

job READY

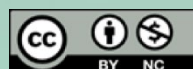
2023-1-IS01-KA220-VET-000158090

ASSESSMENT TOOLS
AND METHODS

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Module 4 – Front Desk Operations and Information Systems

Module Assessment – 1 hour:

This module focuses on delivering exceptional customer service, emphasizing effective communication, problem-solving, and understanding customer needs in the tourism industry.

Overview:

The assessment includes a quiz. Allocate about 1 hour for the entire assessment process.

Topics Covered:

- Section 1: Understanding Customer Needs
- Section 2: Communication Skills in Customer Service
- Section 3: Handling Customer Complaints
- Section 4: Service Quality and Consistency
- Section 5: Cultural Awareness in Customer Service
- Section 6: Teamwork in Customer Service

Assessment Instructions:

Grade the quiz using the rubrics at the end of each section or at the end of the module.

After the Assessment:

Review quiz results and discuss any incorrect answers to clarify misunderstandings.

Please provide feedback on how participants can improve their customer service skills in real-world situations.

Learning Units	Learning Outcomes	Questions	Points per question	Duration
LU4.1 – Introduction to Front Desk Operations	LO4.1.1 Describe Front Desk Operations	Q1	1	3 min.
	LO4.1.2 Define the main Front Desk activities and operations	Q1	5	3 min.
	LO4.1.3 Utilise the appropriate terms and jargon	Q1	3	3 min.
LU4.2 – Organisation, roles and responsibilities	LO4.2.1 Explain the duties and responsibilities that ensure the smooth operations of the Front Desk	Q1	5	3 min.
		Q2	5	3 min.
	LO4.2.2 Define the various Front Desk roles	Q1	3	3 min.
LU4.3 – Current trends and practices	LO4.3.1 Summarise the new trends in Front Desk Operations	Q1	4	3 min.
LU4.4 – Managing the guest cycle and experience	LO4.4.1 Develop rate quotes	Q1	4	3 min.
	LO4.4.2 Demonstrate how to handle enquiries, reservations and pickup services	Q1	4	3 min.
	LO4.4.3 Demonstrate how to room a guest	Q1	3	3 min.
	LO4.4.4 Demonstrate how to facilitate transport, guest services and accounts	Q1	3	3 min.
	LO4.4.5 Demonstrate how to handle check-out, clearance and drop off services	Q1	3	3 min.
	LO4.4.6 Demonstrate how to address complaints	Q1	3	3 min.
LU4.5 – Financials	LO4.5.1 Describe front office accounting fundamentals and systems	Q1	4	3 min.
		Q2	3	3 min.
		Q3	3	3 min.
		Q4	3	3 min.

Learning Units	Learning Outcomes	Questions	Points per question	Duration
	LO4.5.2 Explain the basic procedures for cash and payments	Q1	3	3 min.
LU4.6 – Information systems	LO4.6.1 Define the types of front desk information systems	Q1	3	3 min.
	LO4.6.2 Discuss data privacy and information security	Q1	1	3 min.

Maximum points = 66

Points to pass the module = 50

Assessment – knowledge quiz:

LU4.1 – Introduction to Front Desk Operations

LO4.1.1 Describe Front Desk Operations

Assessment question 1

Answer the following question:

- 1) What is the primary purpose of the hotel front desk?

Answer:

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point.

Assessment key:

1) = Handling check-ins and check-outs and assigning proper guest rooms

LO4.1.2 Define the main Front Desk activities and operations

Assessment question 1

List five functions of the front desk operations:

- 1)
- 2)
- 3)
- 4)
- 5)

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points; 4 correct answers = 4 points; 5 correct answers = 5 points.

Assessment key:

1) = Check-in; 2) = Customer service; 3) = Security and safety; 4) = Reservations; 5) = Upselling; 6) Coordination; 7) = Check-out

LO4.1.3 Utilise the appropriate terms and jargon

Assessment question 1

Fill in the correct terminology:

- 1) Accepting more reservations than there are available rooms is called
- 2) A guest who made a room reservation but did not register or check-in is called
- 3) A code that provides a unique reference to a reservation record and assures the guest that the reservation record exists is called

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points.

Assessment key:

1) = Overbooking; 2) = No-show; 3) = Confirmation Number.

LU4.2 – Organisation, roles and responsibilities

LO4.2.1 Explain the duties and responsibilities that ensure the smooth operations of the Front Desk

Assessment question 1

List five positions of a typical front desk department:

- 1)
- 2)
- 3)
- 4)
- 5)

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points; 4 correct answers = 4 points; 5 correct answers = 5 points.

Assessment key:

1) = Front Desk Manager; 2) = Guest Service Manager; 3) = Reservation Manager; 4) = Reception Manager; 5) = Revenue Manager; 6) Night Manager; 7) = Concierge; 8) Housekeeping Manager

Assessment question 2

Please mark the correct answer:

- 1) A front desk briefing is a meeting that is held at the middle of every shift between the front desk staff and the front desk manager - true / false?
- 2) The duties of the front desk staff also include providing customer support - true / false?
- 3) The front desk staff duties include processing payments and settling guest accounts - true / false?
- 4) Front desk staff are not responsible for coordination activities with housekeeping staff - true / false?
- 5) It is the front desk's responsibility to upsell additional services and add-ons at appropriate times - true / false?

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points; 4 correct answers = 4 points; 5 correct answers = 5 points.

Assessment key:

1) = False; 2) = True; 3) = True; 4) False; 5) = True.

LO4.2.2 Define the various Front Desk roles

Assessment question 1

Match the position that best describes the below jobs and responsibilities:

- 1) role is to oversee the front desk staff. They are also tasked with ensuring a quality experience for every guest. Moreover, they prepare schedules to ensure full staffing at the front desk at all times. They may be involved in the hiring and training of new staff.
- 2) job is to handle reservation services, as well as dealing with cancellations and changes.
- 3) oversees staff responsible for cleaning and sanitizing rooms to prepare everything for the next guest.

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points.

Assessment key:

1) = Front Desk Manager; 2) = Reservation Manager; 3) = Housekeeping Manager

LU4.3 – Current trends and practices

LO4.3.1 Summarise the new trends in Front Desk Operations

Assessment question 1

List four new trends in front desk operations:

- 1)
- 2)
- 3)
- 4)

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points; 4 correct answers = 4 points.

Assessment key:

1) = Personalization and Guest Preferences; 2) = Mobile Key Technology; 3) = Self-Service Kiosks; 4) = Sustainable Practices; 5) = Enhanced Security Measures; 6) Upselling and Cross-Selling

LU4.4 – Managing the guest cycle and experience

LO4.4.1 Develop rate quotes

Assessment question 1

Match the terms that best describes the below room rates and food plans:

- 1) Rates offered to companies that provide frequent business for the hotel or its chain are called

- 2) Rates that includes a guest room in combination with other available events or activities or with a meal package are called
- 3) Food plan rate that includes breakfast on the premises for every guest who occupies a room overnight is called a
- 4) Food plan rates that include two meals a day, including breakfast and either lunch or dinner are called

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points; 4 correct answers = 4 points.

Assessment key:

1) = Corporate or Commercial Rate; 2) = Package Rate; 3) = Continental Plan; 4) = Half-board

LO4.4.2 Demonstrate how to handle enquiries, reservations and pickup services

Assessment question 1

Please mark the correct answer:

- 1) The Pre-arrival begins the moment a guest books their stay - true / false?
- 2) The initial interaction that often determines whether a guest will book a stay is called reservation - true / false?
- 3) A critical touchpoint where guests commit to staying and share their preferences is called enquiry - true / false?

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points.

Assessment key:

1) = True; 2) = False; 3) = False.

LO4.4.3 Demonstrate how to room a guest

Assessment question 1

List three activities that front desk staff perform upon guest arrival:

- 1)
- 2)
- 3)

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points.

Assessment key:

- 1) = Handling Luggage; 2) = Registering; 3) = Opening Guest Account;
4) = Allocating Room; 5) = Issuing Key, Welcome Kit

LO4.4.4 Demonstrate how to facilitate transport, guest services and accounts

Assessment question 1

List three activities that front desk staff perform during guest occupancy:

- 1)
- 2)
- 3)

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points.

Assessment key:

- 1) = Managing Guest Services; 2) = Managing Transport; 3) = Managing Telephone Calls; 4) = Currency Exchange

LO4.4.5 Demonstrate how to handle check-out, clearance and drop off services

Assessment question 1

List three activities that front desk staff perform during guest departure:

- 1)
- 2)
- 3)

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points.

Assessment key:

1) = Handling Luggage; 2) = Check-out; 3) = Guest Payment Clearance; 4) = Drop Service

LO4.4.6 Demonstrate how to address complaints

Assessment question 1

List three actions that front desk staff can take to address guest complaints:

- 1)
- 2)
- 3)

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points.

Assessment key:

1) = Listen to the complaint; 2) = Record details of the complaint; 3) = Get all the facts; 4) = Discuss options for fixing the problem; 5) = Act quickly; 6) = Keep your promises; 7) Follow up

LU4.5 – Financials

LO4.5.1 Describe front office accounting fundamentals and systems

Assessment question 1

Please mark the correct answer:

- 1) An account is a form on which financial data are accumulated and summarized - true / false?
- 2) It is not a record of charges and payments - true / false?
- 3) A charge that is posted to a customer is called a debit, and a payment is called a credit - true / false?
- 4) Front office transactions are charted on account statements called folios - true / false?

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points; 4 correct answers = 4 points.

Assessment key:

1) = True; 2) = False; 3) = True; 4) = True.

Assessment question 2

List three types of folios:

- 1)
- 2)
- 3)

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points.

Assessment key:

1) = Guest folios; 2) = Master folios; 3) = None-guest folios; 4) = Employee folios; 5) = Split folios

Assessment question 3

List three types of vouchers:

- 1)
- 2)

3)

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points.

Assessment key:

1) = Cash voucher; 2) = Charge voucher; 3) = Allowance voucher; 4) = Cash advance voucher; 5) = Correction Voucher; 6) = Credit Card Voucher; 7) = Paid-Out Voucher; 8) = Transfer Voucher; 9) = Travel Agency Voucher

Assessment question 4

What are the three steps of the accounting cycle:

- 1)
- 2)
- 3)

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points.

Assessment key:

1) = Creation of accounts; 2) = Maintenance of accounts; 3) = Settlement of accounts

LO4.5.2 Explain the basic procedures for cash and payments

Assessment question 1

List three of the most typical modes of payment:

- 1)
- 2)
- 3)

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points.

Assessment key:

1) = Cash payment; 2) = Bank card; 3) = Direct billing/Bank transfer; 4) = Travel agent voucher

LU4.6 – Information systems

LO4.6.1 Define the types of front desk information systems

Assessment question 1

List three of the most commonly used modules of front desk information systems:

- 1)
- 2)
- 3)

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point; 2 correct answers = 2 points; 3 correct answers = 3 points.

Assessment key:

1) = Reservations module; 2) = Accounts module; 3) = Housekeeping module; 4) = Guest experience module

LO4.6.2 Discuss data privacy and information security

Assessment question 1

Name Europe's data privacy and security law:

Answer:

Points awarded: 0 correct answers = 0 points; 1 correct answer = 1 point.

Assessment key:

1) = General Data Protection Regulation (GDPR)