



Technical, Entrepreneurship and Vocational Education and Training Authority (TEVETA)

FRONT OFFICE TRADE TEST LEVEL I

Record of Practical Assessment

Learner`s name:_____

Learner`s NRC no.:_____

Learner`s TEVETA No.:_____

Institution Name:_____

Institution TVA No.:_____

Assessment Period:_____

PREFACE

The Technical Education, Vocational and Entrepreneurship Training Authority (TEVETA) is an institution created under the Technical Education, Vocational and Entrepreneurship Training Act Number 13 of 1998, as amended by the Technical Education, Vocational and Entrepreneurship Training (Amendment) Act Number 11 of 2005.

The Act among other things provides that TEVETA shall:

- (a) regulate and conduct national examinations and assessments relating to technical education, vocational and entrepreneurship training;
- (b) charge and collect fees in respect of examinations, assessments and other services provided by the Authority;
- (c) award certificates to persons who succeed in examinations and assessments undertaken under this Act
- (d) do all such things connected with or incidental to the functions of the Authority under this Act.

Through this mandate, the Assessment and Qualifications Division of TEVETA has developed Practical Assessment Tool Kits to enable learners achieve the competences that are congruent with the demand of the workplace tasks. These tool kits in part are also intended to ensure that similar conditions under which all students in TEVET are assessed and examined apply wherever the course is undertaken in Zambia.

The Trainers shall work with the Learners to collect evidence of competence, using the benchmarks provided by the unit standards. During the year, the Learners shall be required to undertake a series of practical assessment tasks. It is the sum of all these assessments tasks that deems a Learner to be competent (or not).

This approach to assessment is not a one-off event but one that gives learners many opportunities to demonstrate skill and allow for the capturing and recording of these demonstrations.

For the Learner to be deemed competent, they must demonstrate competency in every aspect of the practical tasks being undertaken. It must however be understood by the Trainer that Competency does not mean expert. It means that the candidate has attained sufficient skill and knowledge to perform the activity or service to a degree and quality that is acceptable to the industry and the customer in a time within which a competent person at the level could reasonably be expected to perform the task.

While this will be undertaken at institutional level, it is therefore envisaged that the Assessment principles of VALIDITY, RELIABILITY, FAIRENESS and FLEXIBILITY shall at all times be adhered to.

Pre-Assessment

Assessment process explained to the Trainee (✓ if Yes).	☐
Any appeal relating to the outcome of the assessment or the way in which the assessment was conducted shall be made through the TEVETA <u>fair treatment policy</u> as explained to the Trainee (✓ if Yes).	☐

Learner/Trainee Learner/Trainee name: (Print) Learner/Trainee comments:	Assessor/Examiner Assessor/Examiner name: (Print) Assessor/Examiner comments:
I fully understand the assessment and appeals process.	Theory assessment sighted and checked as satisfactory. ☐
Signature: Date:	Signature: Date:

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TASK 1: SAFETY

Activity	Satisfactory			Not Satisfactory		
	1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:						
a) Carry out the required procedure for Front Office. These should include: ▪ Ensuring that the computer is plugged and not over loaded ▪ Switching on and off of the computer ▪ Checking that all the cables are well insulated ▪ Safe deposit is locked ▪ Checking that the fire extinguisher is working ▪ Ensuring that the alarm is working ▪ Checking that the First Aid Box is in place ▪ Ensuring that the First and the content ▪ Arranging all other Front office equipment in order ▪ Handling all equipment with care ▪ Reporting the faults to the supervisor	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 2: PERSONAL GROOMING

Activity	Satisfactory			Not Satisfactory		
	1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:						
a) Practice personal Hygiene. These should include: ▪ Wearing a clean uniform ▪ Wearing a correct colour of a Uniform ▪ Avoiding excessive jewellery ▪ Putting on flat closed shoes ▪ Tying long hair/ cut their hair neatly ▪ Keeping nails clean ▪ Wearing mild make up and perfume ▪ Maintaining good posture ▪ Keeping eye contact with the guest	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 3: DEALING WITH CALLS

Activity	Satisfactory			Not Satisfactory		
	1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:						
a) Respond to external guest calls. This should include: ▪ Allowing the phone to ring within three rings ▪ Using the correct form of greeting E.g. (Good morning, Good afternoon or Good evening) ▪ Identifying the organization or Hotel ▪ Offering to help ▪ Recording the message or conversation if necessary ▪ Confirming the message or conversation with guest ▪ Assuring the guest	☐	☐	☐	☐	☐	☐
b) Respond to internal guest calls. These should include: ▪ Responding calls within two rings ▪ Greeting the guest according to the time of the day (morning, afternoon or evening) ▪ Identifying the place where you are (Reception, Reservation or switch board) ▪ Offering help ▪ Recording messages/ conversation ▪ Confirming the message/ conversation with guest ▪ Assuring the guest	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 4: BOOKINGS

Activity	Satisfactory			Not Satisfactory		
	1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:						
a) Carry out bookings. These should include: ▪ Checking the reservation ▪ Recording the bookings ▪ Verifying the booking ▪ Entering the booking	☐	☐	☐	☐	☐	☐
b) Control of bookings. These should include: ▪ Arranging all the reservations ▪ Checking the reservation dates ▪ Entering the information E.G (the name of the guest, booking type of room, and number of people expected to come) ▪ Verifying the day the guest will be coming	☐	☐	☐	☐	☐	☐
c) Maintaining guest booking. These should include: ▪ Arranging the reservation forms alphabetically following the date on the reservation forms ▪ Arranging them in appropriate files ▪ Saving or storing the files	☐	☐	☐	☐	☐	☐
d) Dealing with Over Booking in a hotel. These should include: ▪ Checking the reservation file, in order to know how many rooms the hotel has over booked ▪ Checking the room status against arrival list ▪ Checking the room occupancy report against departure list ▪ Checking out of order rooms if they can be made available ▪ Checking for the guaranteed reservations ▪ Arranging with the sister hotel with same standards and book on behalf of the guest ▪ Informing the front office manager about over booking ▪ Arranging for transportation for the guest ▪ Taking the guest to the hotel you have booked	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 5: DEALING WITH GUESTS

Activity	Satisfactory			Not Satisfactory		
During observation of work activities, the candidate demonstrated that they can:	1	2	3	1	2	3
a) Handle the In House-guest. These should include: ▪ Greeting the guest ▪ Checking the guest bills if they are up-dated ▪ Asking the guest to enjoy the hotel services ▪ Collecting and storing room keys if guest is going out ▪ Welcoming the guest back and issuing room keys ▪ Checking the departure date for the Guest	☐	☐	☐	☐	☐	☐
b) Handle walk –in guests. These should include: ▪ Greeting the guest ▪ Asking the desired length of stay and room preference ▪ Checking availability of rooms ▪ Offering other rooms if not liked ▪ Proceeding for reservation if guest agrees ▪ Sending him to other hotels if otherwise	☐	☐	☐	☐	☐	☐
c) Handle the In House-guest. These should include: ▪ Greeting the guest ▪ Checking the guest bills if they are up-dated ▪ Asking the guest to enjoy the hotel services ▪ Collecting and storing room keys if guest is going out ▪ Welcoming the guest back and issuing room keys ▪ Checking the departure date for the Guest	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 6: DEALING WITH NEW ARRIVALS

Activity	Satisfactory			Not Satisfactory		
	1	2	3	1	2	3
During observation of work activities, the candidate demonstrated the they can:						
a) Handle Check-in process. These should include: ▪ Greeting the guest ▪ Offering to help ▪ Confirming the booking ▪ Verifying the registration with the guest ▪ Checking with the guest concerning guest variables ▪ Issuing the key to the guest ▪ Escorting the guest to the room ▪ Wishing the guest a good stay	☐	☐	☐	☐	☐	☐
b) Handle the pre- registered guest. These must include: ▪ Greeting the guest ▪ Verifying the booking ▪ Directing the guest to the room ▪ Wishing the guest a good stay	☐	☐	☐	☐	☐	☐
c) Handle room allocation. These must include: ▪ Displaying room description ▪ Entering the status of the guest occupying the room ▪ Entering guest name ▪ Entering additional information E.g. Smoker ▪ Indicating special points E.g. working-up time	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 7: GUEST LUGGAGE

Activity	Satisfactory			Not Satisfactory		
	1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:						
a) Handle guest heavy luggage. These must include: ▪ Checking the heavy luggage and see if it can remain with the Front office Store Room ▪ Preparing the luggage form ▪ Presenting to the guest for signing ▪ Verifying and sign the luggage form ▪ Preparing the luggage tag and place it on the guest luggage ▪ Calling the porters to transport the luggage to the Front Office Store room	☐	☐	☐	☐	☐	☐
b) Handle guest variables. These should include: ▪ Asking the guests if they have variables for safe keeping ▪ Writing down the particulars of the guest on the variable form which is in triplicate ▪ Asking the guest to sign on the sheet ▪ Giving the original sheet to the guest ▪ Attaching the second sheet to the variable ▪ Storing the variables in the Safety deposit	☐	☐	☐	☐	☐	☐
c) Handling lost but found guest property. These should include ▪ Checking with housekeeping department concerning reported lost guest property ▪ Checking the property if found and take note of the room number, the date and the name of the guest who occupied that room ▪ Contacting the guest and informing him/her about the property ▪ Asking the guest to come to the hotel/ institution with the identity card for collection of the property ▪ Preparing guest tag and place it on the property awaiting collection	☐	☐	☐	☐	☐	☐
d) Handle guest left luggage. These must include: ▪ Checking if the guest wishing to leave has paid hotel bills ▪ Stirling the baggage ticket on each piece of luggage separately (It should have a printed number)	☐	☐	☐	☐	☐	☐

▪ Entering the details in the left luggage register ▪ Tearing off the counterfoil of each and hand it over to the guest ▪ Storing the luggage in the left luggage area ▪ Checking the counterfoil of the luggage ticket from the guest for delivery ▪ Tallying the same name with the tickets attached to the luggage in the left luggage area ▪ Entering the date of delivery in the left luggage register Retaining counterfoils and tags of luggage						
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Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 8: GUEST MESSAGES

Activity	Satisfactory			Not Satisfactory		
	1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:						
a) Handle guest mails. These must include: ▪ Date stamping and recording the time all mails received ▪ Checking all names against computer system ▪ Writing the room number on the envelopes ▪ Arranging in alphabetical order ▪ Informing guest about the mail and offer to deliver the mails ▪ Redirecting if mail not allocated ▪ Keeping mails received for future arrival safe in the mail box ▪ Living mails in the system if the guest is not in the room ▪ Placing the remaining in the old mail box	☐	☐	☐	☐	☐	☐
b) Handle messages. These must include ▪ Recording the message ▪ Confirming the message with the sender ▪ Assuring the guest or sender that the message is received ▪ Conveying the message to the guest ▪ Treating sealed or hand written messages as regular mails	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 9: CONTROL OF GUEST ROOM KEYS

Activity	Satisfactory			Not Satisfactory		
	1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:						
A) Control guest room keys. This should include: Visitors not having access to guest keys	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 10: METHOD OF PAYMENT

Activity	Satisfactory			Not Satisfactory		
	1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:						
a) Handle Local Cash Payment. These must include: ▪ Presenting the bill to the guest ▪ Receiving the money from the guest ▪ Counting the money in the presence of the guest ▪ Issuing the receipt	☐	☐	☐	☐	☐	☐
b) Handle Credit Card Payments. These must include: ▪ Checking that the bill is within the floor limit ▪ Receiving payment ▪ Checking that the signatures on the cards and on the vouchers match ▪ Issuing the receipt	☐	☐	☐	☐	☐	☐
c) Handle foreign Cash payment. These must include: ▪ Determining if the currency can be exchangeable ▪ Confirm the exchange rate ▪ Confirm the identity card ▪ Calculating the total amount by the rate of exchange ▪ Receiving the payment ▪ Signing against the payment ▪ Issuing the receipt	☐	☐	☐	☐	☐	☐
d) Handle Cheque Payments. These must include: ▪ Verifying the check for: - Acceptance - Correctness - Required amount - Authorization ▪ Payment ▪ Issuing the receipt	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK11: HOTEL BILLS

Activity	Satisfactory			Not Satisfactory		
	1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:						
a) Maintain guest bills (Folio). These must include Taking the guest name, the room number, date of arrival, the date of departure, the room rate, the guest address and billing instructions to the cashier	☐	☐	☐	☐	☐	☐
b) Handling revenue information from different departments. These must include: - Checking revenues from different departments - Checking guest credit limits - Checking the fraudulent practices of staff to maintain accurate data of guest transaction - Posting all daily charges on guest bill - Preparing guest bills for departure	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 12: HANDLING GUEST COMPLAINTS

Activity	Satisfactory			Not Satisfactory		
	1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:						
a) Handle guest complaints. These must include: ▪ Listening to the guest complaints carefully without interrupting as he or she speaks. ▪ Analysing the matter ▪ Apologising to the guest with a reason ▪ Speaking normally or remain polite ▪ Summarizing the complaint to ensure that everything has been covered and no misunderstanding ▪ Handling the request in priority if able even if the complaint is not concerning your section	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 13: REPORTS

Activity	Satisfactory			Not Satisfactory		
	1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:						
a) Prepare Arrival List. These must include: ▪ Checking today's arrival file ▪ Preparing the arrival list using the information from today's arrival file ▪ Verifying the arrival list.	☐	☐	☐	☐	☐	☐
b) Prepare the Occupancy List. This should include: ▪ preparing the room occupancy list based on the information on the arrival list and guest registers ▪ Checking with housekeeping departments if the information on the occupancy list agrees	☐	☐	☐	☐	☐	☐
c) Preparing the Departure List. These must include: ▪ Distributing the departure list to the Hotel Manager ▪ Distributing the departure list to the all other heads of departments	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 14: HANDLING A CHECK OUT GUEST

Activity	Satisfactory			Not Satisfactory		
	1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:						
a) Carry out the procedure for checking out a guest. These should include: ▪ Preparing the departure list ▪ Confirming with the house keeping department concerning room status ▪ Preparing the guest bill ▪ Present the bill to the guest ▪ Clear the guest and give a courtesy to the guest	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

FINAL PRACTICAL ASSESSMENT SUMMARY

Practical assessment summary		Satisfactory	Not Satisfactory
1.	SAFETY	☐	☐
2.	PERSONAL GROOMING	☐	☐
3.	DEALING WITH CALLS	☐	☐
4.	BOOKINGS	☐	☐
5.	DEALING WITH GUESTS	☐	☐
6.	DEALING WITH NEW ARRIVALS	☐	☐
7.	GUEST LUGGAGE	☐	☐
8.	GUEST MESSAGE	☐	☐
9.	CONTROL OF GUEST ROOM KEYS	☐	☐
10.	METHODS OF PAYMENT	☐	☐
11.	HOTEL BILLS	☐	☐
12.	HANDLING GUEST COMPLAINTS	☐	☐
13.	REPORTS	☐	☐
14.	HANDLING A CHECK- OUT GUEST	☐	☐

Assessor/Examiners comments:

6

ASSESSMENT OUTCOME

Competent ☒

Not Competent ☐

Learner/Trainee	Assessor/Examiner
Learner/Trainee name: _____ (Print)	Assessor/Examiner name: _____ (Print)
Learner/Trainee comments:	Assessor/Examiner comments:
Signature: _____ Date: _____	Signature: _____ Date: _____

VALIDATION OF THE ASSESSMENT

NAME:.....

DATE:.....

POSITION: **PRINCIPAL/HEAD OF INSTITUTION** SIGNATURE:.....

NAME INSTITUTION:.....

STAMP:

