

WORK-BASED LEARNING AGREEMENT

FRONT OFFICE TRAINING PROGRAMME

Student's Name: _____

Course: _____

Property/Company Name: _____

Department: _____

ITS Mentor's Name: _____

Manager's Name: _____

DATE COMPLETED BY	PROPOSED PRACTICAL COMPETENCIES	STUDENT'S INITIALS	MANAGER'S INITIALS
	Deal appropriately with customers in different situations, face to face, telephone, writing		
	Deal appropriately with difficult customers, e.g.: angry, boisterous, intoxicated, abusive		
	Deal appropriately with customers with special needs		
	Recognize limits of authority and refer situations appropriately		
	Apply written and in-house procedures for customer care		
	Maintain good relationships with customer and colleagues		
	Maintain confidentiality where appropriate		
	Record customer service provision using logs and written reports where appropriate		
	Provide appropriate service for guests in residence		
	Use the correct procedures for receiving and checking-in guests on arrival		
	Use organisational procedures for establishing the credit worthiness of guests		
	Organise and practise safe handling of key systems within the establishment		
	Maintain appropriate security of guest luggage		
	Use correct procedures for issuing safety deposit boxes		
	Demonstrate effective emergency procedures when the need arises		
	Demonstrate correct procedure for Lost and Found items		

DATE COMPLETED BY	PROPOSED PRACTICAL COMPETENCIES	STUDENT'S INITIALS	MANAGER'S INITIALS
	Use suitable security procedures when dealing with equipment and materials		
	Report possible hazards without delay		
	Use in house communications systems correctly and as necessary		
	Use the main type of filing systems appropriately		
	Demonstrate procedures for dealing with departing guests at reception		
	Use correct procedures for opening, preparing and maintaining guest's accounts		
	Prepare and present accurate guest's bills		
	Handle the departure of guests appropriately to include checking out		
	Close guests' accounts according to establishment procedures		
	Operate a computerised guest accounting system competently		

ITS Mentor's Comments: _____

Student's Comments: _____

ITS Mentor's Signature: _____

Student's Signature: _____

Date: _____

OVERALL ASSESSMENT MARK
(to be given by ITS Mentor):
_____ / 50