
 - Main communication hurdles: environmental, cultural and personal factors; means of overcoming such hurdles
 - Main communication styles and their related features: analytical, direct, empathetic and expressive; which ones should be prioritized
 - Communication techniques: reformulating, active listening, observing, etc.
 - Means of adapting communication to the client: tone, volume, etc.; elements to consider: role, age, communication style, etc. of the receiver; specific policies of the accommodation establishment; terms, expressions and language levels to avoid
 - Interpretation of non-verbal language: meaning of non-verbal behaviours; clues that help them anticipate the receiver's reactions; what it means in terms of communication
 - Interpretation of verbal language: meaning of vocabulary used, tone of voice, volume, speaking rate
 - Main behaviours that support communication: importance of respecting others and their differences, importance of being open-minded, verbal and non-verbal attitude, physical distance to keep between themselves and the receiver

- 2 Communicate internally in writing in an accommodation establishment.
 - Main means for communicating internally: logbook, notes in the client's file, internal email, etc.
 - Means of adapting communication to the receiver: colleague, supervisor, manager, etc.
 - Basic grammar and spelling rules: conjugating verbs, syntax, etc.
 - Basic features of email software: writing the subject, using forms of address, sending and receiving emails, managing received emails, managing the address book, creating an email address, sending an email with an attachment, transferring emails, printing emails, preserving a conversation's history, knowing how to use and distinguish between the cc and bcc fields

- 3 Work in a team.
 - Roles and responsibilities of the accommodation establishment's staff: organizational structure
 - Importance of relationships between colleagues and between the latter and their superiors; goals shared by colleagues; rules of conduct to follow in the accommodation establishment
 - Main elements impacting group dynamics: commitment, team spirit, leadership style, decision-making process, collaboration, competition, personal factors, etc.; resources that they can refer to on this subject
 - Main elements promoting collaboration: clear understanding of everyone's roles, preservation of interpersonal relationships (listening, showing empathy), having a positive attitude, respecting of their personal limits and those of others; formulations to favour when presenting opinions

- 4 Adapt their behaviour to work situations that are problematic or that involve conflict.
 - Definition and characteristics of a conflict, and types of interpersonal conflicts (disengagement, leadership style and power-seeking)
 - Sources of problematic work situations that could result in conflicts at work
 - Means to prevent, deal with and defuse work situations that are problematic or that involve conflict
 - Importance of listening, being flexible and being open-minded with regard to a differing point of view, and ways of expressing themselves clearly and respectfully
 - Contribution toward finding universally acceptable solutions
 - Factual, clear and respectful expression of their point of view

Competency 4 Duration 45 hours Credits 3

Behavioural Competency

Statement of the Competency

Adopt a client-oriented approach.

Achievement Context

- In work situations involving hospitality industry clients
- Based on:
 - laws, regulations and standards in force
 - policies and procedures of the accommodation establishment
- Using:
 - technological tools (computer equipment, software, communication tools, etc.)
 - hotel management software
 - reference documents

Elements of the Competency

- 1 Characterize the practices of different types of accommodation establishments in terms of client service.

- 2 Characterize the clientele.

- 3 Build and maintain good interpersonal relationships in client services.

Performance Criteria

- Accurate recognition of the different types of accommodation establishments
- Choice and use of relevant means to analyze the different types of accommodation establishments
- Accurate recognition of the characteristics of the different types of accommodation establishments
- Appropriate comparison of client services offered in the different types of accommodation establishments

- Accurate recognition of the different types of clientele
- Accurate interpretation of the clientele's needs and expectations

- Adoption of an appropriate posture and body language
- Compliance with the rules of politeness and civility
- Display of adaptability in interactions depending on the client and the situation
- Demonstration of active listening

- 4 Personalize their client service.
- Identification of pertinent information in the client's file
 - Relevance of questions asked to the client
 - Appropriate support for the client in using self-service technology, if applicable
 - Appropriate verification of the client's level of satisfaction
- 5 Evaluate their quality of client service.
- Accurate recognition of their strengths and areas for improvement
 - Identification of realistic actions to help improve the quality of their client service

For the competency as a whole:

- Compliance with the accommodation establishment's policies and procedures
- Demonstration of professionalism
- Efficient use of technological tools (computer equipment, software, communication tools, etc.)
- Use of appropriate vocabulary
- Respect for the confidentiality of the information

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to the competency as a whole and to each element of the competency, along with their attendant guidelines.

For the competency as a whole:

- Main documents concerning the laws, regulations and standards in force
 - Policies and procedures of the accommodation establishment with regard to client approach
 - Main concepts of professional ethics and professionalism: see Competency 3
 - Importance of personal appearance, attire and display of name tag
 - Importance of vocabulary used: see Competency 3
- 1 Characterize the practices of different types of accommodation establishments in terms of client service.
- Trends observed in different types of accommodation establishments; hospitality industry chains tailored to different types of clients and employees; characteristics of the different types of accommodation establishments
 - Type of client service to be offered, depending on the accommodation establishment: personalized, automated, offered inside the accommodation establishment (enclosed rooms or open areas)
 - History and heritage of the accommodation establishment

- 2 Characterize the clientele.
 - Main types of clients or personalities: regular, family, reduced mobility, VIP, from culturally diverse backgrounds, seniors, etc.; behaviours to adopt depending on the client
 - Importance of matching the type of accommodation establishment clientele with a type of hotel receptionist
 - Main needs and expectations of different types of clients
- 3 Build and maintain good interpersonal relationships in client services.
 - Role of the hotel receptionist as an ambassador for the lodging accommodation establishment
 - Importance of the philosophy, mission, values and policies of the accommodation establishment
 - Importance of complying with the protocols and procedures of the accommodation establishment
 - Main rules of politeness and civility; main behaviours to avoid: being overly casual or too friendly with the clients, sharing information about their private life with clients, etc.
 - Relational approach in which social, cultural and diversity-related realities are taken into consideration
 - Ways of adapting to different people and situations
 - Importance of being an active listener to detect any additional information that helps them personalize their client service and thus contributes to making the client's experience a unique one
- 4 Personalize their client service.
 - Importance of consulting the client's file to personalize the overall experience, if applicable: name and history of client, continuity of services, personalized questions, cultural aspects to consider when asking the client questions or greeting them, etc.
 - Types of questions to ask to detect or pinpoint client needs: open, closed, probing, funnel
 - New client-service trends in the hospitality industry: speaking the client's name, providing attentive service, assisting clients in using self-service tools, etc.
 - Management of priorities concerning clients (in person, over the telephone, etc.): facial expression, attitude, spoken language, the accommodation establishment's policy
- 5 Evaluate their quality of client service.
 - Assessment of strengths and limitations; openness to feedback
 - Ability to match their type of personality as a hotel receptionist with a type of accommodation establishment
 - Actions that can help improve the quality of their client service

Competency 5 Duration 45 hours Credits 3

Behavioural Competency

Statement of the Competency

Inform clients about the tourism offerings.

Achievement Context

- With clients, in person
- In collaboration with another hotel receptionist
- Based on:
 - laws, regulations and standards in force
 - policies and procedures of the accommodation establishment
- Using:
 - the Internet
 - technological tools (computer equipment, software, communication tools, etc.)
 - reference documents (travel guides, road and tourist maps, etc.)

Elements of the Competency

- 1 Learn about the local and the Québec tourism offering.
- 2 Welcome clients.
- 3 Identify the client's needs.
- 4 Research and select information.

Performance Criteria

- Accurate locating of places, attractions, activities and tourism events
- Accurate description of main attractions, activities and tourism events for the region and the season
- Self-introduction and appropriate forms of address
- Demonstration of dynamism
- Relevance of questions asked to the client
- Demonstration of active listening
- Accurate identification of the client's interests, needs and characteristics
- Appropriate use of an online search engine
- Appropriate use of travel guides as well as road and tourist maps
- Relevant choice of information given the client's needs and expectations

- | | |
|--|--|
| 5 Present suggestions and information to the client. | <ul style="list-style-type: none"> • Clear description of suggestions • Appropriate verification of the relevance of suggestions made to the client • Clear explanation on how to reach a location • Accurate interpretation of the client's verbal and non-verbal language • Presentation of relevant backup plans, depending on the situation |
| 6 Check the client's level of satisfaction. | <ul style="list-style-type: none"> • Relevance of questions asked to the client • Appropriate reaction in response to the client's level of satisfaction • Appropriate use of forms of address |

For the competency as a whole:

- Compliance with occupational health and safety rules
- Compliance with the accommodation establishment's policies and procedures
- Demonstration of professionalism
- Efficient use of technological tools (computer equipment, software, communication tools, etc.)
- Use of appropriate vocabulary
- Respect for the confidentiality of the information

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to the competency as a whole and to each element of the competency, along with their attendant guidelines.

For the competency as a whole:

- Occupational health and safety rules: see Competency 2
 - Main documents concerning the laws, regulations and standards in force
 - Policies and procedures of the accommodation establishment covering how to inform clients
 - Main concepts of professional ethics: see Competency 3
 - Importance of vocabulary used: see Competency 3
 - Use and organization of a computerized workstation
 - Ability to maintain their level of interest and commitment in responding to client needs throughout the process
- 1 Learn about the local and the Québec tourism offering.
- Identification of the type of information given by each available source: travel guides, road and tourist maps, online search engines, establishment's internal documentation, etc.
 - Use of available sources of information

- Features of Québec's different tourism regions: location, specific characteristics, main attractions, activities and events in accordance with the season
 - Main products and restaurants in the region
- 2 Welcome clients.
- Identification of the type of client and interpretation of their non-verbal behaviour
 - Ways to present themselves: attire, language level, etc.
 - Forms of address to use depending on the client; greeting of every person in the accommodation establishment's reception area
- 3 Identify the client's needs.
- Types of questions to ask to detect or pinpoint client needs: see Competency 4
 - Importance of personalizing their client service: see Competency 4
 - Importance of detecting the client's verbal and non-verbal clues: see Competency 3
 - Importance of demonstrating active listening to the client through verbal and non-verbal language
 - Note-taking method: key information, legibility, note structure, keywords, abbreviations, etc.
 - Importance of reformulating client needs: keywords, number of people involved, expected length, means of transportation used, dates and targeted needs
- 4 Research and select information.
- See element 1 of this Competency
 - Research method to use depending on specific criteria: number of people involved, expected length, means of transportation used, dates and targeted needs
 - Use of keywords, an index, tabs, tables of contents, etc.
 - Method to use to read a road or tourist map right side up or upside down
 - Interpretation of information shown on a road or tourist map: index, symbols, colours, cardinal directions, means of transportation, neighbourhoods, sections, activities
- 5 Present suggestions and information to the client.
- Personalized suggestions adapted to the client's needs
 - Identification of must-see attractions; suggestions aimed at making the most of the client's time and optimizing their experience
 - Methods to use when offering suggestions: using keywords, presenting accurate and structured information, using reference points, making notes for the client
 - Importance of asking open-ended questions to gauge client interest
 - Importance of detecting the client's verbal and non-verbal clues to gauge their opinion of the suggestions made
- 6 Check the client's level of satisfaction.
- Formulations to use to encourage clients to share their impressions upon returning from an activity
 - Types of questions to ask to detect or pinpoint the client's level of satisfaction: see Competency 4
 - Forms of address to use depending on the client

Competency 6 Duration 45 hours Credits 3

Behavioural Competency

Statement of the Competency

Carry out administrative activities.

Achievement Context

- In different interaction contexts
- With clients, colleagues and superiors
- Based on:
 - laws, regulations and standards in force
 - policies and procedures of the accommodation establishment
- Using:
 - the Internet
 - technological tools (computer equipment, software, communication tools, etc.)
 - reference documents

Elements of the Competency

1 Handle electronic messages from clients.

Performance Criteria

- Staying within personal limits and role
- Accurate interpretation of the messages
- Appropriate filing of the handled messages
- Formulation of clear and coherent responses
- Compliance with writing principles concerning:
 - the message's subject
 - the use of forms of courtesy
 - the message's structure
 - the language level

2 Handle comments on social media.

- Staying within personal limits and role
- Accurate interpretation of the comments
- Appropriate use of response templates, if applicable
- Compliance with current social media writing principles concerning:
 - the use of forms of courtesy
 - the comment's structure
 - the language level

- 3 Handle telephone calls.
- Strict application of the accommodation establishment's telephone protocol
 - Accurate determination of the purpose of the telephone calls
 - Mindful personalization of telephone calls
 - Transmission of clear and accurate information
 - Appropriate use of forms of address
- 4 Manage the cash register.
- Appropriate preparation of the cash register
 - Accuracy of calculations related to taxes
 - Accuracy of calculations related to exchange rates
 - Appropriate verification of the cash balance in the register
 - Compliance with the deposit procedure

For the competency as a whole:

- Compliance with the accommodation establishment's policies and procedures
- Demonstration of professionalism
- Efficient use of technological tools (computer equipment, software, communication tools, etc.)
- Use of appropriate vocabulary
- Respect for the confidentiality of the information

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to the competency as a whole and to each element of the competency, along with their attendant guidelines.

For the competency as a whole:

- Main documents concerning the laws, regulations and standards in force
- Policies and procedures of the accommodation establishment covering administrative activities
- Main concepts of professional ethics: see Competency 3
- Importance of vocabulary used: see Competency 3
- Use and organization of a computerized workstation

- 1 Handle electronic messages from clients.
- Main means of external communication: external email, online chat, text message, etc.
 - Means of adapting communication to the receiver: types of clients, personalization of message, etc.
 - Use of templates: choice and personalization of template; importance of rereading the message before sending it
 - Importance of complying with response deadlines for client messages; potential impacts of these messages on the accommodation establishment's image; identification of sensitive information in emails; time to set aside in order to answer the messages; management of priorities when responding to messages
 - Basic grammar and spelling rules: see Competency 3

- Basic features of email software: see Competency 3
 - Basic rules for electronic communications: message's subject, use of forms of courtesy, email's structure, language level
 - Method for filing electronic messages: meaning of labels, level of importance of emails, placement in the files; sections of the email software: inbox, sent messages, deleted messages, drafts, etc.
- 2 Handle comments on social media.
- Limits and responsibilities of the hotel receptionist in terms of handling social media comments; responsibilities of colleagues and superiors in terms of handling these comments; potential impacts of these comments and the tenor of the response on the accommodation establishment's image
 - Use of templates: choice and personalization of template; importance of rereading the response before sending it
 - Importance of complying with response deadlines for client comments; potential impacts of these comments on the accommodation establishment's image; identification of sensitive information in the comments; time to set aside in order to answer the comments; management of priorities when responding to comments
 - Means of adapting communication to the receiver: see element 1 of this Competency
 - Basic grammar and spelling rules: see Competency 3
 - Basic rules for electronic communications: use of forms of courtesy, response's structure, language level
- 3 Handle telephone calls.
- Main features of the telephone: putting calls on hold, transferring calls, managing telephone lines
 - Attitude to adopt when on the telephone; importance of facial expression, non-verbal communication and word pronunciation
 - Telephone protocol of the accommodation establishment and formulations to use
 - Main profiles of clients who call an accommodation establishment: new, with a reservation, already in the establishment or having just left; main needs of such clients and the questions they ask; personalization of the telephone call
 - Importance of reformulating client requests, repeating numbers, etc.
 - Method for taking notes: see Competency 5
 - Types of questions to ask to detect or pinpoint client needs: see Competency 4
 - Interpretation of verbal language: see Competency 3
- 4 Manage the cash register.
- Main responsibilities concerning the cash register and its cash content; main information contained in agreements to be signed with the accommodation establishment
 - Importance of preparing the cash: using a cash count sheet, electronic spreadsheet, etc.; importance of ensuring the cash is balanced
 - Method for calculating an exchange rate; use of the rule of three
 - Tax-calculation method and how taxes work; meaning of the abbreviations GST, QST and HST
 - Deposit procedure: printing the cash report, taking an amount from the cash register, writing the relevant information on the envelope and deposit form, depositing the envelope in the designated place
 - Importance of closing the cash: using a cash count sheet, electronic spreadsheet, etc.; importance of ensuring the cash is balanced

Competency 7 Duration 60 hours Credits 4

Behavioural Competency

Statement of the Competency

Sell hotel services.

Achievement Context

- With clients in person or remotely
- In collaboration with another hotel receptionist and staff in other departments of the accommodation establishment
- Based on:
 - laws, regulations and standards in force
 - policies and procedures of the accommodation establishment
- Using:
 - the Internet
 - technological tools (computer equipment, software, communication tools, etc.)
 - reference documents

Elements of the Competency

1 Prepare to sell.

2 Welcome clients.

3 Identify the client's needs.

4 Suggest hotel services to clients.

Performance Criteria

- Accurate interpretation of room inventory
- Appropriate verification of room rates
- Accurate interpretation of current promotions
- Accurate interpretation of packages

- Self-introduction and appropriate forms of address
- Demonstration of dynamism

- Relevance of questions asked to the client
- Demonstration of active listening
- Accurate identification of the client's needs and characteristics

- Appropriate demonstration of knowledge of hotel services
- Careful application of sales techniques
- Careful adaptation of suggested hotel services based on the client's specific needs
- Structured presentation of hotel services
- Accurate presentation of the advantages of the suggested hotel services
- Attentive verification of the client's understanding of the suggested hotel services

- 5 React to the client's hesitations or objections.
- Demonstration of active listening
 - Proper clarification of the client's hesitations or objections
 - Relevance of explanations concerning the client's hesitations or objections
 - Respect for the client's point of view
 - Demonstration of open-mindedness toward clients who do not purchase hotel services
- 6 Complete the sale.
- Clear suggestion leading toward the reservation of hotel services
 - Appropriate use of forms of address
 - Appropriate verification of the client's level of satisfaction

For the competency as a whole:

- Compliance with the accommodation establishment's policies and procedures
- Demonstration of professionalism
- Respect for the client's needs
- Efficient use of technological tools (computer equipment, software, communication tools, etc.)
- Use of appropriate vocabulary
- Respect for the confidentiality of the information

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to the competency as a whole and to each element of the competency, along with their attendant guidelines.

For the competency as a whole:

- Main documents concerning the laws, regulations and standards in force
- Policies and procedures of the accommodation establishment
- Main concepts of professional ethics: see Competency 3
- Importance of vocabulary used: see Competency 3
- Use and organization of a computerized workstation
- Ability to maintain their level of interest and commitment in responding to client needs throughout the process
- Importance of tone of voice, confidence and dynamism

- 1 Prepare to sell.
 - Debunking of prejudices related to sales; importance of the sales process in enhancing the client experience
 - Features of the hotel management software: access to the client's file, fields in which stay dates must be entered, number of people and desired type of room
 - Interpretation of the room inventory calendar: legend, location of reserved and available rooms, rates, types of rooms, meaning of a room shown without a rate
 - Identification of the main types of rooms: characteristics and description, services included, rates, etc.
 - Identification of rate categories and their associated types of clients (business or leisure); characteristics of these types of clients and application of rates in accordance
 - Yield management and how it works
 - Interpretation of the accommodation establishment's packages and current deals; information available on the accommodation establishment's website; interpretation of the rate in accordance with the number of people per room
- 2 Welcome clients.
 - See Competency 5
- 3 Identify the client's needs.
 - See Competency 5
 - Importance of checking whether or not the client is part of a group reservation
 - Responsibility of the sales department for group reservations; identification of sales handled by hotel receptionists and those redirected to the sales department
 - Types of questions to ask to detect or pinpoint client needs: see Competency 4
- 4 Suggest hotel services to clients.
 - Identification of personalized services related to the client's needs
 - Sale techniques: terms to favour, importance of the order in which the information is presented, description of advantages in comparison with other types of rooms or accommodation establishments, manner in which rates are presented, etc.
 - Methods to use when suggesting hotel services: use of keywords, presentation of accurate and structured information
 - Importance of asking open-ended questions to gauge client interest
 - Importance of detecting the client's verbal and non-verbal clues to gauge their opinion of the suggested services
- 5 React to the client's hesitations or objections.
 - Definition of a hesitation or objection; categories of objections: regarding the service or the rate, attributable to a lack of interest, etc.
 - Manner in which an objection should be received; importance of non-verbal language
 - Steps to follow when handling objections: listen, show empathy, provide clarification, reformulate, answer by adapting their arguments or suggesting another service, confirm client interest, proceed with the sale
 - Forms of address and acknowledgement to use depending on the characteristics of clients who do not purchase hotel services

6 Complete the sale.

- Importance of detecting the client's verbal and non-verbal clues to determine whether they are ready or not to complete the sale
- Formulations to use to encourage clients to complete the reservation; importance of a smooth transition toward the making of the reservation
- Forms of address and acknowledgement

Competency 8 Duration 90 hours Credits 6

Behavioural Competency

Statement of the Competency

Communicate in a second language in the workplace.

Achievement Context

- With clients, colleagues and superiors
- Based on:
 - laws, regulations and standards in force
 - policies and procedures of the accommodation establishment
 - documents written in a second language
- Using:
 - technological tools (computer equipment, software, communication tools, etc.)
 - reference documents

Elements of the Competency

Performance Criteria

- | | |
|--|--|
| 1 Establish contact with the client. | <ul style="list-style-type: none"> • Appropriate use of forms of courtesy • Appropriate first contact • Use of an appropriate language level |
| 2 Answer simple questions about the services offered by the accommodation establishment. | <ul style="list-style-type: none"> • Accurate interpretation of the questions • Correct formulation of clarification questions • Clear and accurate explanations provided to the client |
| 3 Interpret communications written in a second language. | <ul style="list-style-type: none"> • Accurate interpretation of written communications • Correct formulation of clarification questions • Use of appropriate reference documents |
| 4 Handle telephone calls. | <ul style="list-style-type: none"> • Appropriate employment of the usual formulations found in a second-language telephone protocol • Appropriate use of forms of courtesy • Accurate determination of the purpose of the telephone calls • Clear and accurate explanations provided to the client • Accurate input of data |
| 5 Write simple communications in a second language. | <ul style="list-style-type: none"> • Accuracy of written communications • Appropriate use of forms of address |

For the competency as a whole:

- Compliance with the accommodation establishment's policies and procedures
- Demonstration of professionalism
- Efficient use of technological tools (computer equipment, software, communication tools, etc.)
- Use of appropriate vocabulary
- Respect for the confidentiality of the information
- Functional verbal and written communication

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to the competency as a whole and to each element of the competency, along with their attendant guidelines.

For the competency as a whole:

- Main documents concerning the laws, regulations and standards in force
- Policies and procedures of the accommodation establishment covering the sale of hotel services
- Main concepts of professional ethics: see Competency 3
- Importance of vocabulary used: see Competency 3
- Use and organization of a computerized workstation

1 Establish contact with the client.

- Basic rules for a conversation using a second language: verb tenses, sentence structure, vocabulary, spelling, grammar, pronunciation, etc.
- Protocol for greeting in a second language: forms of address and courtesy, language level, idioms
- Formulation of questions in a second language

2 Answer simple questions about the services offered by the accommodation establishment.

- Interpretation of questions asked in a second language: formulations used by the client and formulations to help clarify common questions
- Formulation of clarification questions in a second language
- Description in a second language of the main characteristics of the services offered by the accommodation establishment
- Terminology related to hotel services

3 Interpret communications written in a second language.

- Basic rules for interpreting information written in a second language
- Selection of information on the services offered, reference documents or websites to consult, etc.

- 4 Handle telephone calls.
 - Rules to follow and formulations to use contained in a second-language telephone protocol
 - Forms of courtesy used in a second language when on the telephone
 - Determination of the purpose of telephone calls from people who are speaking the receptionist's second language
 - Input the information provided in a second language into the client's file: spelling of the client's name and address, verification of numbers and dates, etc.

- 5 Write simple communications in a second language.
 - See Competency 6
 - Main abbreviations used in a second language
 - Importance of using proper vocabulary and of structuring sentences correctly in a second language
 - Terminology used in a second language for hotel services
 - Forms of address and acknowledgement used in a second language

Competency 9 Duration 75 hours Credits 5

Behavioural Competency

Statement of the Competency

Handle room reservations.

Achievement Context

- With clients in person or remotely
- In collaboration with another hotel receptionist and staff in other departments
- In situations of communication in the commonly used language and in a second language
- Based on:
 - laws, regulations and standards in force
 - policies and procedures of the accommodation establishment
- Using:
 - the Internet
 - technological tools (computer equipment, software, electronic payment terminal, communication tools, etc.)
 - reference documents

Elements of the Competency

- 1 Welcome clients.

- 2 Check room availability.

- 3 Identify the client's needs.

Performance Criteria

- Self-introduction and appropriate forms of address
- Demonstration of dynamism

- Relevance of questions asked about:
 - dates of stay
 - reason for stay
 - number of people
 - desired type of room
 - type of reservation (individual or group)
 - appropriate association of the reservation with a group, if applicable

- Relevance of questions asked to the client
- Demonstration of active listening
- Correct reformulation of the client's needs
- Accurate identification of the client's needs and characteristics

- 4 Present offers to the client.
- Personalized suggestions based on the client's specific needs
 - Dynamic and structured suggestions of different types of rooms
 - Clear presentation of an upgrade offer or complementary services
 - Attentive verification of the client's understanding of the suggestions
- 5 React to the client's hesitations or objections.
- Demonstration of active listening
 - Proper clarification of the client's hesitations or objections
 - Relevance of explanations concerning the client's hesitations or objections
 - Respect for the client's point of view
 - Demonstration of open-mindedness towards clients who do not reserve a room
- 6 Complete the reservation.
- Accurate reformulation of reservation information
 - Clear explanation of the accommodation establishment's cancellation policy and reservation guarantee policy
 - Accurate input in the client's file of:
 - general information
 - credit card number
 - specific needs or requests, if applicable
 - Accurate communication of the reservation number:
 - verbally
 - electronically
 - by other means
- 7 Change a reservation.
- Accurate updating of general information in the client's file
 - Careful verification of room availability and rate changes triggered by a reservation change
 - Accurate communication of rate-change information, if applicable
 - Full entry of the information for the other departments of the accommodation establishment affected by the reservation change
 - Accurate confirmation of the change or accurate communication of the reservation number:
 - verbally
 - electronically
 - by other means

- 8 Cancel a reservation.
- Clear explanation of the accommodation establishment's cancellation policy and the related fees
 - Meticulous verification of the information relayed to the other departments with respect to the cancellation
 - Accurate confirmation of the cancellation or accurate communication of the cancellation number:
 - verbally
 - electronically
 - by other means

For the competency as a whole:

- Compliance with occupational health and safety rules
- Compliance with the accommodation establishment's policies and procedures
- Demonstration of professionalism
- Respect for the client's needs
- Efficient use of technological tools (computer equipment, software, communication tools, etc.)
- Use of appropriate vocabulary
- Respect for the confidentiality of the information

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to the competency as a whole and to each element of the competency, along with their attendant guidelines.

For the competency as a whole:

- Occupational health and safety rules: see Competency 2
- Main documents concerning the laws, regulations and standards in force
- Policies and procedures of the accommodation establishment for handling reservations
- Main concepts of professional ethics: see Competency 3
- Importance of vocabulary used: see Competency 3
- Use and organization of a computerized workstation
- Ability to maintain their level of interest and commitment in responding to client needs throughout the process
- Importance of tone of voice, confidence and dynamism

- 1 Welcome clients.
- See Competency 5
 - Importance of checking if the client is a member of a loyalty program; characteristics of the loyalty program: objectives, uses, advantages, terms and conditions, target clientele, sign-up procedure

- 2 Check room availability.
 - Organization of information to check or to input in the hotel management software: dates of stay, reason for stay, number of people, type of room
 - Policy of the accommodation establishment to apply in the event a room is not available: offer other types of rooms, suggest different dates, refer the client to other accommodation establishments, etc.
 - Procedure for associating a reservation with a group
- 3 Identify the client's needs.
 - See Competency 7
 - Information on clients who have already stayed at the accommodation establishment
 - Types of client preferences or specific client requests
- 4 Present offers to the client.
 - See Competency 7
 - Characteristics of upgrade offers and how they work
 - Characteristics of complementary services
- 5 React to the client's hesitations or objections.
 - See Competency 7
- 6 Complete the reservation.
 - Information in the file: name, address, telephone number, gift card, preferences or specific requests, packages or activities that require follow-ups with external service providers
 - Importance of reformulating and confirming sensitive information: email address, date, arrival and departure times, number of people, type of room, rate, services included, specific needs and requests
 - Method for inputting notes in the file: keywords, abbreviations, levels of precision and detail
 - Cancellation policy of the hotel: deadlines for a cancellation without penalty, application of penalties, deposit policy, etc.
 - Legal information related to a reservation: rules for the use of a gift card
 - Characteristics of the tax on lodging: purpose, percentage, application
 - Information related to the deposit: hotel policy, purpose, how it works, amount to collect
 - The electronic payment terminal and how it works: inputting information, collecting a deposit, cancelling a transaction, etc.
 - Feature of the hotel management software for confirming the reservation with the client; confirmation number present in the file
 - Types of clients who must be assigned a room immediately: privileged clients, clients with reduced mobility, clients who require connecting rooms, etc.
 - Room assignment criteria of the hotel management software; importance of considering hotel capacity when assigning rooms
 - Forms of address and acknowledgement
- 7 Change a reservation.
 - Importance of reformulating and confirming sensitive information: see element 6 of this competency
 - Information on room availability: see element 2 of this competency
 - Importance of making connections between the reservation change and its potential impacts on the rate, deposit, other departments of the hotel or external service providers

- Method for inputting notes in the file: see element 6 of this competency
- Feature of the hotel management software for confirming the reservation change: see element 6 of this competency
- Forms of address and acknowledgement

8 Cancel a reservation.

- Information on the reasons for a cancellation: usefulness for the hotel, formulations to use when asking for the reasons, ways of adapting to the client's different reactions, input of information in the hotel management software
- Cancellation policy of the hotel: see element 6 of this competency
- Importance of making connections between the reservation cancellation and its potential impacts on the other departments of the hotel or external service providers
- Feature of the hotel management software for confirming the reservation cancellation: see element 6 of this competency
- Forms of address and acknowledgement

Competency 10 Duration 30 hours Credits 2

Behavioural Competency

Statement of the Competency

Handle client comments and complaints.

Achievement Context

- Handling complaints, negative comments and positive comments
- In situations of communication in the commonly used language and in a second language
- In collaboration with another hotel receptionist and staff in other departments
- Based on:
 - laws, regulations and standards in force
 - policies and procedures of the accommodation establishment
- Using:
 - the Internet
 - technological tools (computer equipment, software, communication tools, etc.)
 - reference documents

Elements of the Competency

- 1 Welcome clients.

- 2 Gather information related to complaints and comments.

Performance Criteria

- Self-introduction and appropriate forms of address
- Demonstration of dynamism

- Rigorous verification and confirmation of notes present in the file
- Demonstration of active listening
- Relevance of questions asked to the client
- Appropriate reformulation of gathered information
- Empathetic apology to the client, if applicable
- Appropriate thanking of the client, if applicable
- Accurate input of preliminary information in the file

- 3 Suggest solutions.
- Suggestion and description of solutions adapted to the situation
 - Appropriate follow-ups with other departments or staff members
 - Accurate input of suggested and chosen solutions in the file
 - Clear explanations provided to the client on the next steps toward resolving their complaint or handling their comment
 - Appropriate use of forms of apology and address
- 4 Follow up.
- Proper forwarding of a complaint or comment to the department concerned
 - Appropriate follow-ups with other departments or staff members
 - Attentive verification of the client's level of satisfaction
 - Complete input of all notes in the file

For the competency as a whole:

- Compliance with the accommodation establishment's policies and procedures
- Respect for the roles and responsibilities of colleagues as well as the heads of different departments
- Demonstration of professionalism
- Efficient use of technological tools (computer equipment, software, communication tools, etc.)
- Use of appropriate vocabulary
- Respect for the confidentiality of the information
- Efficient handling of complaints and comments

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to the competency as a whole and to each element of the competency, along with their attendant guidelines.

For the competency as a whole:

- Main documents concerning the laws, regulations and standards in force
- Policies and procedures of the accommodation establishment for handling complaints and comments
- Main concepts of professional ethics: see Competency 3
- Importance of vocabulary used: see Competency 3
- Use and organization of a computerized workstation
- Ability to maintain their level of interest and commitment in responding to client needs throughout the process
- Importance of tone of voice

- Roles and responsibilities of colleagues and superiors in handling complaints and comments; formulations to use when bringing a complaint or comment to a superior
 - Main steps in handling a complaint or comment
- 1 Welcome clients.
 - See Competency 5
 - 2 Gather information related to complaints and comments.
 - Importance of making connections between the client's profile and the potential repercussions for the accommodation establishment
 - Interpretation of verbal and non-verbal language: see Competency 3
 - Ability to listen to clients during interactions without judging them or making them feel guilty
 - Types of questions to ask to detect or pinpoint client needs: see Competency 4; information on the date, service and employee associated with the complaint or comment
 - Communication techniques: see Competency 3
 - Apologies and acknowledgements
 - Importance of respecting personal limits: knowing when and how to direct clients toward a colleague, knowing how to say no, etc.
 - 3 Suggest solutions.
 - Policy of the accommodation establishment concerning possible solutions for handling a complaint: compensation, upgrade, free access to a paid service, etc.
 - Importance of the connections between the complaint or comment and the suggested solutions: hotel receptionist's judgment and ability to find multiple solutions
 - Methods for following up with the departments involved
 - Formulations to use when presenting solutions to the client; structure and accuracy of information to be communicated: people involved, expected deadlines, next steps, etc.
 - Main information to verify with the client for the next steps: when do they use their room, what activities do they plan on doing, what are their preferences, etc.
 - Types of questions to ask to confirm whether the chosen solution(s) satisfy the client or not
 - Importance of wrapping up the discussion on a positive note
 - Forms of address and demonstration of empathy
 - 4 Follow up.
 - Methods used to relay information to other departments: communication means, amount of detail
 - Types of questions to ask to check the client's level of satisfaction; actions to take in accordance with the accommodation establishment's policy: courtesy call, sending electronic messages, etc.
 - Method for inputting notes in the file: see Competency 9
 - Information to relay to the people who need details on a complaint or comment
 - How to act when encountering the client who filed the complaint: greet the person, ask them questions, etc.

Competency 11 Duration 30 hours Credits 2

Behavioural Competency

Statement of the Competency

Take care of client service and follow-ups related to the stay.

Achievement Context

- With clients, in person or remotely, and before, during or after the stay
- In collaboration with another hotel receptionist, staff in other departments and external service providers
- In situations of communication in the commonly used language and in a second language
- Based on:
 - laws, regulations and standards in force
 - policies and procedures of the accommodation establishment
- Using:
 - the Internet
 - technological tools (computer equipment, software, communication tools, etc.)
 - reference documents

Elements of the Competency

1 Become aware of the client's needs.

Performance Criteria

- Consideration of pertinent information in available sources of information
- Relevance of questions asked to the client
- Demonstration of active listening
- Accurate identification of departments to refer to
- Accurate and personalized responses to client questions or needs

2 Handle specific client requests.

- Search for external service providers, if applicable
- Accurate confirmation of costs and services offered, if applicable
- Structured explanations of the steps for following up on a request
- Appropriate selection of information to relay to the departments involved or the external service providers
- Relaying of accurate information to the departments or external service providers concerned
- Accurate input of a note in the file

- | | | |
|---|---|---|
| 3 | Check that the request is being handled. | <ul style="list-style-type: none"> • Appropriate reconfirmation with the departments or external service providers concerned • Appropriate verification that the request is being handled |
| 4 | Check the client's level of satisfaction. | <ul style="list-style-type: none"> • Mindful personalization of client service • Appropriate follow-up on the client's level of satisfaction • Appropriate use of forms of address |

For the competency as a whole:

- Compliance with occupational health and safety rules
- Compliance with the accommodation establishment's policies and procedures
- Demonstration of professionalism
- Respect for the client's needs
- Efficient use of technological tools (computer equipment, software, communication tools, etc.)
- Use of appropriate vocabulary
- Respect for the confidentiality of the information

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to the competency as a whole and to each element of the competency, along with their attendant guidelines.

For the competency as a whole:

- Occupational health and safety rules: see Competency 2
- Main documents concerning the laws, regulations and standards in force
- Policies and procedures of the accommodation establishment in terms of client service
- Main concepts of professional ethics: see Competency 3
- Importance of vocabulary used: see Competency 3
- Use and organization of a computerized workstation
- Ability to maintain their level of interest and commitment in responding to client needs throughout the process

- 1 Become aware of the client's needs.
 - Main sources of information related to client service in the hospitality industry: report, logbook, email, memo, etc.
 - Types of questions to ask to detect or pinpoint client needs: see Competency 4
 - Communication techniques: see Competency 3
 - Method for inputting notes in the file: see Competency 9
 - Roles and responsibilities of accommodation establishment staff: see Competency 3
 - Main communication methods used depending on the department: email, telephone, online chat, walkie-talkie service, etc.
 - Methods to use when offering suggestions: see Competency 5

- 2 Handle specific client requests.
 - Criteria to consider when searching for and selecting an external service provider: client needs, agreement in place with the accommodation establishment, services offered, deadlines, location, resource person available, etc.
 - Search methods to find a new external service provider: using key words when conducting an online search, asking colleagues for suggestions, etc.
 - Methods to use when offering suggestions: see Competency 5
 - Method for inputting notes in the file: see Competency 9
 - Main communication methods used depending on the department: see element 1 of this competency

- 3 Check that the request is being handled.
 - Main information to confirm: date(s) of stay, arrival and departure times, number of people, number of rooms required, rate, provision or availability of a service or product, etc.
 - Additional information to note in the file: name and telephone number of the external service provider's resource person, follow-up to confirm a service, etc.

- 4 Check the client's level of satisfaction.
 - See Competency 5

Competency 12 Duration 60 hours Credits 4

Behavioural Competency

Statement of the Competency

Carry out client check-in procedures.

Achievement Context

- For check-in procedures with or without a reservation
- In collaboration with another hotel receptionist and staff in other departments
- In situations of communication in the commonly used language and in a second language
- Based on:
 - laws, regulations and standards in force
 - policies and procedures of the accommodation establishment
- Using:
 - the Internet
 - technological tools (computer equipment, software, electronic payment terminal, communication tools, etc.)
 - reference documents

Elements of the Competency

1 Prepare the work shift.

2 Welcome clients.

Performance Criteria

- Appropriate preparation of the cash register
- Accurate interpretation of the logbook and reports
- Appropriate preparation for client arrivals
- Appropriate distribution of tasks between hotel receptionists, if applicable

- Self-introduction and appropriate forms of address
- Demonstration of dynamism

- 3 Proceed with the client's registration.
 - Thorough verification of the information in the client's file and of their identity
 - Reconfirmation of sensitive information in connection with the reservation
 - Rigorous verification of the terms and conditions of payment
 - Compliance with the pre-authorization or security deposit procedure
 - Mindful handling of specific client requests

- 4 Complete the check-in procedures.
 - Compliant proof of the client's stay in the accommodation establishment
 - Clear explanation of the services offered by the accommodation establishment
 - Offer of a personalized service to facilitate the client's check-in:
 - valet
 - bellhop
 - concierge
 - other services
 - Compliant process for preparing the room keys and handing them to the client
 - Clear explanation on how to reach the room
 - Appropriate use of forms of address

- 5 Finish the work shift.
 - Detailed recording of particular events in the logbook, if applicable
 - Proper application of the deposit procedure
 - Accurate calculation of the float
 - Paper or electronic printout of cash report
 - Presence of detailed supporting documents listing charges and payments
 - Appropriate tidying of workspace

For the competency as a whole:

- Compliance with occupational health and safety rules
- Compliance with the accommodation establishment's policies and procedures
- Demonstration of professionalism
- Respect for the client's needs
- Efficient use of technological tools (computer equipment, software, electronic payment terminal, communication tools, etc.)
- Use of appropriate vocabulary
- Respect for the confidentiality of the information

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to the competency as a whole and to each element of the competency, along with their attendant guidelines.

For the competency as a whole:

- Occupational health and safety rules: see Competency 2
- Main documents concerning the laws, regulations and standards in force
- Policies and procedures of the accommodation establishment covering client check-in
- Main concepts of professional ethics: see Competency 3
- Importance of vocabulary used: see Competency 3
- Use and organization of a computerized workstation
- Ability to maintain their level of interest and commitment in responding to client needs throughout the process

1 Prepare the work shift.

- The cash register and how it works: cash organization, cash counting, required cash float, security procedures, equipment to detect counterfeit bills; policy of the accommodation establishment regarding foreign currencies and accepted bills
- Importance of the list of tasks assigned to hotel receptionists for their work shift: current information, organization of tasks, distribution of tasks, sign-off on completed tasks, etc.
- Types of reports to print depending on the work shift: clients in the establishment, check-ins, room status summary, special requests, etc.
- Importance of letting the housekeeping department know of any specific housekeeping requirements with regard to the day's arrivals
- Features of the hotel management software in terms of printing registration cards for the day's arrivals; preparation of registration cards or other client registration proof
- Main information to examine in reports Importance of printing security reports and protecting their confidentiality

2 Welcome clients.

- See Competency 9

- 3 Proceed with the client's registration.
 - Types of ID required to proceed with the registration; information to verify (name, signature, photo, address) and the reason for this verification
 - Method for inputting notes in the file: see Competency 9; reconfirmation of sensitive information
 - Steps of the registration process, with or without reservation
 - Characteristics of a free upgrade: purpose, profile of eligible clientele; importance of putting a note in the file in such a case (justifications and authorizations, if applicable)
 - Method to use when offering a paid upgrade: formulations to use when presenting the upgrade, description of the room's features, presentation of advantages, etc.
 - Possible terms and conditions of payment depending on the accommodation establishment: foreign currencies, credit card, debit, cash, gift card, voucher, virtual credit card, traveller's cheques, etc.
 - Importance of giving all items (pen, IDs, credit cards) in the client's hands
 - Pre-authorization procedure
 - Importance of considering the accommodation establishment's occupation rate when assigning rooms: see Competency 9

- 4 Complete the check-in procedures.
 - Characteristics of a registration card: its purpose, the importance of the signature, its mandatory information; printing of a registration card only for a check-in without reservation; organization of signed cards in order of room number; other electronic proofs of a client's presence in the accommodation establishment
 - Main information on the services offered by the accommodation establishment: explanation of relevant services given the client's profile
 - The valet service and how it works: valet's role, handing over vehicle keys, place where keys are stored, cost of the service, service schedule, vehicle retrieval procedure, etc.
 - The bellhop service and how it works: bellhop's role, area where luggage is placed, luggage labelling, length of luggage storage time, etc.
 - Method for preparing keys: using the hotel management software to magnetize keys or create virtual keys, preparing the envelope (writing the room number and the Wi-Fi password) for magnetic keys, sending virtual keys
 - Tipping in the hospitality industry: percentage associated with the different trades, established procedure for tipping at reception, etc.
 - Forms of address

- 5 Finish the work shift.
 - Main information to note in the logbook: events that require a follow-up, particular clients, particular situations, etc.
 - Procedure for closing the cash register and handling the deposit: see Competency 6
 - Features of the hotel management software for printing the cash report; importance of supporting documents listing charges and payments
 - Features of the hotel management software for printing registration cards for the following day's check-ins; preparation of the said registration cards
 - Procedure for tidying the workspace and preparing it for the following shift: enough paper in the printer and the electronic payment terminal, enough pens and magnetic cards available, etc.

Competency 13 Duration 45 hours Credits 3

Behavioural Competency

Statement of the Competency

Carry out client check-out procedures.

Achievement Context

- For check-out procedures
- In collaboration with another hotel receptionist and staff in other departments
- In situations of communication in the commonly used language and in a second language
- Based on:
 - laws, regulations and standards in force
 - policies and procedures of the accommodation establishment
- Using:
 - the Internet
 - technological tools (computer equipment, software, electronic payment terminal, communication tools, etc.)
 - reference documents

Elements of the Competency

- 1 Prepare the work shift.
- 2 Welcome clients.
- 3 Check the client's level of satisfaction.
- 4 Collect the payment.

Performance Criteria

- Appropriate preparation of the cash register
- Accurate interpretation of the logbook and reports
- Appropriate verification of client check-outs
- Appropriate distribution of tasks between hotel receptionists, if applicable
- Self-introduction and appropriate forms of address
- Demonstration of dynamism
- Clear invitation to leave a comment with respect to their rating of their stay
- Demonstration of active listening
- Attentive consideration of client comments, if applicable
- Clear explanation of fees related to the stay
- Compliance with payment procedure
- Compliant process for handing the receipt to the client or sending it to them electronically

- 5 Complete the check-out procedures,
- Appropriate consultation of the client's file in order to personalize the end of their stay
 - Offer of a personalized service to facilitate the client's departure:
 - luggage storage
 - luggage cart
 - valet
 - taxi
 - shuttle
 - other services
 - Conscientious follow-up with the service involved, if applicable
 - Appropriate use of forms of address
- 6 Finish the work shift.
- Detailed recording of particular events in the logbook, if applicable
 - Proper application of the deposit procedure
 - Accurate calculation of the float
 - Paper or electronic printout of cash report
 - Presence of detailed supporting documents listing charges and payments
 - Appropriate tidying of workspace

For the competency as a whole:

- Compliance with occupational health and safety rules
- Compliance with the accommodation establishment's policies and procedures
- Demonstration of professionalism
- Respect for the client's needs
- Efficient use of technological tools (computer equipment, software, payment terminal, communication tools, etc.)
- Use of appropriate vocabulary
- Respect for the confidentiality of the information

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to the competency as a whole and to each element of the competency, along with their attendant guidelines.

For the competency as a whole:

- Occupational health and safety rules: see Competency 2
 - Main documents concerning the laws, regulations and standards in force
 - Policies and procedures of the accommodation establishment covering client check-out
 - Main concepts of professional ethics: see Competency 3
 - Importance of vocabulary used: see Competency 3
 - Use and organization of a computerized workstation
 - Ability to maintain their level of interest and commitment in responding to client needs throughout the process
- 1 Prepare the work shift.
 - The cash register and how it works: cash organization, cash counting, required cash float, security procedures, equipment to detect counterfeit bills; policy of the accommodation establishment regarding foreign currencies and accepted bills
 - Importance of the list of tasks assigned to hotel receptionists for their work shift: current information, organization of tasks, distribution of tasks, sign-off on completed tasks, etc.
 - Types of reports to print depending on the work shift: clients in the establishment, check-outs, special requests, etc.
 - Main information to examine in reports; importance of printing security reports and protecting their confidentiality
 - 2 Welcome clients.
 - See Competency 9
 - 3 Check the client's level of satisfaction.
 - See Competency 9
 - 4 Collect the payment.
 - Procedure for verifying the registration card or electronic proof: confirmation of client's name and room number, signature, if applicable; filing of the registration card
 - Understanding of the balance to be paid; expenses to be paid by a client or an organization
 - Methods to use when confirming fees related to the stay according to client questions: detailed presentation of the balance or transactions, printed copy, confirmation of a note in the file, etc.
 - Manual procedure for collecting a payment: late departure fees, photocopy fees, etc.
 - Procedure for adding a payment method in the client's account; procedure for cancelling the pre-authorization; procedure for paying a balance using various methods; the payment terminal and how it works: see Competency 9
 - Features of the hotel management software for printing receipts or sending them electronically

- 5 Complete the check-out procedures.
 - Methods to use to offer a personalized service: formulations to use, description of service, personalization based on client needs, etc.
 - The different departure-related services and how they work
 - Main communication methods used depending on the department: see Competency 11

- 6 Finish the work shift.
 - See Competency 12

Competency 14 Duration 120 hours Credits 8

Situational Competency

Statement of the Competency

Enter the workforce.

Elements of the Competency

- Apply competencies acquired during the training process.
- Comply with the policies and practices of an accommodation establishment.
- Consolidate attitudes compatible with the practice of the occupation.
- Take stock of their learning.

Learning Context

Information Phase

- Learning about the terms and conditions for the practicum and the information related to it
- Defining their needs and expectations for the practicum
- Finding accommodation establishments that are able to meet their needs and expectations
- Preparing a resumé and a cover letter
- Carrying out the steps to get a practicum
- Learning about the contents of a summary of the practicum experience
- Learning about the rules and practices in force in the accommodation establishment offering the practicum

Participation Phase

- Observing occupation-related practices
- Integrating into the work team
- Performing different occupation-related tasks or helping to perform them
- Keeping a log detailing observations about the work environment and the tasks performed in the accommodation establishment

Synthesis Phase

- Identifying aspects of the occupation that correspond to the training received and aspects that do not
- Presenting a summary of their practicum experience

Instructional Guidelines

- Encourage students to share their points of view.
- Organize realistic scenarios related to the hospitality industry.
- Provide students with the necessary help and means in their search for a practicum.
- Provide students with the documentation necessary to keep a log.
- Inform students in advance of the objectives of the practicum in an accommodation establishment.
- Agree with the practicum supervisors on ways to foster the performance of occupation-related tasks.
- Maintain close collaboration with the practicum supervisors.
- Make sure trainees are effectively supervised.
- Regularly visit the trainees in the accommodation establishment.
- Solve problems that arise during the practicum.

Participation Criteria

Information Phase

- Learn about the terms and conditions for the practicum and the information related to it (organization, responsibilities given to the trainee, etc.).
- Carry out the research steps to find a practicum.
- Gather information about the accommodation establishment offering the practicum and the tasks to be performed by the trainee.

Participation Phase

- Comply with the accommodation establishment's policies on the tasks they can perform as a trainee, the work schedule, the occupational health and safety rules, etc.
- Perform the tasks assigned under the practicum agreement and the established policies and procedures.
- Keep a log with information about the work environment and the tasks performed in the accommodation establishment.

Synthesis Phase

- Write a practicum report.
- Participate in the evaluation of their practicum.

Suggestions for Competency-Related Knowledge and Know-How

The following is a summary of the knowledge, skills, strategies, attitudes and perceptions related to each phase of the learning context, along with their attendant guidelines.

Information Phase

- Terms and conditions, objectives and duration of the practicum, supervision, requirements to fulfill, participation criteria, policies in force at the accommodation establishment
- Practicum research steps: adopting attitudes and behaviours that foster practicum research, updating the resumé, writing a cover letter, knowing interview techniques, contacting the accommodation establishment, agreeing on the terms and conditions of the practicum and confirming it, finalizing the preparation of documents necessary to carry it out
- Log: headings, purpose, importance of recording the facts as they occur and connection to the practicum report
- Main tasks to perform in the accommodation establishment

Participation Phase

- Integration into the work team: observation of work methods
- Adoption of attitudes and behaviours conducive to a successful practicum
- Qualities appreciated by employers and attitudes conducive to making the most of the experience
- Keeping a log; useful and meaningful elements for the practicum report
- Observations in the workplace: work context, tasks performed, application of work procedures, etc.; introduction to new work procedures; recording of observations in the log
- Performance of tasks: active participation in the practicum, occupational health and safety rules, policies in force in the accommodation establishment
- Instructions and rules of the accommodation establishment
- Importance of being diligent in recording tasks in the log

Synthesis Phase

- Report on activities carried out during the practicum
- Typical content of a practicum report: report on activities observed and performed on a daily basis, procedures tried out or new technologies used, new learning, problems encountered and solutions found, etc.
- Comments received from the accommodation establishment on how the practicum was carried out
- Evaluation of their practicum; criteria to consider; self-evaluation; report on their experience; mention of positive elements observed, level of satisfaction as well as problems encountered and solutions found; perception of the occupation before and after the practicum
- Comparison of the learning acquired during training with the activities observed or performed in the workplace
- Aspects of the occupation that are consistent or inconsistent with their training with respect to the workplace, occupation practices, job requirements, etc.

