



MAURITIUS QUALIFICATIONS AUTHORITY

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NATIONAL CERTIFICATE

LEVEL 4

IN

FRONT OFFICE

National Certificate Level 4 in Front Office

- 1. Level of qualification:** 4
- 2. Credit total:** 120
- 3. Review Date:** August 2030

4. Access to qualification

4.1 Entry information

School Certificate (SC) with three credits

Or

An alternative acceptable qualification at level 3 of the NQF

4.2 Recognition of Prior Learning [RPL]

Potential candidates holding a qualification at NQF Level 3 and at least 3 years of working experience in the relevant field may access this qualification through Recognition of Prior Learning (RPL) process.

5. Award of qualification requirements

Unit No.	Unit Standard Title	Level	Credit
1	Classify the local hospitality industry	4	2
2	Demonstrate knowledge of cultural diversity in the tourism industry	4	2
3	Demonstrate knowledge of front office operations	4	2
4	Supervise telephone services	4	6
5	Supervise room reservation services	4	6
6	Supervise reception services	4	6
7	Supervise cashiering services	4	6
8	Provide concierge services	4	6
9	Demonstrate understanding of housekeeping operations	4	2
10	Demonstrate understanding of the type of guest's rooms and interiors	4	2
11	Demonstrate understanding of room status	4	2
12	Develop a portfolio and ensure the sale of local itineraries	4	5
13	Demonstrate knowledge of local tourism	4	5
14	Organise various events at the hotel	4	3
15	Develop Professional Interpersonal skills & Communication skills in English	4	10
16	Développer les capacités linguistiques et interpersonnelles essentielles en français pour communiquer de manière professionnelle et efficace	4	10

17	Acquire basic knowledge in foreign language (German)	4	10
18	Manage recruitment and understand the organisational structure	4	2
19	Demonstrate the skills required as a supervisor for preparation of roster and for dealing with changes	4	2
20	Demonstrate training, coaching, and performance appraisal skills	4	2
21	Demonstrate knowledge of complaint management service	4	2
22	Handle emergency situations	4	2
23	Create a clear strategy for dealing with crisis	4	2
24	Acquire basic knowledge of accounting techniques	4	2
25	Handle guest accounts	4	2
26	Provide night audit services	4	2
27	Recognise the front office booking contract for guests' registration and accommodation	4	2
28	Demonstrate knowledge of the money laundering Act and Theft Act in the hospitality industry	4	2
29	Identify the trespass (unlawful entry), illness and death in guestroom & duties and rights of the guests	4	2
30	Demonstrate knowledge of The Worker's Rights Act duties and rights of the employers and employees	4	2
31	Perform front office operations using the hotel software	4	4
32	Demonstrate Microsoft office skills in front office operations	4	3
33	Demonstrate knowledge of health, safety and environmental regulations	4	2
Total Credits		120	

6. Purpose

The objective of this training program is to develop the theoretical and practical skills of staff so that they can work independently and in a team under the supervision of a Front Office Manager.

This program will provide:

1. In-depth industry knowledge that will provide an understanding of the hospitality, tourism, and luxury service industry.
2. Knowledge of service standards, industry trends, and best practices to deliver an exceptional customer experience.
3. Communication skills that will help develop the ability to interact effectively with superiors, teammates, and customers, understand customer needs, and respond to them in a professional manner.
4. In-depth knowledge of the region to be able to recommend relevant activities to clients.

7. Qualification pathways:

Upon successful completion of the National Certificate Level 4 in Front Office learners can choose to enrol for the National Certificate Level 5 in Hospitality Management or an alternative qualification at NQF level 4 in the relevant field.