

101106T4HKA

HOUSEKEEPING AND ACCOMODATION LEVEL 6

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

Manage Front Office Operations

Nov/Dec 2024



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

**PRACT MENT
 URS**

CANDIDATES INSTRUCTIONS

- a. Do not write on the question paper.
- b. A separate plain paper will be provided.
- c. Return this paper to the assessor at the end of the assessment
- d. Assistant to draft the requisition list
- e. You have been allocated 3 hours to carry out the practical tasks
- f. 1 hour for preparation and 2 hours for the tasks.

In this assessment, you will be required to perform a role play on the following tasks:

- a) Coordinate opening of a guest account
- b) Manage domestic departure procedure

You are provided with the following resources to carry out the tasks:

RESOURCES
• One participants to act as a guest • A vacant room • A Guest safe • Stapler/stapler pins • Clock • A key rack • Seats • Folders and spring file • Registration forms • Guest folio forms(optio • Tables • Notepads • Keys • Sample brochures for hotel rates • Pen • Foolscap • Manila paper • Ruler • PPEs

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