Qualifications Specification

CTH Level 2 Awards and Certificate in Hospitality Practice

March 2023

Gold standard qualifications for Hospitality, Culinary & Tourism

CONTENTS

1. Introduction

Overview

The objective of this Qualifications Specification is to provide an overview of the **CTH Level 2 Awards and Certificate in Hospitality Practice** qualifications.

This document includes information about each of the following CTH Level 2 qualifications in Hospitality Practice:

Ofqual QAN	Qualification Title
603/4812/4	Level 2 Award in Restaurant and Bar Service.
603/4815/X	Level 2 Award in Housekeeping.
603/4816/1	Level 2 Award in Front Office.
603/4817/3	Level 2 Award in Hospitality Practice.
603/4818/5	Level 2 Certificate in Hospitality Practice.

The document covers the aims, qualification level, size, structure and content including learning outcomes and assessment criteria for each unit, together with sample assessment materials.

There is guidance relating to the qualification approval requirements, delivery and assessment of this qualification, details of grading criteria and the grading of units and the qualification.

Further details regarding this qualification are available from CTH and contained within the more comprehensive Delivery and Assessment Handbook**.**

Purpose of the Qualifications

The purpose is to provide qualifications that:

- provide learners with an understanding of the hospitality industry and of the key functions within a hotel.
- provide practical awards that complement academic studies.
- enable learners to gain credits towards higher education.
- enable learners to develop practical skills that can be applied in a vocational context.
- provide an introduction to the basic skills of learners entering the hospitality industry.

Progression Opportunities

The CTH Hospitality Practice qualifications provide an ideal starting point for learners starting out in the Hospitality sector, either after leaving school or as a returner to work or when switching careers. On successful completion learners can progress on to Level 3 qualifications, including the CTH Level 3 Foundation Diploma qualifications in Hospitality and Tourism, or in Hospitality Business.

2. Admission & Entry Requirements

Approved CTH Centres are responsible for checking applications against the following admission requirements and ensuring learners can fulfil the demands of, and successfully complete the qualifications, prior to admission and enrolment.

CTH would also expect approved Centres to undertake an initial assessment of each learner prior to the start of their programmes to ensure they are able to provide the learner with any necessary additional support.

Requirements		Recommended Admission Requirements
All Learners	√ **Minimum Age**	16 at enrolment.
	√ **English Language**	All learners without English as a first language must hold at least IELTS 4.5 or other evidence of competence in English at this level. The course is taught in English and assessed by practical and written examinations in the English language; intermediate level language skills are essential.
	√ **Education**	These are open access qualifications with admission at the discretion of approved CTH Centres for learners they consider able to successfully complete the qualification. However, all learners should have completed full time secondary education up to age 16.

CTH Membership Registration

Centres must register learners as CTH Members at the start of the course.

3. Centre Approval Requirements

✓ Centre Approval Application & Approval Meeting
✓ Teaching Facilities
✓ Visits
✓ Centre Staffing
✓ Continuing Professional Development

Centre Approval

Prospective Centres should apply to become an approved CTH Centre in order to deliver these qualifications. Please see the 'About CTH' page at the end of this specification for advice on the approval process, or should you wish to discuss your curriculum requirements.

The CTH Approval Committee consider applications from Centres against a set of criteria, including the availability of suitable teaching accommodation and staffing, experience of delivering qualifications at a similar level and evidence of expertise in academically-related areas including planning the delivery of courses leading to regulated qualifications, quality assurance and preventing malpractice and maladministration. An online video conversation with CTH academic and quality staff will form part of the initial Centre approval application process.

Teaching Facilities

In order to be approved to deliver the Hospitality Practice qualifications, Centres must have classrooms for teaching, discussion and role plays. However, it is mandatory that Centres also have suitable facilities summarised below for the practical parts of the qualifications, which must be available to learners during timetabled hours for demonstrations, practice, formative testing and final observed assessments. Approval to deliver the various qualifications in the Hospitality Practice suite will depend on evidence of the availability of these facilities.

Units	Facilities Summary
Customer Service Skills	Classroom and facilities below for observations with feedback throughout the course.
Restaurant and Bar Service 1 & 2	A mock restaurant with 5 dining tables plus a separate bar, both fully equipped with 20 sets of crockery, cutlery and a several sets of glassware for different drinks.
Housekeeping 1 & 2	A fully furnished and equipped double bedroom and a selection of cleaning products.

Reception and Reservations	A 'Front Office' reservations desk set up with associated facilities such as key cards, brochure rack, flowers. Access to a computerised reservations system, for example Opera, is an advantage, or templates for taking and tracking reservations, density charts, bedroom book, etc.
Concierge and Guest Services	Concierge desk set up, including a computer for internet research and bookings.

Teaching staff must also provide learners with documented standards illustrating the facilities and service levels relevant to each unit at various levels of establishment (e.g. Guest house to 5* hotels, or neighbourhood café to fine dining restaurant). A detailed list of equipment required for each of the above facilities is included at the end of this document.

Suitable teaching rooms, IT facilities and a suitable examination room should also be available to learners. Accommodation and equipment used for the delivery of the qualifications must comply with the relevant legislation relating to Health & Safety.

The approved Centre should ideally also provide an appropriate area and facilities for learner relaxation and recreation.

Visits

Centres will be required to arrange learner visits to different categories of hotels, bars and/or restaurants to observe and understand the differences in the facilities and type and level of service in each department. The Centre may devise tasks based on these visits or other activities to address the assessment criteria for a range of units.

Centre Staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following requirements:

- be occupationally competent or technically knowledgeable in the area for which they are teaching.
- have recent relevant experience in the specific area that they will be assessing or verifying.
- hold a teaching qualification as well as a relevant qualification at Level 3 (A level equivalent) or above.
- ideally, hold an assessor and/or internal verifier qualification.

CTH will review the CVs of all teaching staff when a potential Centre seeks approval to deliver the qualifications.

Centres must appoint an Internal Verifier and have a named quality assurance lead.

Continuing Professional Development

Centres must support their staff to ensure that they have current knowledge of the occupational area, and that delivery, assessment and internal verification is in line with current good practice and takes into consideration relevant international regulatory requirements.

4. CTH Support

CTH Delivery and Assessment Handbook

Centres approved to deliver one or more qualification(s) in Hospitality Practice will be provided with a comprehensive Delivery and Assessment Handbook, designed for the qualification delivery team of teaching staff, quality assurance staff and administrators.

CTH Workshops

New CTH Centres are offered a short induction session (delivered online in most cases) to help them prepare, then deliver their courses leading to CTH qualifications.

In addition, it is a mandatory requirement that all Centre assessors and internal verifiers (IV) for Hospitality Practice qualifications attend an online CTH training session prior to carrying out their first set of assessments.

CTH Members Website and Resources

The CTH Members website is available for both Centre Teaching staff and CTH learners. Staff and learners can access online resources, including relevant e-books and journals from EBSCO. Teaching staff can download past exam papers and assessments and examiner reports.

Please note that any instructional material provided by CTH should be used to assist teaching staff to develop their own material to support delivery and assessment of the qualification.

5. Qualification Sizes and Level

The Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, examinations and assessments in England. The **CTH Level 2 Awards and Certificate in Hospitality Practice** are occupational qualifications on the Ofqual Regulated Qualification Framework (RQF) and adhere to the regulations set out in the Ofqual Handbook. Ofqual regulated qualifications are recognised and trusted by parents, employers and educational establishments globally due to the stringent controls and quality assurance requirements Ofqual places on awarding organisations, qualifications and approved delivery centres.

Qualification Sizes

The size of any Ofqual RQF qualification is given as the number of hours of Total Qualification Time (TQT) a learner is expected to study to achieve a pass grade, rather than units or credits.

The Hospitality Practice qualifications are designed to be delivered in the TQT hours shown below, of which the majority of hours are Guided Learning Hours (GLH). Delivery plans/Schemes of Work and teaching timetables must be based on the TQT and GLH hours shown here:

Ofqual QAN	Qualification	TQT	GLH
603/4812/4	Level 2 Award in Restaurant and Bar Service	80	65
603/4815/X	Level 2 Award in Housekeeping	80	65
603/4816/1	Level 2 Award in Front Office	80	65
603/4817/3	Level 2 Award in Hospitality Practice	125	100
603/4818/5	Level 2 Certificate in Hospitality Practice	180	145

Definitions

- **Guided Learning Hours – GLH**
  This is the amount of time the average learner is expected to spend in supervised learning and practice but may vary by learner.

- **Total Qualification Time – TQT**
  TQT is made up of Guided Learning Hours plus all other time taken in preparation, study or any form of participation in education and training but not under the direct supervision of a lecturer or tutor.

The following activities are indicative of those included in TQT:

- Guided Learning (GLH) when the lecturer is present, e.g. formal classes, lectures, seminars, tutorials, supervised assessment, such as exams or observed practice.
- Independent and unsupervised learning or research.
- Unsupervised coursework or directed activity.
- Watching pre-recorded webinars or podcasts.
- Work placement, self-study, visits to hospitality or tourism outlets, revision and time spent on written assignments.

Learners completing this qualification should be able to demonstrate their ability as independent learners.

Qualification Level

The CTH Awards and Certificate qualifications in Hospitality Practice are at:
- Level 2 on the Ofqual Regulated Qualification Framework.

Equivalent to:
- Level 3 on the European Qualification Framework.

CTH qualifications comply with level descriptors set by Ofqual, which are divided into two categories:
- Knowledge and understanding.
- Skills.

The descriptors below set out the generic knowledge and skills associated with the typical holder of a qualification at that level.

Level 2 Knowledge descriptor: The holder…	Level 2 Skills descriptor: The holder can…
- has knowledge and understanding of facts, procedures, and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems. - can interpret relevant information and ideas. - is aware of a range of information that is relevant to the area of study or work.	- select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems. - identify, gather, and use relevant information to inform actions. - identify how effective actions have been.

6. Qualification Structures

The qualification structures, units and sizing information for the CTH Level 2 Awards and Certificate in Hospitality Practice are summarised in the following tables. Further details of each unit are included later in this specification.

CTH Level 2 Award in Restaurant & Bar Service				
For a CTH Level 2 Award in Restaurant & Bar Service qualification, learners must achieve all 3 units, providing 8 credits all at level 2.				
Credit Value (CV): 8			**QAN:** 603/4812/4	
Guided Learning Hours (GLH): 65 hours			**Total Qualification Time (TQT):** 80 hours	

Unit	Unit Title	L	CV	GLH	Assessment Method
CSS	Customer Service Skills	2	3	25	one observed practical examination, plus a single synoptic exam covering all units
RBS1	Restaurant & Bar Service 1	2	3	25	
RBS2	Restaurant & Bar Service 2	2	2	15	
CTH Award Total (3 units)			**8**	**65**	

CTH Level 2 Award in Housekeeping

For a CTH Level 2 Award in Housekeeping qualification, learners must achieve all 3 units, providing 8 credits all at level 2.

Credit Value (CV): 8   **QAN:** 603/4815/X

Guided Learning Hours (GLH): 65 hours   **Total Qualification Time (TQT):** 80 hours

Unit	Unit Title	L	CV	GLH	Assessment Method
CSS	Customer Service Skills	2	3	25	one observed practical examination, plus a single synoptic exam covering all units
HK1	Housekeeping 1	2	3	25	
HK2	Housekeeping 2	2	2	15	
CTH Award Total (3 units)			**8**	**65**	

CTH Level 2 Award in Front Office

For a CTH Level 2 Award in Front Office qualification, learners must achieve all 3 units, providing 8 credits all at level 2.

Credit Value (CV): 8   **QAN:** 603/4816/1

Guided Learning Hours (GLH): 65 hours   **Total Qualification Time (TQT):** 80 hours

Unit	Unit Title	L	CV	GLH	Assessment Method
CSS	Customer Service Skills	2	3	25	one observed practical examination, plus a single synoptic exam covering all units
REC	Reception & Reservations	2	3	25	
CGS	Concierge & Guest Services	2	2	15	
CTH Award Total (3 units)			**8**	**65**	

CTH Level 2 Award in Hospitality Practice

For a CTH Level 2 Award in Hospitality Practice qualification, learners must achieve all 4 units, providing 12 credits all at level 2.

Credit Value (CV): 12

QAN: 603/4817/3

Guided Learning Hours (GLH): 100 hours

Total Qualification Time (TQT): 125 hours

Unit	Unit Title	L	CV	GLH	Assessment Method
CSS	Customer Service Skills	2	3	25	three observed practical examinations, plus a single synoptic exam covering all units
RBS1	Restaurant & Bar Service 1	2	3	25	
HK1	Housekeeping 1	2	3	25	
REC	Reception & Reservations	2	3	25	
CTH Award Total (4 units)			**12**	**100**	

CTH Level 2 Certificate in Hospitality Practice

For a CTH Level 2 Certificate in Hospitality Practice qualification, learners must achieve all 7 units, providing 18 credits all at level 2.

Credit Value (CV): 18				QAN: 603/4818/5	
Guided Learning Hours (GLH): 145 hours				Total Qualification Time (TQT): 180 hours	

Unit	Unit Title	L	CV	GLH	Assessment Method
CSS	Customer Service Skills	2	3	25	three observed practical examinations, plus a single synoptic exam covering all units
RBS1	Restaurant & Bar Service 1	2	3	25	
RBS2	Restaurant & Bar Service 2	2	2	15	
HK1	Housekeeping 1	2	3	25	
HK2	Housekeeping 2	2	2	15	
REC	Reception & Reservations	2	3	25	
CGS	Concierge & Guest Services	2	2	15	
CTH Certificate Total (7 units)			18	145	

7. Qualification Grading Criteria

The qualifications are awarded having either a Pass, Merit or Distinction grade. The table below shows the generic Ofqual grading criteria. These should be used by assessors and internal verifiers in conjunction with the mark scheme provided in the Delivery & Assessment Handbook.

Grading Criteria:

Level 2		
PASS **40% to 59%**	**MERIT** **60% to 69%**	**DISTINCTION** **70%+**
To achieve a Pass grade, learners must: • meet the requirements of the assessment criteria and learning outcomes.	**To achieve a Merit grade, learners must:** • meet the requirements of the assessment criteria and learning outcomes. • identify the key issues in the area of study. • interpret information and ideas in a rational way. • substantiate judgments and support views with examples. • address problems logically. • produce work that is well presented, clear and well structured, with sources clearly referenced.	**To achieve a Distinction grade, learners must:** • meet the requirements of the assessment criteria and learning outcomes. • synthesize information and ideas from different sources. • apply ideas and conclusions validly in different contexts. • identify strengths, weaknesses and illogicalities in situations, ideas and theories. • demonstrate in-depth understanding and knowledge of relevant issues in the area of study. • use relevant and valid research and investigative techniques to solve problems. • make well-argued conclusions or recommendations. • present work that is neat, clear, well-structured, and coherent, with sources clearly referenced.

8. Qualifications Assessments

Assessment Opportunities

The scheduling of the practical **AND** synoptic exams for these qualifications may be scheduled by the Centre for registered learners, provided 3 weeks' notice is given to CTH.

Centres return the exam papers electronically for marking and moderation by CTH, together with the evidence and mark sheets from the observed practical assessments.

Assessment Methods

The CTH Level 2 Hospitality Practice Awards and Certificate are practical occupational qualifications designed to provide learners with the skills required by employers in the hospitality industry. It is important that staff intending to work in this sector have good customer services skills, including some communication in English, so these are assessed within each qualification.

The following assessment types are used for these qualifications:

1) Observed practical exam(s) plus a reflective discussion.
2) A synoptic written examination for each qualification, comprising a mix of short answer and multiple-choice questions.

Assessment Responsibilities

CTH is responsible for:
- processing registrations and payments prior to issuing access details for assessments.

Practical Assessments:
- producing all assessment briefs and mark sheets, and making these available to Centres.

Synoptic Examination:
- writing the examination questions which will cover the assessment criteria.
- marking and moderating all examinations.

CTH Exam Board will review all results before final results are issued in the form of e-Certificates.

<u>Centres must</u>:

- ensure all CTH assessment registration fees are paid in full prior to the exam session.
- ensure that all learners have government issued photographic identity documents before enrolment, which must include their date of birth. Acceptable documents include passport, driving licence or identity card. This must be available for verification at the start of each assessment.
- prepare learners for examinations via worked questions in class and mock exams.
- contact CTH to arrange the practical assessment and the synoptic examination.
- send assessment evidence to CTH electronically via SharePoint.
- mark and internal verify* the practical assessments using the mark sheets and mark scheme provided by CTH.

*Internal Verification

An internal verifier (IV) is a designated person, internal to the Centre, who has responsibility for verifying and signing off the assessment outcomes and providing feedback to the assessors. They should have a good understanding of the units/qualifications being assessed.

The Centre internal verifier assures the quality of the assessment process within the Centre. Internal verifiers must sample assessment decisions using a sampling plan, which takes into account a risk assessment which has been conducted as part of the Centre's internal QA strategy.

Internal verifiers should also plan the observation of Centre markers during any practical assessments, especially to support new Centre markers, and provide constructive feedback.

9. Qualification Units

Customer Service Skills	CSS

Unit Purpose and Aim(s)	This unit aims to introduce learners to the importance of hospitality behaviours such as personal conduct, being adaptable and communicating with a diverse range of people, to understand different customer types, needs and expectations, the benefits and consequences to the organisation of good and bad customer service, how to deal with customer requests effectively and how to deal with complaints from customers.

Unit Level: 2	**Guided Learning Hours (GLH):** 25 Hours	**Credit Value:** 3 Credits (1 credit is 10 hours total study/TQT)

Unit Assessment is by:	Observed practical examination(s) and one synoptic exam.

Learning Outcome 1	Understand the importance of hospitality behaviours such as personal conduct, being adaptable and communicating with a diverse range of people.

Assessment Criteria

1.1 Identify the behaviours required within a customer service department.
1.2 Explain why timekeeping attendance, personal appearance, personal presentation, and contact can impact on the business and brand reputation.
1.3 Demonstrate how to communicate clearly to establish a good rapport with customers and ask relevant questions to determine their needs.
1.4 Demonstrate how to give customers a positive impression of yourself.

Learning Outcome 2	Understand different customer types, needs and expectations within a hospitality organisation.

Assessment Criteria

2.1 Describe customer types.
2.2 Deliver excellent customer service in line with the business / brand standards with the aim of exceeding customer expectations.
2.3 Provide service correctly and check that the customer is satisfied.

Learning Outcome 3	Understand the benefits and consequences to the organisation of good and bad customer service.

Assessment Criteria

3.1 Explain the benefits of good customer service.
3.2 Explain the consequences of bad customer service.
3.3 Demonstrate how to provide good customer service in a range of hospitality departments.

Learning Outcome 4	Understand how to deal with customer requests effectively.

Assessment Criteria

4.1 Describe routine and special requests that customers may have and how to answer these.
4.2 Provide answers to routine and special requests.

Learning Outcome 5	Understand how to deal with complaints from customers.

Assessment Criteria

5.1 Explain how to identify a customer has a problem.
5.2 Explain how to show concern to a customer.
5.3 Describe a variety of problems a customer may have.
5.4 Demonstrate how to deal with customers who have a problem.
5.5 Demonstrate how to deal with customers who are angry and are upset.

Restaurant and Bar Service 1	RBS1

Unit Purpose and Aim(s)	This unit aims to introduce learners to a range of food and beverage service styles and standards within different types of hospitality operations, how to prepare a restaurant for service, how to serve customers in line with service style, how to clear dining and service areas after service.

Unit Level: 2	Guided Learning Hours (GLH): 25 Hours	Credit Value: 3 Credits (1 credit is 10 hours total study/TQT)

Unit Assessment is by:	One observed practical examination and one synoptic exam.

Learning Outcome 1	Understand the range of food service styles and standards within different types of hospitality operations.

Assessment Criteria

1.1 Describe the range of food operations in a hospitality organisation.
1.2 Describe the different methods of food service and their requirements.
1.3 Explain the legal requirements of food hygiene, health, safety, and personal presentation when working with food and beverages.

Learning Outcome 2	Understand how to prepare a restaurant for service

Assessment Criteria

2.1 Clean and store crockery and cutlery.
2.2 Prepare and clean areas for table and tray service.
2.3 Describe safe and hygienic working practices for preparing service areas and equipment for table and tray service.
2.4 Lay tables and trays in line with service styles.
2.5 Check menus and ensure they are available for customer use.

Learning Outcome 3	Understand how to serve customers in line with service style.

Assessment Criteria

3.1 Demonstrate how to greet and seat customers and take orders in a restaurant.
3.2 Process customer orders.
3.3 Serve customers in line with service style.

Learning Outcome 4	Understand how to clear dining and service areas after service.

Assessment Criteria

4.1 Explain how food service areas should be left clean after service.

4.2 Explain and demonstrate how to store food items, condiments and accompaniments which will be used in the future as required.

4.3 Demonstrate how to dispose of rubbish and waste food following recommended procedures.

4.4 Demonstrate how customer and service areas are to be kept tidy, free from rubbish and ready for cleaning.

Restaurant and Bar Service 2	RBS2

Unit Purpose and Aim(s)	This unit aims to introduce learners to a range of beverage service styles and standards within different types of hospitality operations, to introduce learners to the variety of hot and cold and alcoholic and non-alcoholic beverages and their basic characteristics, how to prepare a bar for service, how to serve customers in line with service style and how to clear bar and service areas after service. As well as the legal requirements of food hygiene, health and safety with a hospitality environment.

Unit Level: 2	Guided Learning Hours (GLH): 15 Hours	Credit Value: 2 Credits (1 credit is 10 hours total study/TQT)

Unit Assessment is by:	One observed practical examination and one synoptic exam.

Learning Outcome 1	Understand the range of beverage service styles and standards within different types of hospitality operations

Assessment Criteria

1.1 Describe the range of beverage operations in a hospitality organisation.
1.2 Explain the legal requirements of working with alcoholic beverages.
1.3 Describe the different methods of beverage service and their requirements.

Learning Outcome 2	Understand the variety of hot and cold and alcoholic and non-alcoholic beverages and their basic characteristics.

Assessment Criteria

2.1 Describe the range of alcoholic beverages available in a hospitality organisation.
2.2 Describe the different types of non-alcoholic hot and cold beverages, in particular coffee and tea, and the methods of preparing and serving them.
2.3 Describe and demonstrate the different methods of hot and cold beverage service and their requirements.

Learning Outcome 3	Understand how to prepare a bar for service.

Assessment Criteria

3.1 Clean and store glassware.
3.2 Prepare and clean areas for table and tray service.
3.3 Describe safe and hygienic working practices for preparing service areas and equipment for table and tray service.
3.4 Lay bar and tables in line with service styles.

Learning Outcome 4	Understand how to serve customers in line with service style.

Assessment Criteria

    4.1   Greet and deal with customers promptly.

    4.2 Provide customers with accurate information about drinks and identify their requirements.

    4.3 Dispense and serve drinks in the correct measures and at the recommended temperature.

    4.4 Promote additional products as appropriate.

    4.5 Serve drinks in line with the appropriate service style and legal requirements

Learning Outcome 5	Understand how to clear bar and service areas after service.

Assessment Criteria

    5.1 Store drinks, drink   accompaniments and additional products for service correctly and maintain them at the required level.

    5.2 Keep service areas equipment clean hygienic, tidy, and ready to use.

    5.3 Keep customer and service areas clean, tidy, and free from rubbish.

    5.4 Empty waste bins and bottle containers as necessary.

Housekeeping 1	HK1

Unit Purpose and Aim(s)	This unit aims to introduce learners to the function and activities of the housekeeping department, how to clean and service hotel bedrooms, toilets, and bathrooms.
Unit Level: 2	**Guided Learning Hours (GLH):** 25 Hours	**Credit Value:** 3 Credits (1 credit is 10 hours total study/TQT)
Unit Assessment is by:	One observed practical examination and one synoptic exam.
Learning Outcome 1	Understand the function of the housekeeping department.

Assessment Criteria

1.1   Describe the role and function of the housekeeping department.
1.2   Identify the different sections and staff within the housekeeping department.

Learning Outcome 2	Understand and demonstrate how to clean and service hotel bedrooms.

Assessment Criteria

2.1. Demonstrate how to clean hotel bedrooms using the correct cleaning equipment and materials.
2.2. Demonstrate how to strip and make beds.

Learning Outcome 3	Understand and demonstrate how to clean and service toilets and bathrooms.

Assessment Criteria

3.1 Explain how to prepare bathroom and toilet areas for cleaning.
3.2 Explain how to select the correct cleaning equipment and materials for use when cleaning toilet and bathroom areas.
3.3 Demonstrate how to clean bathroom suites and fittings and surrounding areas correctly.
3.4 Demonstrate how to clean floors, walls, mirrors, and other areas following correct procedures.

Housekeeping 2	HK2

Unit Purpose and Aim(s)	This unit aims to introduce learners to the services offered by the housekeeping department, how to check that hotel bedrooms, toilets and bathrooms have been serviced correctly and how to clean and service a range of hotel public areas.

Unit Level: 2	Guided Learning Hours (GLH): 15 Hours	Credit Value: 2 Credits (1 credit is 10 hours total study/TQT)

Unit Assessment is by:	One observed practical examination and one synoptic exam.

Learning Outcome 1	Understand the scope of the housekeeping department.

Assessment Criteria

1.1　Explain the interrelationships between housekeeping and the other departments within the hotel.
1.2　Describe the services offered by the housekeeping department to support customers' needs.

Learning Outcome 2	Understand the role of the housekeeping in managing hotel linen and uniforms.

Assessment Criteria

2.1　Explain how hotel linen is stored, cleaned, and issued.
2.2　Explain how staff uniforms are stored, cleaned, and issued.

Learning Outcome 3	Understand and demonstrate how to check hotel bedrooms have been cleaned and serviced correctly.

Assessment Criteria

3.1　Describe how to make a final check of the bedroom area to ensure customer satisfaction.
3.2　Demonstrate how to make a final check of the bedroom area to ensure customer satisfaction.

Learning Outcome 4	Understand and demonstrate how to check toilets and bathrooms have been cleaned and serviced correctly.

Assessment Criteria

4.1 Describe how to make a final check of the bathroom area to ensure customer satisfaction.

4.2 Demonstrate how to make a final check of the bathroom area to ensure customer satisfaction.

Learning Outcome 5	Identify and demonstrate how to clean public areas.

Assessment Criteria

5.1 Identify public areas housekeeping is responsible for cleaning.

5.2 Demonstrate how to clean public areas in a hotel.

Reception and Reservations	REC

Unit Purpose and Aim(s)	The aim of this unit is to introduce learners to the scope of the front office operations department within a hospitality business, understand how to take bookings for guests, how to provide a guest arrival and guest departure service, and how to work in a reception office.

Unit Level: 2	Guided Learning Hours (GLH): 25 Hours	Credit Value: 3 Credits (1 credit is 10 hours total study/TQT)

Unit Assessment is by:	One observed practical examination and one synoptic exam.

Learning Outcome 1	Understand the scope of the front office operations department within a hospitality business.

Assessment Criteria

1.1 Describe the role and responsibilities of front office operations (reception, advanced reservations, cashiering, guest relations).
1.2 Describe the links between front office staff and other departments.
1.3 Describe the services offered by the front office department to support customers' needs.

Learning Outcome 2	Understand and demonstrate how to take bookings for guests.

Assessment Criteria

2.1. Describe different room tariff types.
2.2. Explain how to take a room booking and the information required.
2.3. Demonstrate how to take a room booking over the telephone and face to face.
2.4. Identify the reasons for recording guest history and its use.

Learning Outcome 3	Understand and demonstrate how to provide a guest arrival and guest departure service.

Assessment Criteria

3.1 Describe the process of greeting and welcoming arriving guests.
3.2 State the registration information which should be recorded on arrival of guests.
3.3 Demonstrate how to handle a guest arrival.
3.4 Explain why guest accounts must be regularly updated and how additional charges are recorded.
3.5 Describe the different methods of settling accounts.
3.6 Demonstrate how to handle a guest check-out.

Learning Outcome 4	Understand and demonstrate how to work in a hotel reception office.

Assessment Criteria

4.1   Identify the responsibilities of the reception office.
4.2   Communicate in a business environment.
4.3   Demonstrate how to file documents according to organisational procedures.
4.4   Describe how to safeguard guest information.

Concierge and Guest Services	CGS
Unit Purpose and Aim(s)	This unit aims to introduce learners to the scope of the concierge and guest services departments within a hospitality business and how to promote products and services to guests.

Unit Level: 2	**Guided Learning Hours** (GLH): 15 Hours	**Credit Value:** 2 Credits (1 credit is 10 hours total study/TQT)

Unit Assessment is by:	One observed practical examination and one synoptic exam.

Learning Outcome 1	Understand the scope of the concierge and guest services departments within a hospitality business.

Assessment Criteria

1.1 Define the role and responsibilities of concierge and guest services.
1.2 Describe the links between concierge and guest services and other departments.
1.3 Describe the services offered by the concierge and guest services department to support customers' needs.

Learning Outcome 2	Understand and demonstrate how to promote products and services to guests.

Assessment Criteria

2.1 Demonstrate how to promote the hotel's services.
2.2 Explain why it is important to have product knowledge as well as knowledge of the local amenities that guests may enquire about.
2.3 Demonstrate how to address customer's requests.
2.4 Demonstrate how to establish a rapport with guests.

10.   Assessment Samples

Observed Practical Examination(s)

The following are examples of activities in the practical exams for each unit:

Unit	Activity (numbering refers to Learning outcome/assessment criteria, e.g. 1.3)
Customer Service Skills	1.3 Demonstrate how to communicate clearly to establish a good rapport with customers and ask relevant questions to determine their needs.
	2.3 Provide service correctly and check that the customer is satisfied.
	5.4 Demonstrate how to deal with customers who have a problem.
Restaurant and Bar Service 1	2.2 Prepare and clean areas for table and tray service.
	3.1 Demonstrate how to greet and seat customers and take orders in a restaurant.
	3.3 Serve customers in line with service style.
Restaurant and Bar Service 2	4.2 Provide customers with accurate information about drinks and identify their requirements.
	4.3 Dispense and serve drinks in the correct measures and at the recommended temperature.
	4.4 Promote additional products as appropriate.
Housekeeping 1	2.1 Demonstrate how to clean hotel bedrooms using the correct cleaning equipment and materials.
	2.3 Demonstrate how to strip and make beds.
	3.3 Demonstrate how to clean bathroom suites and fittings and surrounding areas correctly.
Housekeeping 2	3.2 Demonstrate how to make a final check of the bedroom area to ensure customer satisfaction.
	3.3 Demonstrate how to make a final check of the toilet and bathroom area to ensure customer satisfaction.
Reception and Reservations	2.3 Demonstrate how to take a room booking over the telephone and face to face.
	3.6 Demonstrate how to handle a guest check-out.
	4.2 Communicate in a business environment.
Concierge and Guest Service	2.1 Demonstrate how to promote the hotel's services.
	2.3 Demonstrate how to address customer's requests.
	2.4 Demonstrate how to establish a rapport with guests.

Synoptic Examination

Sample questions (mixture of short answer and multiple choice)

Question 1a	Olga has been appointed as an assistant concierge at a five-star hotel. What is the purpose of the role?	2 marks
Question 1b	List two responsibilities of the role. a) _____ b) _____	2 marks
Question 2	A feature of excellent customer service is: a) Telling the customer about yourself. b) Minimum customer interaction and contact. c) Seeing the customer as a commodity. d) Open body language & professional communication.	1 mark
Question 3	If you were not able to answer a customer's question, query or problem, the FIRST thing you should do is: a) Turn away and hope they will leave. b) Ask a colleague or supervisor to help. c) Tell them to come back later. d) Tell the customer you do not know the answer.	1 mark
Question 4	Write down **three** ways a waiter/waitress could promote a positive impression through appearance and hygiene. 1. _____ 2. _____ 3. _____	6 marks

11. Resources and/or Equipment Required to Deliver the Qualifications

Unit	Development / Resource	✓
Customer Service Skills	The Centre will be required to devise a set of brand standards to be used for assessment of learners demonstrating that they can deliver excellent customer service in line with business/brand standards.	
	Centres will be required to document the required standards for personal appearance and personal presentation.	
	Centres will be required to document a customer complaints policy.	

Unit	Development / Resource	✓
Restaurant and Bar Service 1 & 2	A booklet prepared by the Centre outlining the range of Country legislation relating to food hygiene, health & safety and personal presentation.	
	The Centre will be required for devise a set of brand standards for the restaurant and bar.	
	Minimum requirements:	
	20 cups	
	20 saucers	
	20 mugs	
	20 dinner plates	
	20 side plates	
	20 dessert plates	
	20 soup bowls	
	20 teaspoons	
	20 large knives and forks	
	20 soup spoons	
	20 dessert spoons	
	20 dessert forks	
	10 vegetable dishes	
	10 stainless steel flats	
	40 service spoons and forks	
	5 sauce- boats	
	5 round anti-slip trays	
	5 wooden trays	
	10 buffet serving dishes	
	5 bread baskets	
	Bread-basket display	
	5 soup tureens	

	5 soup ladles	
	4 plate cloches	
	5 cake- stands	
	5 tables suitable for restaurant service at the correct height	
	20 chairs at the correct height for tables	
	10 tablecloths to fit tables	
	Linen or paper napkins	
	Tray- liners for room service trays	
	5 menu holders	
	5 drink menu holders	
	Centre to prepare a selection of drinks menus	
	Centre to prepare a select of different menus (breakfast, lunch, afternoon tea and dinner)	
	Cleaning cloths	
	Cleaning fluid	
	Storage unit/dumb waiter for storage of crockery & cutlery	
	5 salt and pepper sets	
	Condiment holders	
	Food waste bins and liners	
	Bottle bin	
	20 red wine glasses	
	20 white wines glasses	
	20 water glasses	
	10 beer glasses	
	10 hi-ball and tumblers	
	10 champagne glasses	
	10 whiskey glasses	
	Glass cloths	
	5 Tea pots	
	5 Coffee pots	
	5 flower vases	
	3 optics (for wall- mounting)	
	5 optics for bottles or 5 measures	
	2 cocktail shakers	
	Wine rack	
	Ice buckets	
	Ice bucket stand	
	An electronic system or manual system for taking for food and drink orders.	
	Order pads – if manual system.	

Unit	Development / Resource	✓
Housekeeping 1 & 2	The Centre will be required to devise a set of brand standards for housekeeping:	
	Room with carpet	
	Double bed base	
	Mattress & 4 Pillows	
	2 Flat sheets	
	Double quilt or blankets and bedspread	
	1 runner	
	2 cushions	
	2 bedside tables/nightstands	
	1 mirror	
	1 picture	
	Coffee/tea- tray	
	Mugs and kettle	
	Hanging space for clothes	
	Hangers	
	Iron/ironing board	
	telephone	
	Telephone directory	
	Bible	
	TV	
	Hairdryer	
	Magazines	
	Table	
	Map of corridor with fire route	
	Functional bathroom (sink, toilet, shower/bath)	
	Shower soap dish	
	Toilet roll holder	
	Soap dispenser/Shower gel dispenser	
	Toilet seal	
	2 bath towels & 2 hand towels	
	Tissues	
	Appropriate cleaning materials for the bathroom	
	Toilet brush and spare head	
	Cleaning cloths	
	Access to flooring, which is carpeted, laminate flooring and ceramic tiles.	
	Vacuum cleaner	
	Mop and bucket	
	Two operational telephones	

Unit	Development / Resource	✓
Reception and Reservations	The Centre will be required to devise a set of brand standards for reception:	
	Templates for taking down details for a room reservation, reservations rack, density charts, or bedroom book Or access to Opera system or other (software available online)	
	Reservations desk set up	
	Flowers	
	Brochure rack	
	Filing cabinet or computer to file information	
	Brochure rack	

Unit	Development / Resource	✓
Concierge and Guest Services	The Centre will be required to devise a set of brand standards for the concierge and guest services:	
	Concierge desk set up	
	Templates for room cards	
	Keys – key cards	

12. About CTH

CTH, the Confederation of Tourism & Hospitality, is an Ofqual recognised Awarding Organisation established in 1982 specialising in gold standard qualifications for the hospitality, culinary, travel and tourism sectors.

CTH employs specialist staff with experience in these industries and links to current industry partners, as well as education or training experience. They are available to discuss your curriculum requirements or queries concerning this qualification.

In addition to our existing portfolio of qualifications currently available (included in Ofqual's Register of Regulated Qualifications), we can also offer individual unit qualifications, or discuss requirements for new qualifications suitable for local needs.

Policies

CTH policies are available to Approved Centres and learners to refer to in the administration and the delivery of the programme.

Location

CTH's offices are located in central London, United Kingdom, within easy walking distance of underground and bus stops. We always welcome visits from Centres and encourage this wherever possible.

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