



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The FETC: Hospitality Reception is a broad NQF level 4 qualification aimed at individuals working in reception environments in the hospitality and accommodation sector.

The programme covers the key functions of reception and front office and is relevant to small and large accommodation types including bed and breakfast establishments, guesthouses and hotels.

Delegates will gain theory and practise in greeting and assisting guests, offering customer service, operating a payment system and making bookings, maintaining stock, supervising staff, foreign exchange, debt collecting, health and safety, self-development and communication.

The programme articulates well into level 5 qualifications in the tourism and hospitality sector.

Target Audience

The FETC: Hospitality Reception is for individuals working in frontline positions in hospitality. Receptionists, junior hotel receptionists, concierges, front office supervisors, tourism administrators and assistants will all benefit from this programme.

Entry Requirements

- An FETC certificate or equivalent at NQF level 4 or a Matric Certificate.

Workplace Requirements

- Access to a reception or front line workplace in the hospitality sector.
- Access to clientele, payment points and booking and stock control processes.
- Access to a workplace mentor.
- Access to a PC, software and the internet.

Hospitality & Tourism

FETC: Hospitality Reception

CATHSSETA Certification

SAQA ID: 64469

NQF Level: 4

Credits: 126

Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all lectures and sessions and complete practical workplace experiential learning.
- Demonstrate theoretical and practical understanding of programme content.
- Complete and present practical assignments.
- Compile and submit a Portfolio of Evidence (PoE).

To receive the FETC: Hospitality Services, level 4, you will need to compile, submit and be found competent by constituent Assessors, Moderators and Verifiers on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the qualification, you will be able to:

- Describe the layout, services and facilities of an establishment.
- Deal with guest arrivals, greet guests and provide accurate information in a professional manner.
- Operate a computer and payment point, conduct basic calculations, process payments and handle and record refunds.
- Maintain, record and confirm bookings.
- Recognise, calculate and exchange foreign cash and travellers cheques.
- Perform fundamental debt collecting functions.
- Supervise staff providing porter, concierge and valet services.
- Offer customer service, develop customer relationships and ensure customer satisfaction.
- Communicate effectively.
- Conduct workplace meetings and coaching.
- Monitor and maintain health, safety and security.



Course Content

FETC: Hospitality Reception Accreditation Body: CATHSSETA

SAQA ID: 64469 | Learning Programme: NA
NQF Level: 4 | Credits: 126

Module 1: Hospitality Reception and Managing its Functions

- Deal with customer arrivals and greet and assist guests on arrival and departure
- Provide customer information and book external services
- Maintain a porter and concierge service
- Provide a valet or butler service
- Monitor customer satisfaction

Module 2: Manage Money and Bookings in the Hospitality Context

- Exchange foreign cash and traveller's cheques
- Maintain a booking system
- Operate a payment point and process payments
- Handle and record refunds

Module 3: Leadership and Self-Management

- Introduce new staff to the workplace
- Plan and conduct meetings
- Conduct workplace coaching
- Develop self in a job role
- Manage self-development
- Source information about self-employment opportunities
- Plan, organise and monitor own work

Module 4: Stock Management

- Contribute to identifying short term supply needs
- Receive, store and issue goods
- Control and order stock

Module 5: Manage a Safe, Secure and Hygienic Work Environment

- Maintain a secure working environment
- Maintain a preventative maintenance programme
- Maintain a cleaning programme for own area of responsibility
- Monitor and maintain health, safety and security

Module 6: Accounting Fundamentals

- Assess and allocate debt collecting accounts according to a risk profile
- Communicate verbally with relevant stakeholders in recovering debt
- Compile debtor correspondence aligned with legislation and standard procedures
- Manage a credit grantor portfolio

Module 7: Communication Fundamentals

- Engage in sustained spoken communication and evaluate spoken communication
- Read, analyse and respond to a variety of written texts
- Use language and communication in occupational learning
- Write for a range of communication contexts

Module 8: Mathematics Fundamentals

- Use statistics and probability to evaluate and communicate findings on life-related problems
- Represent, analyse and calculate shape and motion in 2 and 3-dimensional space
- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues



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