



FINNISH NATIONAL
BOARD OF EDUCATION

Requirements for a competence-based qualification

FURTHER QUALIFICATION FOR HOTEL RECEPTIONISTS 2011

Regulation 13/011/2011

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REGULATION

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effective 1 Sept. 2011 until further notice

Provisions on which the competence to issue the
Regulation is based:

Act 631/1998, Section 13(2)

Repeals National Board of Education
Regulation(s)

No. 83/011/2000 of 18 Dec. 2000

Amends National Board of Education
Regulation(s)

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**REQUIREMENTS OF THE FURTHER
QUALIFICATION FOR HOTEL RECEPTIONISTS**

The Finnish National Board of Education has decided on the Requirements of the Further Qualification for Hotel Receptionists, which shall be complied with as from 1 September 2011 until further notice. Any performance leading towards the qualification started prior to entry into force of this Regulation may be completed by 31 August 2013 in compliance with Qualification Requirements No. 83/011/2000 dated 18 December 2000.

The Qualification Committee and the organiser of the competence tests shall comply with the provisions of this Regulation and shall not deviate from it in any way.

In providing training leading to a competence-based qualification, the education provider determines the educational content and provision in accordance with the Qualification Requirements. Those participating in preparatory training must be provided with an opportunity to complete the competence-based qualification as part of the training.

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ANNEXE

Further Qualification for Hotel Receptionists 2011

Contents

1	Competence-based qualifications	7
1.1	Arranging competence-based qualifications	7
1.2	Completing a competence-based qualification	7
1.3	Requirements of the Competence-based Qualification	7
1.4	Individualisation in a competence-based qualification	8
1.5	Assessment of vocational skills in a competence-based qualification	8
1.6	Certificates	9
1.7	Preparatory training for competence-based qualifications	10
2	Structure of the Further Qualification for Hotel Receptionists	11
2.1	Competence to be demonstrated for the Further Qualification for Hotel Receptionists	11
2.2	Modules of the Further Qualification for Hotel Receptionists	11
3	Vocational skills required in the Further Qualification for Hotel Receptionists and guidelines for assessment	12
	Vocational skills requirements, targets and criteria of assessment	13
3.1	Working in hotel reception services	13
	Vocational skills requirements, targets and criteria of assessment	13
	Ways of demonstrating vocational skills	16
3.2	Working in meeting services	17
	Vocational skills requirements, targets and criteria of assessment	17
	Ways of demonstrating vocational skills	19
3.3	Working in hotel sales services	20
	Vocational skills requirements, targets and criteria of assessment	20
	Ways of demonstrating vocational skills	22
3.4	Working at hotel service and sales points	23
	Vocational skills requirements, targets and criteria of assessment	23
	Ways of demonstrating vocational skills	25
3.5	A module of some other further or specialist qualification	25
Appendix	Description of a hotel receptionist's work	26

1 Competence-based qualifications

1.1 Arranging competence-based qualifications

The Qualification Committees appointed by the Finnish National Board of Education and comprising representatives of employers, employees, teachers and, when necessary, self-employed people are responsible for arranging and controlling competence-based qualifications and they award qualification certificates. The Qualification Committees sign contracts for arranging competence-based qualifications with education providers and, when necessary, with other organisations and foundations. Competence-based qualifications must not be arranged without a valid contract with the Qualification Committee concerned.

1.2 Completing a competence-based qualification

A competence-based qualification is completed by demonstrating the competence determined in the Qualification Requirements in competence tests through practical work assignments and functions. Each module must be assessed separately. Assessment is jointly carried out by representatives of employers, employees and the educational sector. In fields where self-employment is typical, this also needs to be considered when appointing assessors. The Qualification Committee makes the final decision on assessment. A qualification certificate can be awarded once all modules required to make up the qualification have been completed to an acceptable standard.

1.3 Requirements of the Competence-based Qualification

The Qualification Requirements document determines the modules included in the qualification, any possible specialisations made up of different modules, the structure of the qualification, vocational skills required in each qualification module, the guidelines for assessment (targets and criteria of assessment) as well as ways of demonstrating vocational skills.

Each qualification module constitutes a specific occupational area which can be isolated from a natural work process into an independent and assessable component. The vocational skills requirements determined for each qualification module focus on occupation-specific core functions, mastery of processes

and occupational practices relevant in the field concerned. They also include the skills commonly required in working life, such as social skills.

The targets and criteria of assessment have been derived from the vocational skills requirements. The targets of assessment define the areas of competence to which special attention will be paid during assessment. Definition of the targets of assessment also makes it easier to assess vocational competence in the work activity concerned. Assessment must cover all the targets defined in the Qualification Requirements. Assessment criteria determine the qualitative and quantitative standard of an acceptable performance.

The ways of demonstrating vocational skills include further instructions on how to complete a qualification. As a general rule, vocational skills should be demonstrated through real-life work assignments and functions. The ways of demonstrating vocational skills may also include, for example, instructions on how to supplement a test performance, where necessary, in order to comprehensively demonstrate all the vocational skills required.

1.4 Individualisation in a competence-based qualification

The Finnish National Board of Education has issued a separate regulation governing individualisation.

1.5 Assessment of vocational skills in a competence-based qualification

Assessment of vocational skills must thoroughly and carefully examine the extent to which a candidate has demonstrated his or her mastery of what the Qualification Requirements specify for the vocational skills requirements of the module in question. Assessment must be carried out using the assessment criteria determined in the Qualification Requirements. Assessment should be carried out using a variety of different and primarily qualitative assessment methods. Using one method only does not necessarily yield a reliable result. The special characteristics of each field and qualification are taken into account in the assessment process in accordance with the Qualification Requirements. If a person completing a qualification has reliable evidence of previously demonstrated competence, the assessors determine its correspondence with the skills requirements specified in the Qualification Requirements. The assessors suggest the corresponding document to the Qualification Committee for recognition as part of a competence-based qualification. The Qualification Committee will

make the final decision on recognition of previously demonstrated and reliably documented competence.

Assessing vocational skills is a process where collecting assessment material and documenting the assessment process play a key role. Representatives of employers, employees and teachers carry out a careful and diverse tripartite assessment. Each candidate must be clearly informed of the assessment criteria. The candidate must be given an opportunity to self-assess his or her performance. The organiser of a competence-based qualification draws up minutes covering assessment of the module, which are signed by the assessors. Feedback subsequently provided for the candidate forms part of a good assessment process. The Qualification Committee makes the final decision on assessment.

Assessors

The individuals assessing a candidate's vocational skills are required to have good vocational skills in the field of the competence-based qualification in question. The Qualification Committee and the organiser of the competence-based qualification agree on the assessors in the contract for arranging competence-based qualifications.

Rectification of assessment

A candidate may request rectification of assessment from the Qualification Committee competent in the field and domain within which the qualification in question falls within the statutory period of time. A written request for rectification is addressed to the Qualification Committee. Having heard from the assessors, the Committee can oblige them to carry out a reassessment. There can be no appeal against a Qualification Committee's decision on a request for rectification of assessment.

1.6 Certificates

Qualification certificates and certificates for completion of one or more individual qualification modules are awarded by the relevant Qualification Committee. Certificates for participation in preparatory training are awarded by the education provider concerned. The Finnish National Board of Education has issued a regulation on the information to be included on the certificates.

Certificates for completion of one or more qualification modules are awarded at the request of candidates. Certificates for competence-based qualifications and for completion of one or more individual qualification modules are signed by a representative of the Qualification Committee and a representative of the qualification organiser.

An entry on a Certificate of Vocational Skills approved by the Finnish National Board of Education is evidence of completion of a competence-based qualification equivalent to a qualification certificate. The organiser of the competence-based qualification acquires and signs Certificates of Vocational Skills. Certificates of Vocational Skills are available for a fee for those completing competence-based qualifications.

1.7 Preparatory training for competence-based qualifications

No preconditions to attend training can be set for participation in competence tests. However, competence-based qualifications are primarily taken in connection with preparatory training. Education providers decide on the contents and provision of preparatory training in accordance with the relevant Qualification Requirements. The training and competence tests must be structured according to the qualification modules to be completed. Those participating in preparatory training for competence-based qualifications must be provided with an opportunity to take competence tests and to complete a competence-based qualification as part of the training.

2 Structure of the Further Qualification for Hotel Receptionists

2.1 Competence to be demonstrated for the Further Qualification for Hotel Receptionists

Those who have completed the Further Qualification for Hotel Receptionists have extensive skills to work flexibly in customer service assignments at a hotel reception and capabilities to maintain and develop their vocational skills.

Hotel receptionists are experts in hotel and local services, who present and sell services independently, profitably and to a high quality standard. They are able to act quickly and in a customer-oriented manner in changing and variable customer service situations. A more specific description of a hotel receptionist's work is provided in the Appendix.

Those who have completed the qualification may find employment in hotel reception functions as well as in hotel sales or meeting services.

2.2 Modules of the Further Qualification for Hotel Receptionists

The Further Qualification for Hotel Receptionists comprises one compulsory module for all and four optional modules, two of which must be chosen.

The compulsory module is:

- working in hotel reception services.

In addition, at least two of the following optional modules must be taken:

- working in meeting services;
- working in hotel sales services;
- working at hotel service and sales points;
- a module of some other further or specialist qualification.

3 Vocational skills required in the Further Qualification for Hotel Receptionists and guidelines for assessment

Candidates comprehensively demonstrate the vocational skills required in the Qualification Requirements through real-life activities in competence tests, which have been individualised on the basis of the plan for arranging competence tests for the Further Qualification for Hotel Receptionists approved by the Qualification Committee.

The Further Qualification for Hotel Receptionists is assessed one qualification module at a time by comparing a candidate's vocational skills with the vocational skills requirements of the module in question. In competence tests, the candidate demonstrates his or her potential and ability to apply his or her competence in changing situations and operating environments. He or she also demonstrates his or her abilities to assess and learn from experiences, rethink operating methods and introduce new operating methods. After each competence test, the assessor(s) assess and document the competence demonstrated by the candidate in relation to the vocational skills requirements and targets and criteria of assessment specified for the module concerned. The candidate's self-assessment forms an essential part of his or her performance.

Once all competence tests for a specific qualification module have been taken, an assessment discussion takes place involving the candidate and a tripartite team, which is made up of:

- a representative of the employer;
- an experienced representative of the employees; and
- a representative of teachers.

During the course of the discussion, the candidate presents details of the assessments awarded for the competence tests, his or her own self-assessments and any assessed documents related to the competence tests. The candidate and the assessors discuss and assess the candidate's vocational competence on the basis of the assessments and documents provided in accordance with the vocational skills requirements and targets and criteria of assessment specified for the module. At the end of the assessment discussion, the assessor team holds a meeting where it decides whether to recommend that the Qualification Committee pass or fail the candidate's performance in the qualification module and provides a written statement to this effect. A feedback discussion organised

after the competence test and the assessment discussion forms part of a good assessment process.

Vocational skills requirements, targets and criteria of assessment

On the following pages, each specific vocational skills requirement, determined for the qualification module concerned on the basis of working life functions and skills areas, is presented first in boldface. Below this, the left-hand column shows the targets of assessment derived from the vocational skills requirement, indicating those areas of competence that are essential in terms of vocational skills and receive special attention during assessment. The right-hand column lists details of the assessment criteria, which determine the qualitative and quantitative standard of an acceptable performance. These are used as the basis for assessing whether the test performance is acceptable. The ways of demonstrating vocational skills are included at the end of each qualification module.

3.1 Working in hotel reception services

Vocational skills requirements, targets and criteria of assessment

Vocational skills requirements	
Candidates can work in customer service assignments at a hotel reception.	
Targets of assessment	Criteria of assessment
Functioning in a service and operating environment	<p>Candidates:</p> <ul style="list-style-type: none"> • function in keeping with the hotel's service concept; • present the practices of the hotel and its different facilities to guests, as well as the main features of the background organisation, if necessary; • present the hotel's accommodation and other services and their prices to guests; • update their knowledge of topical products and their own hotel's campaigns as well as competing local accommodation businesses and their key services.
Interaction in customer service situations	<p>Candidates:</p> <ul style="list-style-type: none"> • pay swift attention to guests in service situations and guide guests politely when they arrive and during their stay; • serve guests in Finnish or Swedish and in one foreign language according to their work assignments and the hotel's clientele; • use a polite, natural and clear way of speaking in service communication; • act naturally with guests or members of the working community representing different cultural and linguistic backgrounds;

	<ul style="list-style-type: none"> • actively sell hotel services to guests; • inform guests of the availability of services and how to book them; • inform guests of the benefits of the customer loyalty programme and encourage guests to join the programme according to the hotel's procedures; • promote development of permanent customer relationships through their own work; • provide guests with information on current events and services in the local area; • comply with the dress code in keeping with the work assignment; • attend to the order, tidiness and smart appearance of the lobby and working areas on their own initiative.
Sustainable action	<p>Candidates:</p> <ul style="list-style-type: none"> • attend to the sensible use of materials, substances and energy in accordance with the hotel's practices and the principles of sustainable development; • act in compliance with the hotel's environmentally responsible practices.
Attending to operational safety and security	<p>Candidates:</p> <ul style="list-style-type: none"> • comply with safety and security guidelines; • act in accordance with the hotel's emergency plan where necessary; • handle confidential matters and information as required by the nature of their work; • pay attention to safeguarding guests' personal data and corporate data in communication and use of social media; • handle keys and keycards assigned to their responsibility with care.
Candidates can make hotel reservations.	
Processing reservations	<p>Candidates:</p> <ul style="list-style-type: none"> • deal with reservation discussions in a competent and customer-oriented manner; • present products and services to hotel customers and actively sell these; • carefully enter details of the customer, contact details, billing and any additional information in a reservation; • confirm a reservation according to the hotel's practice using electronic methods, by letter or in some other way as agreed with the customer; • explain to customers the terms of cancellation, changes and payment of reservations;

	<ul style="list-style-type: none"> • deal with cancellations of reservations according to the hotel's practices; • fluently use the hotel system and other hotel reception equipment and software applications.
Online reservations	<p>Candidates:</p> <ul style="list-style-type: none"> • advise a customer, where necessary, on how to book a room either through the hotel's own or an external service provider's website.
Candidates can deal with guests' check-in and check-out procedures.	
Welcoming guests arriving at the hotel	<p>Candidates:</p> <ul style="list-style-type: none"> • check the hotel's reservations status at the beginning of their shift; • plan their work according to the situation, co-operating with other departments as required; • check details of reservations so as to deal smoothly with checking in and guiding arriving guests; • pay swift attention to individual guests and groups of guests; • welcome each guest politely; • check a guest in and open a bill fluently and verify the validity of information; • deal with welcoming guests without a reservation according to instructions.
Serving guests checking out of the hotel	<p>Candidates:</p> <ul style="list-style-type: none"> • serve guests in a friendly manner so as to leave them with a positive impression of their stay at the hotel; • check charges and entries on a room bill; • deal with different means of payment promptly and carefully; • pay attention to risks involved in different payment methods and credit sales; • comply with instructions relating to billing methods; • comply with corporate instructions in cases where guests fail to show up or cancel their reservations with insufficient notice.
Candidates can process customer feedback and deal with accounting and reporting duties.	
Processing customer feedback	<p>Candidates:</p> <ul style="list-style-type: none"> • acquire feedback from guests according to the hotel's practices; • process customer feedback according to corporate instructions, making use of it in the unit's operations and in their own work.
Dealing with reports and accounts at the reception	<p>Candidates:</p> <ul style="list-style-type: none"> • deal with daily accounts according to the reception's practices; • prepare reports according to the hotel's practices; • compile statistics according to the hotel's practices; • file documents and customer data appropriately.

Candidates can work in accordance with the hotel's business objectives and policies.	
Committing to objectives	<p>Candidates:</p> <ul style="list-style-type: none"> • comply with instructions provided and commit to the objectives and practices of the working community; • take initiative and complete their work; • realistically assess the impact and significance of their own actions in terms of the hotel's profitability, being aware of the key indicators of profitable operations; • justify the profitability of room sales based on the key indicators, occupancy rate and average price in keeping with the hotel's practice; • determine the principles of price formation of the hotel's room sales and the effects of a campaign or supply and demand on room prices; • provide and accept feedback naturally.
Functioning in a working community	<p>Candidates:</p> <ul style="list-style-type: none"> • function in their working community in a manner that shows appreciation towards their own work and co-workers; • attend to provision of information according to the situation at the change of shift; • perform their work assignments in a flexible, co-operative and customer-oriented manner and in order of importance and priority; • attend to the condition of the reception's equipment in keeping with corporate practices and instructions.
Assessing vocational skills	<p>Candidates:</p> <ul style="list-style-type: none"> • assess their own vocational competence realistically and turn to a superior or an expert as required; • follow professional sources of information in their field in order to keep their competence up to date; • provide on-the-job learners with orientation and guidance as required.

Ways of demonstrating vocational skills

Candidates demonstrate their vocational skills in practical work assignments at a hotel reception, which include:

- welcoming guests;
- checking guests out;
- providing advice and guidance;
- taking reservations;
- dealing with accounts.

Candidates take safety and security factors into account in their work.

Candidates may supplement their test performances as required with written documents generated during performance, such as bills, reservation confirmations, signage, bulletins or other written presentations that they have prepared as part of work assignments. Once assessed, these form part of the assessment material.

3.2 Working in meeting services

Vocational skills requirements, targets and criteria of assessment

Vocational skills requirements for the qualification module	
Candidates can work in meeting service assignments.	
Targets of assessment	Criteria of assessment
Functioning in a service and operating environment	<p>Candidates:</p> <ul style="list-style-type: none"> • function in keeping with the business enterprise's service concept; • present the enterprise's ownership base and the main features of the business of any possible chain to customers as required; • explain local partners' operations and services as required; • provide meeting customers with a natural presentation of meeting facilities and how they can be adapted; • present products and services relating to meeting services and prices for them to customers.
Interaction in customer service situations	<p>Candidates:</p> <ul style="list-style-type: none"> • pay swift attention to customers in service situations and guide customers politely when they arrive and during their stay; • serve customers in Finnish or Swedish and in one foreign language according to their work assignments and clientele; • use a polite, natural and clear way of speaking in service communication; • act naturally with customers or members of the working community representing different cultural and linguistic backgrounds; • promote development of permanent customer relationships through their own work; • comply with the dress code in keeping with the work assignment; • attend to the order, tidiness and smart appearance of the facilities on their own initiative.

Working in meeting services	<p>Candidates:</p> <ul style="list-style-type: none"> • welcome customers politely; • check the details of meeting reservations with customers; • actively guide customers in the use of equipment and services in the meeting facilities when they arrive and during meetings; • attend to forwarding information to other departments without delay in the event of changes; • ensure customer satisfaction according to corporate practices; • process customer feedback according to corporate instructions, making use of it in the unit's operations and in their own work.
Attending to operational safety and security	<p>Candidates:</p> <ul style="list-style-type: none"> • comply with safety and security guidelines; • act in accordance with the hotel's emergency plan where necessary; • handle confidential matters and information as required by the nature of their work; • pay attention to safeguarding customers' personal data and corporate data in communication and use of social media; • handle keys and keycards assigned to their responsibility with care.
Candidates can arrange meeting facilities.	
Arranging meeting facilities and catering	<p>Candidates:</p> <ul style="list-style-type: none"> • arrange meeting facilities according to the purchase order; • arrange signage for the facilities according to corporate practices; • attend to the tidiness and smart appearance of the facilities on their own initiative; • attend to serving duties in meeting facilities according to the purchase order and schedule; • arrange meeting facilities during breaks on their own initiative; • arrange the facilities into an appropriate condition after customers have left, taking future reservations into account; • make appropriate charges for meeting services carefully according to corporate practices.
Arranging equipment	<p>Candidates:</p> <ul style="list-style-type: none"> • arrange equipment according to the purchase order; • check the functionality of tools and devices before customers arrive; • attend to the condition and storage of equipment in keeping with corporate practices and instructions.

Sustainable action	<p>Candidates:</p> <ul style="list-style-type: none"> • attend to the sensible use of materials, substances and energy in accordance with the hotel's practices and the principles of sustainable development; • act in compliance with the hotel's environmentally responsible practices.
Candidates can work in accordance with the business enterprise's objectives and policies.	
Committing to objectives	<p>Candidates:</p> <ul style="list-style-type: none"> • comply with instructions provided and commit to the objectives and practices of the enterprise; • take initiative and complete their work; • realistically assess the impact and significance of their own actions in terms of the enterprise's profitability, being aware of the key indicators of profitable operations; • provide and accept feedback naturally.
Functioning in a working community	<p>Candidates:</p> <ul style="list-style-type: none"> • perform their work assignments in a flexible and customer-oriented manner and in order of importance and priority; • attend to the flow of information at the change of shift; • appreciate their assignments and co-operate within their own team and with employees from different departments.
Assessing vocational skills	<p>Candidates:</p> <ul style="list-style-type: none"> • assess their own vocational competence realistically; • maintain their own competence in their work assignments by following topical bulletins and publications in the field; • provide on-the-job learners with orientation and guidance as required.

Ways of demonstrating vocational skills

Candidates demonstrate their competence by performing meeting service assignments. They work independently or as team members. They perform all work phases at a meeting service department, such as:

- putting meeting facilities in order;
- welcoming meeting customers;
- maintenance and catering tasks;
- finishing tasks.

Candidates attend to internal communication, safety and security.

The assessors observe and assess candidates' performance and provide a written assessment on their performance. Candidates may supplement their test per-

performances as required with written documents generated during performance, which form an essential part of their work assignments and, once assessed, form part of their assessment material.

3.3 Working in hotel sales services

Vocational skills requirements, targets and criteria of assessment

Vocational skills requirements for the qualification module	
Candidates can work in hotel sales service assignments.	
Targets of assessment	Criteria of assessment
Functioning in a service and operating environment	<p>Candidates:</p> <ul style="list-style-type: none"> • function in keeping with the hotel’s service concept; • present the hotel’s ownership base, organisation and customer structure to customers as well as the policies of any possible chain organisation; • encourage customers to join the customer loyalty programme according to the hotel’s procedures; • assess the impact of competition between hotels on the position of their own unit within the local area; • co-operate with possible partners operating within the local area; • co-operate with congress and tourism activity service agencies as required; • co-operate with tourism marketing organisations within their own area as required; • understand the significance of the operations of and co-operation between different parts of the hotel organisation to customer service.
Product knowledge in hotel sales services	<p>Candidates:</p> <ul style="list-style-type: none"> • actively sell hotel products and services; • plan product packages from hotel, restaurant and meeting services according to customer needs and include tourism activity services in these as required; • comply with corporate guidelines on prices when selling products and act in accordance with the principles of profitability.
Candidates can deal with communication required in sales work and information provision.	
Sales work and interaction in customer service situations	<p>Candidates:</p> <ul style="list-style-type: none"> • act smoothly in sales and customer service situations; • communicate diversely and interactively both orally and in writing in Finnish or Swedish and in one foreign language, as appropriate for each specific situation, according to their work assignments and clientele;

	<ul style="list-style-type: none"> • use a polite, natural and clear way of speaking when communicating on the telephone; • prepare quotes, reservation confirmations and purchase orders according to the hotel's practices; • clearly describe the products and services on offer in letters and digital messages; • present the hotel's facilities and services to customers; • use audiovisual equipment in sales and presentation events according to their own workplace's practices; • ensure the smart appearance of the facilities being presented; • process reservations made online and through retail organisations as required by the hotel's reservation practices.
Candidates can monitor realisation of reservations.	
Knowledge of agreements and regulations	<p>Candidates:</p> <ul style="list-style-type: none"> • apply the terms of confirmation and cancellation of reservations according to each reservation; • apply statutes and agreements governing the field according to the hotel's practices; • pay attention to safeguarding customers' personal data and corporate data in communication and use of social media; • handle confidential matters as required by the nature of their work.
Monitoring realisation of reservations and providing information on changes	<p>Candidates:</p> <ul style="list-style-type: none"> • actively monitor realisation of quotes and incoming reservations; • attend to verification of the details of reservations before each guest's arrival; • actively provide information on future orders and changes in these for other hotel departments without delay.
Candidates can work in accordance with the hotel's business objectives and policies.	
Committing to objectives	<p>Candidates:</p> <ul style="list-style-type: none"> • comply with the business enterprise's sales and quality objectives in customer service; • process customer feedback according to corporate instructions, making use of it in the unit's operations and in their own work; • monitor indicators and sales forecasts according to corporate practices; • realistically assess the impact and significance of their own actions in terms of the enterprise's profitability, being aware of the key indicators of profitable operations; • act in compliance with the hotel's environmentally responsible practices.

Functioning in a working community	<p>Candidates:</p> <ul style="list-style-type: none"> • work as responsible and active members of their own working community; • perform their work assignments in a flexible, co-operative and customer-oriented manner and in order of importance and priority; • function in a manner that shows appreciation towards their own work and co-workers; • act naturally with customers or members of the working community representing different cultural and linguistic backgrounds.
Assessing vocational skills	<p>Candidates:</p> <ul style="list-style-type: none"> • assess their own vocational competence realistically; • maintain their own competence in their work assignments by following topical bulletins and publications in the field; • provide on-the-job learners with orientation and guidance as required.

Ways of demonstrating vocational skills

Candidates demonstrate their vocational skills by working in a hotel's sales service assignments or at the central reservation office of a hotel chain. Their assignments include, among other things:

- taking reservations;
- reservation negotiations;
- preparing written quotes, confirmations and purchase orders for services according to customer wishes;
- knowledge of agreements and recommendations relating to sales work;
- attending to internal communication;
- presenting hotel facilities and services as part of reservation negotiations and to people finding out more about the hotel.

The assessors observe and assess candidates' performance and provide a written assessment on their performance.

Candidates may supplement their test performances as required with written documents generated during performance, which form an essential part of their work assignments and, once assessed, form part of their assessment material.

3.4 Working at hotel service and sales points

Vocational skills requirements, targets and criteria of assessment

Vocational skills requirements for the qualification module	
Candidates can work in hotel service and sales point assignments.	
Targets of assessment	Criteria of assessment
Functioning in a service and operating environment	<p>Candidates:</p> <ul style="list-style-type: none"> • function in keeping with the hotel's service concept; • present the principles of the point's operations; • know the practices and work assignments of the hotel's different departments; • present the products and services that can be reserved and supplied through the service point.
Sales	<p>Candidates:</p> <ul style="list-style-type: none"> • sell products actively; • update the knowledge of topical products and campaigns that they require in their own work; • encourage customers to join the customer loyalty programme according to the hotel's procedures; • attend to the order, tidiness and smart appearance of the workspace on their own initiative; • comply with regulations and restrictions relating to the sale of products.
Interaction in customer service situations	<p>Candidates:</p> <ul style="list-style-type: none"> • serve customers in a polite, equitable and customer-oriented manner; • pay swift attention to customers in service situations; • present the products and services of their own sales point naturally; • serve customers clearly in Finnish or Swedish and in one foreign language according to their work assignments; • act naturally with customers or members of the working community representing different cultural and linguistic backgrounds; • comply with the dress code in keeping with the assignment.
Sustainable action	<p>Candidates:</p> <ul style="list-style-type: none"> • attend to the sensible use of materials, substances and energy in accordance with the hotel's practices and the principles of sustainable development; • act in compliance with the hotel's environmentally responsible practices.

Candidates can deal with storage assignments and cashier functions.	
Cashier functions and dealing with accounts	<p>Candidates:</p> <ul style="list-style-type: none"> • prepare bills for customers appropriately and know the product-specific value added tax; • accept means of payment and are aware of risks involved in these; • perform accounting and reporting tasks according to instructions; • actively ensure that product price markings and price lists are clear and up to date.
Maintaining product stock	<p>Candidates:</p> <ul style="list-style-type: none"> • replenish product stock and order products for sale according to instructions; • deal with stock monitoring according to instructions; • comply with self-monitoring instructions.
Candidates can work in accordance with the point's business objectives and policies.	
Committing to objectives	<p>Candidates:</p> <ul style="list-style-type: none"> • comply with instructions provided and commit to the objectives and practices of the working community; • take initiative and complete their work; • realistically assess the impact and significance of their own actions in terms of the enterprise's profitability, being aware of the key indicators of profitable operations; • attend to the appropriate condition of equipment used at the worksite; • provide and accept feedback naturally.
Functioning in a working community	<p>Candidates:</p> <ul style="list-style-type: none"> • work as responsible and active members of their own working community; • function in their working community in a manner that shows appreciation towards their own work and co-workers; • perform their work assignments flexibly and in order of importance and priority.
Assessing vocational skills	<p>Candidates:</p> <ul style="list-style-type: none"> • assess their own vocational competence realistically; • maintain their competence in product knowledge and use of equipment by following professional publications; • provide on-the-job learners with orientation and guidance as required.

Ways of demonstrating vocational skills

Candidates work at a hotel sales or customer service point (such as a lobby bar or café or a spa reception and sales point) independently or as team members. Their assignments include dealing with, among other things:

- sales work;
- cashier functions;
- stock control and maintenance tasks.

The assessors observe and assess candidates' performance and provide a written assessment on their performance.

Candidates may supplement their test performances as required with written documents generated during performance, which form an essential part of their work assignments and, once assessed, form part of their assessment material.

3.5 A module of some other further or specialist qualification

One module from another further or specialist vocational qualification may be included in the Further Qualification for Hotel Receptionists as an optional module. A certificate of a completed qualification module is always awarded by the Qualification Committee in charge of the qualification concerned and the Qualification Committee responsible for the Further Qualification for Hotel Receptionists approves the module in question as part of the Further Qualification for Hotel Receptionists on the basis of the certificate.

Appendix

Description of a hotel receptionist's work

Hotel receptionists serve individual guests or groups at hotels, which are of at least medium standard and use a hotel system at the reception. Their work includes selling and presenting all the hotel's services. They are familiar with local tourism services and guide guests in the use of services available in the local area.

Dealing with reservations and checking guests in and out require functioning in rapidly changing situations and working in variable service and interactive situations and a natural approach towards guests from different cultures. Working at a reception calls for a sense of responsibility. The position requires carefulness in internal communication, in matters relating to customer safety and security and in dealing with monetary transactions.

Performing the duties requires mastery of the reception's hotel system and other equipment and applications used at work and ongoing maintenance of competence. Hotel receptionists need an active and positive attitude in their customer service duties. Co-operation and a proactive approach to work are important when working with employees at the reception and other hotel departments.

In addition to reception duties, candidates taking the Further Qualification for Hotel Receptionists may demonstrate broader competencies in two optional modules by dealing with meeting services, working in hotel sales services or performing customer service and sales assignments at a hotel service and sales point. They may also take a module of some other further or specialist qualification closely related to the field as an optional module.

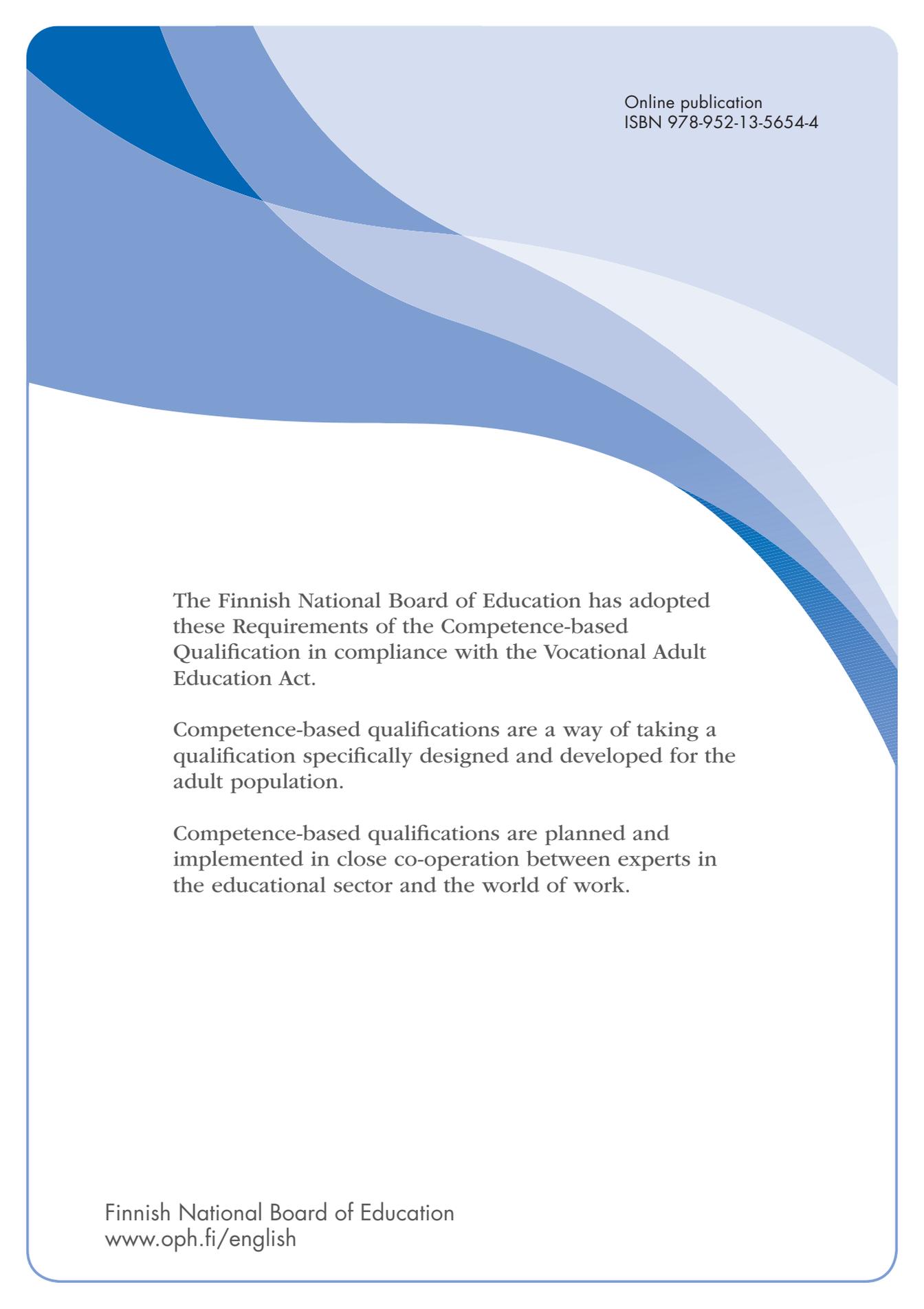
When working in meeting services, hotel receptionists arrange meeting facilities, serve customers during meetings and attend to the operations of the meetings department. They may perform these tasks at a hotel, congress centre or in a tourism organisation or another organisation providing customers with meeting services, including various facilities and diverse technologies and catering services for meetings.

In sales services, hotel receptionists deal with hotel reservations, sales negotiations, quotes, confirmations and internal communication relating to orders.

They may perform these duties at a separate hotel sales department or as part of hotel reception assignments.

In service and sales point assignments, hotel receptionists deal with selling products, maintaining product stock and monetary transactions. A sales point is an independent unit with regular opening hours and it is a complementary service closely related to hotel operations. In addition to selling products, duties may also cover advisory tasks and tourist information services as well as supplying and booking services.

Hotel receptionists are aware of financial and profitability factors in their own work and recognise the significance of these when dealing with their duties. They take interest in developing their own vocational skills and improving working methods.



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The Finnish National Board of Education has adopted these Requirements of the Competence-based Qualification in compliance with the Vocational Adult Education Act.

Competence-based qualifications are a way of taking a qualification specifically designed and developed for the adult population.

Competence-based qualifications are planned and implemented in close co-operation between experts in the educational sector and the world of work.