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MODULE 1

ACCOMMODATION OPERATIONS ATTENDANT

HOS/OS/ACO/CR/01/4/MA

Perform Front Office Operations

September- December 2025

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

PRACTICAL ASSESSMENT CHECKLIST

INSTRUCTIONS TO THE ASSESSOR:

1. This assessment is to take place in the prescribed order as arranged in the tool.
2. Capture clear **photographs** and/or **videos** of each candidate's work at critical points as they perform the tasks and label all media files with: Candidate Registration Number, Unit Code, Practical Session Number, and Date.
3. Record candidate scores and assessor remarks in the observation checklists for each session.
4. Store all completed checklists, media files, and candidate drawings in a secure digital/physical folder per candidate.

CANDIDATE & ASSESSOR DETAILS

Candidate Name:	**CDACC Reg. No.:**
Assessor Name:	**Assessor ID Number:**

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PRACTICAL BRIEF

In this practical, the candidate must demonstrate competence in all four Elements of this unit by completing three hands-on sessions Practical 1 – 3 (each ~ 4 hours) followed by oral assessment (~1 hour). All work must comply with the workplace safety standards.

SESSION 1 (4 HOURS): MAKE GUEST RESERVATION.

Assessment Date:	
Assessment Venue:	

PRACTICAL CHECKLIST

No.	Items of evaluation	Max Marks	Awarded
1.	Dressed in professional front office attire (pressed uniform, badge, neat grooming) *(Award 1 mark for each correctly worn PPE)*	3	
2.	Proper set up of the simulated front office area (sections of the front office, wall hangings and clock, branded images, seats at the lounge area, forms and files in an office organizer/cabinet)	10	

	(Award 2 marks for each aspect)		
3.	Received the guest, inquired politely and confirmed intent *(Award 3 mark for each correct response)*	3	
4.	Provided accurate info (room types, rates, amenities, promotions) *(Award 1 mark for each correct response)*	4	
5.	Filled the standard reservation form provided correctly (booking details, guest details, guest requests, officials details) *(Award 2 marks for each correct entry in the form)*	8	
6.	Captured complete guest details (name, contact, dates, payment mode) *(Award 1 mark for detail captured)*	4	
7.	Applied appropriate room type, its rate and status *(Award 1 mark for each)*	3	
8.	Issued clear reservation confirmation (verbal and written) *(Award 2 marks for proper confirmation)*	2	
9.	Handled special requests appropriately (diet, transport, room-service, early check-in) *(Award 2 marks for each handled request)*	8	
	Total Section 1	**45**	
REMARKS:			

NB: Photos and videos should be taken as the candidate performs items 2, 3, 4, 5, 8 and 9.

SESSION 2 (4 HOURS): CONDUCT CHECK-IN PROCEDURE

Assessment Date:	
Assessment Venue:	

PRACTICAL CHECKLIST

No.	Items of evaluation	Max Marks	Awarded
1.	Dressed in professional front office attire (pressed uniform, badge, neat grooming) *(Award 1 mark for each correctly worn PPE)*	3	
2.	Proper set up of the simulated front office area (sections of the front office, wall hangings and clock, branded images, seats at the lounge area, forms in an office organizer/cabinet) *(Award 2 marks for each aspect)*	10	
3.	Candidate presented the specified guests, received guests professionally with a smile *(Award 2 marks for each response)*	8	
4.	Verified reservation and identification accurately *(Award 2 marks for each requirement)*	4	
5.	Completed manual registration forms accurately *(Award 2 marks for proper registration)*	2	
6.	Allocated appropriate room as per guest's expectation *(Award 2 marks for appropriate handling of guest)*	2	
7.	Issued room key/card and confirmed room location	2	

	(Award 2 marks for the activity)		
8.	Briefed guest on services, policies, and emergency procedures, answered any questions asked where applicable (e. g fire procedure) *(Award 2 mark for information given)*	8	
9.	Escorted and directed guest correctly to room (engaged the bell boys/porters where applicable) *(Award 2 marks for either activity)*	4	
10.	Carried out clearing activities (Simulated front office area properly cleared and cleaned) *(Award 2 marks each for cleared and clean area)*	4	
	Total Section 2	**47**	
REMARKS:			

NB: Photos and videos should be taken as the candidate performs item 2, 3, 4, 5, 7, 8, 9 and 10.

SESSION 3 (4 HOURS): CONDUCT GUEST CHECK-OUT AND POST-OCCUPANCY PROCEDURES

Assessment Date:	
Assessment Venue:	

PRACTICAL CHECKLIST

No.	Items of evaluation	Max Marks	Awarded
1.	Dressed in professional front office attire (pressed uniform, badge, neat grooming) *(Award 1 mark for each correctly worn PPE)*	3	
2.	Proper set up of the simulated front office area (sections of the front office, wall hangings and clock, branded images, seats at the lounge area, forms in an office organizer/ cabinet) *(Award 2 marks for each aspect)*	10	
3.	Reviewed guest folio and explained bill clearly *(Award 3 marks for review and clarification of bill)*	6	
4.	Processed payment using correct method (cash/ MPESA) *(Award 3 marks for correct processing)*	3	
5.	Issued payment receipt *(Award 2 marks for receipt issued)*	2	
6.	Enquired, collected and recorded guest feedback *(Award 2 marks in each activity)*	6	
7.	Updated front office records; billing records, feed-back record and stay record *(Award 2 marks for each record updated)*	6	
8.	Communicated room status update with housekeeping *(Award 3 marks for proper communication)*	3	
9.	Carried out clearing activities (Simulated front office area properly cleared and cleaned) *(Award 4 marks for cleared and clean area)*	4	

	Total Section 3	**43**	
REMARKS:			

NB: Photos and videos should be taken as the candidate performs items 2 - 8.

SECTION 4: ORAL ASSESSMENT (25 MARKS)

Assessor to award 1 mark for each correct response given by the candidate in the table below:

Q#	Question	Expected answer (key points)	Max Marks	Awarded
1.	Name three details found in a reservation form	• Room number • Room type • Date • Date of arrival • Date of departure • Reserved by	3	
2.	State two types of guest rooms that a guest can reserve.	• Single room • Double rooms • Twin rooms • V.I.P rooms • Cottages • Airbnb • Deluxe rooms	3	
3.	Identify three ways of obtaining guest feedback in front office operations.	• Guest feedback form • Through Emails • Social media pages • Telephone calls • During checkout	3	
4.	Name three types of keys used while	• Grand master key • Master key	3	

	performing front office operations.	• Floor key • Individual room key • Emergency key • Electronic key card		
5.	Mention two amenities found in a guest room.	• Guest towels • Slippers • Bathrobes • Toiletries • Wi-Fi • Room service • Daily housekeeping	2	
6.	State two details contained in a guest registration card.	• Guest name • Telephone number • Mode of payment • Duration of stay • ID number • Room rate • Meal plan	2	
7.	Identify two examples of guest supplies.	• Beddings • Lighting • Décor	2	
8.	Name three types of bill settlement used while guest is checking out.	• Cash payment • Visa cards • Use of vouchers • Mobile money transfer • Cheques • Vouchers	3	
9.	State two sources of reservation	• Direct request from guest • Request from travel agent	2	

		• Request from a cooperate agent • request from airlines		
10.	Name two types of bills that can be presented to the at the front office	• Accommodation Bill • Food And Beverage Bill • Event And Conference Bill • Service And Amenities Bill	2	
	TOTAL ORAL		**25**	

SUMMARY OF ASSESSMENT

PRACTICAL ASSESSMENT			
S/N	**SECTION**	**Total Marks**	**Marks Awarded**
1.	Assessment 1	45	
2.	Assessment 2	47	
3.	Assessment 3	43	
	Total	**135**	
	Percentage (100%)		
ORAL ASSESSMENT			
1.	Oral Assessment	**25**	
	Percentage (100%)		

ASSESSMENT OUTCOME

The candidate was found to be:

Competent ☐ Not yet Competent ☐

(Please tick as appropriate)

The candidate is competent if the candidate obtains an average of at least 50%

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