



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Front office operations NS008-04		
TQF Level:	4	Credits:	25
		Version:	1
National standard code:	NS008-04		
Associated qualification (and code):	National Certificate in Front Office Management Level 4 (QR-04-NQ-018-03-0903-18-01)		
Approval date:	9 April 2019	Review date:	9 April 2024
Purpose:	This unit standard is for people in a supervisory or junior management role in the front office of an organization. At the end of this unit, students will be able to plan and oversee the services in a front office operation in any organization, commercial or otherwise.		
Learning Outcome 1 (LO1)	Plan front office operations.		
Performance standards	1.1 The optimum number of staff required for service is planned in accordance with establishment requirements; 1.2 Allocations for relevant resources are prepared in accordance with establishment requirements; 1.3 Resources required for service are made available and kept		

	<p>operational and ready for use, in accordance with establishment requirements.</p> <p>1.4 The front office and work place environment are kept clean, safe, and ready for operational use, in accordance with establishment and legislative requirements.</p> <p>1.5 Cash float where appropriate is made available in correct denominations for service and security arrangements are managed, in accordance with establishment requirements.</p> <p>1.6 Staff are fully briefed on service requirements and anticipated customer expectations and checks are made to ensure staff work ethics, personal presentation, and dress code standards are met, in accordance with establishment requirements.</p>
<p>Learning Outcome 2 (LO2)</p>	<p>Supervise front office operations.</p>
<p>Performance Standards</p>	<p>2.1 The personal presentation and service standards of staff are maintained throughout service in accordance with establishment and legislative requirements;</p> <p>2.2 The number of staff available for service is maintained in terms of prompt and effective customer service, and cost control, in accordance with establishment requirements;</p> <p>2.3 The safety and security of staff, customers, and property is maintained throughout service in accordance with establishment and legislative requirements;</p> <p>2.4 The conditions and ambience of the service environment are maintained throughout service in accordance with establishment requirements;</p> <p>2.5 The documentation and reports related to front office operations are timely and accurately completed with the agreed personnel in accordance with establishment requirements;</p> <p>2.6 Customer requirements are monitored to ensure they are met in accordance with establishment requirements;</p> <p>2.7 Difficult situations that may arise within the team are</p>

	<p>described in terms of the type of situation and methods for remedial action;</p> <p>2.8 Procedures for bookings or appointments where appropriate are identified and described in accordance with establishment requirements; and</p> <p>2.9 Decisions to maximize revenue and optimize yield are justified in accordance with establishment requirements.</p>
Pre-requisites	National Certificate in Customer Service Level 3
Co-requisites	N/A
Underpinning skill and knowledge	<ul style="list-style-type: none"> • Front office knowledge; • Interpersonal skills; • Communication skills; • Problem solving skills; • Computer skills; • MS Office (such MS Excel, Powerpoint, Word). • Basic money skills (creating a change, balance a check book, create a simple budget, etc.); • Cultural sensitivity and awareness (Tongan and others).
Suggested assessment methods	<p><u>1) Final Examination (40%)</u></p> <p><u>2) Coursework (60%).</u></p> <p><u>Examples:</u></p> <ol style="list-style-type: none"> a) Mid-semester test b) Role play: Simulated environment c) Written assignments based on: <ul style="list-style-type: none"> • Research of relevant literature; • Critiquing practice (real life or video recorded scenarios); • Chart/Poster making (e.g. OHS, Safety in the workplace, etc.)
Resource requirements	<ol style="list-style-type: none"> 1. Standard classroom resources such as student desks and chairs, writing board, student notice board, projector; 2. Computers for staff and students; 3. Internet access to staff and students; 4. Library.

<p>Moderation arrangements</p>	<p>Provider Moderation processes, OR TNQAB Moderation processes:</p> <ul style="list-style-type: none"> • Pre-marking • Intra-marking • Post-marking
<p>Requirements to complete this unit</p>	<p>Learners must achieve at least 50% in all coursework, and examinations.</p>
<p>Public comments on unit</p>	<p>Please contact TNQAB National Qualifications Unit (email EnquireNQ@tnqab.to or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.</p>