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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

INSTRUCTIONS TO THE CANDIDATE:

1. This unit of competence shall be assessed in three phases.
2. Each assessment session has the duration included in brackets
3. The third phase of the assessment shall include a practical session and an oral assessment session.
4. The assessor will take photos and videos as you perform the tasks at critical points during the assessment.
5. Ensure all required resources for the assessment have been provided before beginning the assessment.

PRACTICAL ASSESSMENT 1 (4 HOURS)

Elements Covered

- **Make guest reservation**

1. Make Guest Reservation.

   Role play; Reservation by Walk-in.

   You are the receptionist at an uptown hotel within the city. Among the many duties you carry out, you are required to handle an anniversary reservation at the front desk by Mrs. Matilda a loyal guest who has walked in to inform you of her visit during the month. She will be accompanied by her husband.

Tasks

1. Set up customer front office desk
   - ✓ Proper set up of the simulated front office area
2. Receive guest inquiry
3. Provide information on services and policies
4. Record and confirm reservation
5. special requests
   - ✓ Guest requesting for room service

PRACTICAL ASSESSMENT 2 (4 HOURS)

Elements Covered

1. **Conduct Check-In Procedure**

   Role play: Guest check- in.

   Mrs. Matilda has arrived at your establishment with her husband in line with the reservation she previously made. You are required to;

Tasks

1. Register guest as per previous reservation
2. Allocate room and issue key
3. Brief guest on amenities and policies answer any questions asked where applicable
4. Escort/guide guest

PRACTICAL ASSESSMENT 3 (4 HOURS) & ORAL ASSESSMENT (1 HOUR)

Elements Covered

1. Conduct Guest Check-Out
2. Post-Occupancy Procedures

Role Play: Guest Check out and Post- Occupancy Procedures

Mrs. Matilda is at the front office again after her stay in the establishment. She is checking out with her husband and making payments with cash/ MPESA. You are required to carry out;

Tasks

1. Settlement of guest folio/bill
2. Conduct guest feedback session
3. Finalize check-out
4. Communicate with housekeeping department

The assessor will proceed to ask you oral questions for 1 hour.

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