



INTERNATIONAL
HOTEL SCHOOL

Certified Front Desk Representative

Hospitality Skills Certification

These Hospitality Skills Certification (HSC) programs support skill and knowledge training integrated with performance assessment, recognition and achievement. Individuals who currently work in the hospitality industry.

Prerequisites

Candidates must currently be employed in the hospitality industry. No minimum time requirement (see order form for additional details).

Program Details

Fee includes: Exam. Certificate and lapel pin upon successful completion of the exam. (Study resource not included.)

Exam: Consists of 30 multiple-choice questions that must be answered within a one-hour time period.

Proctor: A proctor may be a CHA, a hospitality educator, an AH&LA member association/federation executive, your immediate supervisor, or a member of the clergy.

Recertification: Not required.

All Employee Task List

- 1 Grooming
- 2 Uniform
- 3 Security and Safety Awareness
- 4 Emergencies
- 5 Blood-Borne Pathogens
- 6 OSHA Regulations
- 7 Use of Property Facilities
- 8 Teamwork
- 9 Guest Communication
- 10 Use the Guest's Name
- 11 Guest Acknowledgement
- 12 Handle Guest Inquiries and Requests
- 13 Escorting Guests and Giving Directions
- 14 Elevator Courtesies
- 15 Resolve Guest Complaints
- 16 Telephone Courtesies
- 17 Maintain the Property
- 18 Lost and Found

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Front Desk Representative Task List

- 1 Guestroom Types
- 2 Guestroom Features
- 3 Room Inventory and Occupancy Terms
- 4 Room Status Terms
- 5 Room Rates
- 6 Property Management System
- 7 Telephone System
- 8 Organize and Maintain the Front Desk
- 9 Front Office Logbook
- 10 Reservations System
- 11 Reservation Guarantees
- 12 Help Guests Make Room Reservations
- 13 Help Guests Cancel Room Reservations
- 14 Prepare for Check-Ins
- 15 VIPs
- 16 Initiate Guest Check-In
- 17 Present Registration Card During Check-In
- 18 Establish Payment Method During Check-In
- 19 Finish Guest Check-In
- 20 Tax-Exempt Guests
- 21 Wait Status When Rooms Are Not Ready for Check-In
- 22 Issue Replacement Guestroom Keys
- 23 Follow-Up Courtesy Call
- 24 Process Room Changes
- 25 Relocate Guest in Sold-out Situations
- 26 Wake-Up Calls
- 27 Guest Faxes, Deliveries, Mail, and Copies
- 28 Safe-Deposit Boxes
- 29 Giving Directions
- 30 Guest Transportation
- 31 Guests Under the Influence of Alcohol
- 32 Check Out Cash Bank
- 33 Use Cash Bank
- 34 Post and Adjust Charges
- 35 Transfer Allowable Guest Charges
- 36 Run Credit Check Reports and Collect Payments
- 37 Settle Guest Account
- 38 Process Guest Check-Out
- 39 Automatic Check-Outs
- 40 Process Late Guest Check-Outs
- 41 Process Late Charges
- 42 Prepare a Current Status Report
- 43 Reconcile Room Status
- 44 Perform Bucket or Tub Checks
- 45 Complete the Shift Checklist
- 46 Turn in Cash Bank



CONTACT DETAILS

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