

Title:	Introduction to Front of House
Level:	Entry Level 3
Credit value:	2
GLH	20
Unique Reference Number:	Y/650/8486
Aim:	The aim of this unit is to provide learners with the knowledge to understand of front of house roles and duties within a hospitality environment.
Assessment	Assessment of this unit will be through portfolio of evidence.

Learning outcomes

The learner will:

1. Understand the term 'front of house' and the different roles which deliver front of house services.

Delivery content:

The aim of this learning outcome is to provide learners with the knowledge to understand the term 'front of house' and the different roles which deliver front of house services.

The learner will know:

- The meaning of 'front of house' in a hospitality environment.
- The different **roles** that contribute to front of house service and their responsibilities.
- **Hospitality settings** with 'front of house' **roles**.
- List the **skills** required for different 'front of house' **roles**.

2. Know how to take customer bookings.

Delivery content:

The aim of this learning outcome is to provide learners with the knowledge to undertake customer bookings, enquiries and checking customers in and out.

The learner will know how to:

- Take **customer bookings** in person, over the telephone or through an electronic booking system.
- Respond appropriately to basic customer queries and refer customer queries that they cannot answer to another team member.

<ul style="list-style-type: none"> • Complete the check-in and check-out process. 	
Scope of Training <p>The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum that is expected but tutors are expected to include other areas, knowledge of which will benefit their learners, based on location, types of work available and from the tutors own professional experience.</p>	
Requirements	
Roles	May include: <ul style="list-style-type: none"> • Host • Receptionist • Waiter/Waitress • Bartender • Manager
Hospitality settings	May include: <ul style="list-style-type: none"> • Hotels • Restaurants with lodging • Pubs • Cafés • Bars • B & B • Holiday parks • Domestic households • Holiday homes • Cruise ships
Skills	May include: <ul style="list-style-type: none"> • Good customer service • Good communication • Patience • Teamwork • Organisation
Customer Bookings	Responsibilities include: <ul style="list-style-type: none"> • Greeting every customer politely • Answering phone calls/ speak to customers promptly • Follow booking procedure, e.g. ensuring customer's details have been taken, booking time, size of booking • Answer queries: relating to service – features/menu choices/booking availability/location; opening and closing times/prices • Referring queries that they cannot answer such as problems or complaints to another team member or manager • Follow check-in and check-out procedure, e.g. recording customer's arrival and departure time, taking customer payments, collect room keys.