



MAURITIUS QUALIFICATIONS AUTHORITY

**MAURITIUS QUALIFICATIONS AUTHORITY**

**NATIONAL CERTIFICATE**

**LEVEL 3**

**IN**

**GUEST SERVICES**

## **National Certificate Level 3 in Guest Services**

- 1. Level of qualification: 3**
- 2. Total Credits: 120**
- 3. Review date: 03 July 2031**
- 4. Access to qualification**

### **4.1 Entry information**

Form III or 9<sup>th</sup> Grade of the Nine-Year Continuous Basic Education (NYCBE)

or

National Certificate of Education (NCE)

or

An alternative acceptable qualification at Level 2 of the NQF

### **4.2 Recognition of Prior Learning (RPL)**

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

### **Award of Unit Standards**

| <b>Unit No.</b> | <b>Unit Standard Title</b>                                                                                           | <b>Level</b> | <b>Credit</b> |
|-----------------|----------------------------------------------------------------------------------------------------------------------|--------------|---------------|
| 01              | Apply Basic Knowledge of the Tourism Industry in Mauritius                                                           | 3            | 4             |
| 02              | Apply Basic Knowledge of the Hospitality Industry in Mauritius                                                       | 3            | 4             |
| 03              | Identify Hotel Facilities and Departments                                                                            | 3            | 4             |
| 04              | Identify the Functions of Rooms Division Operations                                                                  | 3            | 4             |
| 05              | Prepare and Maintain Guest Room Amenities                                                                            | 3            | 4             |
| 06              | Operate a Hotel Switchboard Service                                                                                  | 3            | 4             |
| 07              | Assist in Front Office Reception Services                                                                            | 3            | 10            |
| 08              | Perform Basic Concierge Service                                                                                      | 3            | 10            |
| 09              | Handle Guest Luggage and Parcels                                                                                     | 3            | 10            |
| 10              | Provide Doorman and Guest Escort Services                                                                            | 3            | 10            |
| 11              | Communicate with Customers in English                                                                                | 3            | 10            |
| 12              | Communicate with Customers in French                                                                                 | 3            | 10            |
| 13              | Perform Basic Front Office Administrative Tasks                                                                      | 3            | 4             |
| 14              | Demonstrate Basic ICT Skills and Apply Digital Technologies and Artificial Intelligence in Guest Services Operations | 3            | 7             |

|    |                                                        |   |            |
|----|--------------------------------------------------------|---|------------|
| 15 | Demonstrate Professional Workplace Behaviour           | 3 | 6          |
| 16 | Apply Sustainable Workplace Practices                  | 3 | 6          |
| 17 | Apply Workplace Health, Safety and Security Procedures | 3 | 3          |
| 18 | Deliver Quality Customer Service                       | 3 | 4          |
| 19 | Assist In Reservation Services                         | 3 | 2          |
| 20 | Handle Routine Guest Complaints                        | 3 | 2          |
| 21 | Maintain Guest Information and Confidentiality         | 3 | 2          |
|    | <b>Total Credits</b>                                   |   | <b>120</b> |

## 6. Purpose of Qualification:

The National Certificate Level 3 in Guest Services aims to equip learners with the knowledge, skills and attitudes required to provide efficient and professional guest services in the hospitality and tourism industry. The qualification prepares learners to communicate effectively with guests, handle reservations and enquiries, provide quality customer service, maintain workplace standards, and perform guest service operations in accordance with industry requirements and organisational procedures.

## 7. Qualification Pathway:

The course serves as a pathway into the Tourism and Hospitality Sector and facilitates access to further studies.