

101106T4HKA

HOUSEKEEPING MANAGEMENT LEVEL 6

HOS/OS/HK/CR/02/6/A

Manage Front Office Operations

March/April 2025



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

PRACT MENT

Time: 3 HOURS

INSTRUCTIONS TO CANDIDATE:

1. You are required to perform the following tasks
 - i. Develop a cancellation form.
 - ii. Handle the cancellation of a reservation request.
 - iii. Handle guest referrals in the case of overbooking
2. You have been provided with the following resources for the practical tasks:
 - i. A simulated front office room
 - ii. Cancellation policy document
 - iii. Foolscape