

**DESCRIPTIVE OUTLINE OF CREDITS POINTS FOR THE
ANALYSED QUALIFICATIONS AND THE RELATED UNITS
(OUTPUT n. 5)**

**GUIDELINES FOR THE VERIFICATION
AND EVALUATION OF LEARNING OUTCOMES
(OUTPUT n. 6.1)**



ECVET system for No borders in tourism hospitality European Training and Work

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The methodological approach and instruments proposed in this paper have been constructed using one of the cardinal principles of the ECVET system, that is the need to identify methods for the application of the system that integrate with, rather than modifying, the procedures already present and in use in the various territorial contexts. Therefore we have compared and identified descriptors that represent the "minimum common denominator" among the Units produced by the partners. Below you will find the results of this labour, which although it cannot be exhaustive and scientifically "balanced" is meant to be a "guide" and reference for the experimentation.

UNITS

NAME OF UNIT 1
To coordinate the operational running of the reception department
Name of the LO
<p>IT: To superintend and manage the approach phase; To superintend and manage the check in and check out phases; To superintend and manage the live in phase</p> <p>SL: To accept, negotiate and manage the reservations (booking) and associated documentation; Accepts and advises guests, performs check in and checkout procedures, issue the bill; Prepares, forwards and sells the services of hospitality establishments</p> <p>FR:</p> <p>PT: Organize and coordinate the activities of the reception service and ensure the most complex activities - Plan or collaborate in the planning of the reception service activities</p>
LEARNING OUTCOMES IN TERMS OF COMPETENCE
<p style="text-align: center;">He/she is able to</p> <ul style="list-style-type: none"> • accept, negotiate and manage the reservations (booking) and associated documentation • Accept and advise guests, perform check in and checkout procedures, issue the bill • Prepare, forward and sell the services of hospitality establishments • use modern computer and informational technology • make accurate work estimation and plan daily activities to meet the service needs and accomplish the objectives of the sector • make decisions on complex situations or problems within the reception service activities. • analyze the most common complaints and propose general procedures for problem solving. • manage, establish procedures and take decisions on specific situations, such as: no-shows, over-booking, cancellations, waiting lists, GDS management. • establish friendly and correct relationships with customers, accepting their demands and complaints or dealing with their stay problems • manage potentially conflicting situations with customers • develop or assist in developing strategies for optimization of services in the

accommodation area <ul style="list-style-type: none"> take decisions about hotel rates lined up with market situations 	
KNOWLEDGE LEARNING OUTCOMES	
<ul style="list-style-type: none"> Methods of planning, organization and coordination of work applicable to the reception services. problem solving techniques, applicable to hospitality. Management standards and general procedures for solving no-shows, over-booking and GDS situations. Hotel policy and regulation on procedures to undertake in what regards complaints, costumer's inadequate behaviour, etc. Techniques and methods of collection, analysis and treatment of data of various types and with different goals or purposes. Rules for communicating with hierarchy, colleagues, costumers and external entities, public or others. organization of work in reception, reception jobs and applying conditions, knows the meaning of team work in order to satisfy the guests the basics of usage of hotel informational system and programme equipment the administrative procedures in a hotel the basic procedures to build an archive Techniques and procedures for check in and check out Information technology: instruments and programs (hardware and software) 	
SKILL LEARNING OUTCOMES	
<ul style="list-style-type: none"> Organizes and establishes standards of performance of each type of activity Takes decisions about changes in accommodation plans, depending on the events and strategies to maximize the hotel capacity. Manages check in and check out Manages and take appropriate decisions in specific situations of no-shows, over-booking, cancellations, waiting lists, or other unexpected occurrences. Plans strategies to maximize accommodation and occupations. Sets daily rate of accommodation, depending on the market. Masters hotel administration and technology Archives the documentation Accepts and accommodates the guest Creating the records and bills the service Passes information between the different departments Optimizes the use of computer tools in the reception service 	
Indicators from EQF	
Knowledge	
Skill	
EVALUATION PROCEDURES	
EQF LEVEL	4
ECVET CREDIT POINTS	
PROPOSED DURATION (RANGE)	

NAME OF UNIT 2
To inform guests and advise them about services and events in the local environment
Name of the LO
<p>IT: To organise and manage information about services in the local environment; To improve the level of customer satisfaction about the services provide; To propose and handle measures to foster customer loyalty</p> <p>PT: To organize and coordinate the activities of the reception service and ensure the most complex activities</p> <p>To cooperate in the sales effort of the hotel</p> <p>SL: Acquires and evaluates tourism data from differ rent sources, advises guests and sells services; Preparation and offer of the tourism programmes of home environment and selling tourism programmes; To encourage and coordinate connection between individual tourist subject (establishments) on the area of the tourism destination, forward informational, selling and marketing services in home environment tourism, to plan packet offers</p> <p>FR: Advise clients on the opportunities offered by the territory; To manage a benefit in rural tourism</p>
LEARNING OUTCOMES IN TERMS OF COMPETENCE
<p>He/she is able to</p> <ul style="list-style-type: none"> • execute more specific or complex activities, as welcoming and taking care of VIP customers, groups, handicapped people, children, etc. • propose programmes, packages of services or promotional means relevant in commercial terms and able to capture the interest of customers. • obtain and provide meaningful data for developing strategies, programmes and resources appropriate to market trends and customer interests. • acquire and evaluate tourism data from different sources, advise guests and sell services • prepare and offer the tourism programmes of home environment and sell the tourism programmes • forward information about natural and cultural heritage in Slovenia • achieve customer reception • take into account the motivations and expectations of customers • undertake an assessment of the service (customer satisfaction, compliance with specifications • inform customers about the possibilities offered by the territory
KNOWLEDGE LEARNING OUTCOMES
<ul style="list-style-type: none"> ▪ General protocol and techniques for receiving and hosting V.I.P. and special guests. ▪ Techniques for research and data analysis for the exploration of interests and specific motivations within different types of clients. ▪ Techniques for improving customer loyalty ▪ Information about the region (transport, historical aspect, etc) ▪ The offer of home environment ▪ Statistical methods and different types of statistical data ▪ Different activities, which can be integrated in the tourism offer ▪ Procedures and instruments for organizing and implementing the reservations ▪ Legislation on preservation of natural and cultural heritage ▪ Business materials (publications) in foreign languages ▪ The tourist location and tourism environment ▪ Local and protected local products

- Eating and cultural habits of guests
- Techniques for understands different groups of guests their needs and customs
- Differentiates and understands ways of verbal and non verbal communication
- Different promotional approaches

SKILL LEARNING OUTCOMES

- Interacts with costumers correctly and in an empathic way, fulfilling their needs, solving any problems, demonstrating commitment to offer a pleasant stay, enhance their satisfaction and making them loyal to the hotel.
- Establishes contacts with various entities and potential costumers in order to obtain information on present and future interests regarding services in the field of tourism and hospitality.
- Collaborates in the assessment and improvement of the services provided to costumers.
- Acquires and forwards the information about the region
- Orders promotional materials
- Informs home environment about the tourism events and activities
- Presents specificities of individual tourism areas (geographical characteristics, cultural and natural historical development of home region, capitol city)
- Uses appropriate business communication
- Plans and implements business interviews
- Reacts appropriately in problem and/or conflict situations
- Uses the appropriate promotional approach according to the potential guest
- Adapts the way of communication according to different target groups
- Presents him/her self to guests adequately dressed and tidy (clothes, external appearance, tidiness)

Indicators from EQF

Knowledge

Skill

EVALUATION PROCEDURES

EQF LEVEL

4

ECVET CREDIT POINTS

**PROPOSED DURATION
(RANGE)**

NAME OF UNIT 3	
To maintain efficient communication and to collaborate with other departments in the hotel	
Name of the LO	
PT: To plan or collaborate in the planning of the reception service activities; To organize and coordinate the activities of the reception service and ensure the most complex activities SL: Organizes and leads team work (activities) IT: To collaborate in his/her own sector with the organisational choices of the management	
LEARNING OUTCOMES IN TERMS OF COMPETENCE	
He/she is able to	
<ul style="list-style-type: none"> • communicate and establish effective interpersonal relationships with colleagues, hierarchy and external activities. • perform in public appearances and Public presentations • organize and lead team work (activities) • present him/her self with the professional/vocational portfolio • communicate in written and oral form in at least two languages • use different codes and methods of interaction according to the type of client, in order to describe and enhance the service offered, orally (in the presence of the client or on the 'phone) and written (drawing up estimates, e-mail, etc.). 	
KNOWLEDGE LEARNING OUTCOMES	
<ul style="list-style-type: none"> ▪ Rules for communicating with hierarchy, colleagues, customers and external activities, public and others ▪ Standards for the communication with hierarchy, colleagues, subordinates, customers and other entities within the reception service. ▪ Differentiates different ways of presentations ▪ Knows the principles of the process of presentations (greetings, introduction, core, conclusion, questions) ▪ Knows the terms of work, working group, work organization • Modelli teorici di comunicazione. ▪ Principles of communications and sales psychology. ▪ Psychological fundamentals useful for understanding relationship dynamics of the various types of clients. ▪ Level B2 language competences, including the technical terms of the sector, for English. ▪ Level B2 language competences, including the technical terms of the sector, for a third foreign language (French / German / Spanish). 	
SKILL LEARNING OUTCOMES	
<ul style="list-style-type: none"> - Communicates with the various internal and external entities and coordinate the various sectors of the hotel unit. - Coordinates with other sectors for the collection and transmission of information, and coordination of procedures. - Publicly performs in different business situations 	
THE INDICATORS FROM EQF:	
Knowledge	

Skill	
EVALUATION PROCEDURES	
EQF LEVEL	4
ECVET CREDIT POINTS	
PROPOSED DURATION (RANGE)	

NAME OF UNIT 4
To choose appropriate ways for organizing his/her own and, as necessary, staff activities in the reception department
Name of the LO
<p>PT: To organize and coordinate activities in the reception service and ensure the most complex activities; To cooperate with the personnel department in the human resources management; To identify the key aspects and characteristics of the management and organization of a hotel unit; To identify the principles and techniques of human resources management</p> <p>SL: Analyze, plan and prepare own work and to control the work of co-workers; Analyses, plans and prepares the work of co workers and controls/ supervises the work of co-workers; Is responsible for the organization and looks after the smooth, undisturbed flow of work activities of complementary hotel offer.</p> <p>IT: To recognise and evaluate work situations and problems of various nature, facing them in a pro-active way; To effectively handle relations in an organisational and work context both within his/her own work group and outside it.</p>
LEARNING OUTCOMES IN TERMS OF COMPETENCE
<p style="text-align: center;">He/she is able to</p> <ul style="list-style-type: none"> • develop or assist in developing strategies for optimization of services in the accommodation area • make accurate work estimation and plan daily activities to meet the service needs and accomplish the objectives of the sector • organize and establish rules for carrying out various activities in order to make the resources productive, make the sector more productive and ensure the safety of people and unity • coordinate and supervise the activities of the sector aiming at the provision of quality services. • take decisions on complex situations or problems within the reception service activities • organize the work shifts of the reception service, days off and staff holidays, taking into account specific work situations, the applicable regulation, the internal rules and the interests and characteristics of involved persons. • identify needs within the human resources department which meet the real needs of the sector • analyze, plan and prepare own work and to control the work of co-workers • analyze, plan and prepare the work of co workers and control/supervise of work of co-workers • organize and look over/after the smooth, undisturbed flow of work activities of complementary hotel offer.
KNOWLEDGE LEARNING OUTCOMES
<ul style="list-style-type: none"> ▪ Planning techniques, applied to reception services. ▪ The roles, functions, general organization and resources of the reception service of the hotel unit (in which he/ she is operating, when applicable). ▪ Techniques for determining the needs of human and material resources applicable to the reception service ▪ Key elements in the organization of departments or sectors (goals and plans, authority relations, work organization, people characteristics). ▪ Types of activities sought by the hotel, their characteristics and work requirements in relation to the reception services received (gym, room hire, execution of events, etc.). ▪ Techniques for collecting, analyzing and processing data, applicable to the organization

of the reception work.

- Methods of planning, organization and coordination.
- Techniques of work organization and management and time control, applicable to the reception service.
- Techniques for supervision and guidance of reception staff.
- Techniques of organizing and managing work teams and organization and management of shift work.
- General legislation on shift work, holidays and absences and the hotel's rules on the subject.
- Concepts and basic functions of personnel management.
- Basic functions of the manager (planning, organizing, directing, controlling) and their general features.
- Concept of planning (starting point, arrival point, pathway elements).
- Methods and general techniques of planning, definition of objectives and scheduling of activities.
- Components of the human resources management activity, administrative management, functional and human management.
- Code of conduct in accordance with the business idea of the hotel
- Standards of health protection at the work place

SKILL LEARNING OUTCOMES

- Establishes goals and plan strategies of operation, development and profitability of reception service.
- Anticipates needs of human and material resources considering the objectives, strategies and occupation forecasts.
- Plans and distributes the day's activities, taking into account the estimated volume, types of work to do and execution times of tasks, assignments, strategies and objectives for the sector and the human resources available.
- Organizes and establishes standards of performance of each type of activity
- Establishes organizational standards for file documentation of the reception service which contribute to speed and to the efficiency of paperwork.
- Organises work shifts for the completion of the reception service, according to expected activities, general movement, peak workloads and available personnel.
- Consistently applies the regulations of health protection at his/her own work and the work of co workers

THE INDICATORS FROM EQF:

Skill	
Knowledge	

EVALUATION PROCEDURES

EQF LEVEL	4
ECVET CREDIT POINTS	
PROPOSED DURATION (RANGE)	

NAME OF UNIT 5

To perform financial assignments, conduct commercial activities and ensure quality control of the services and work

provided
Name of the LO
<p>PT: To plan or collaborate in the planning of the reception service activities; To organize and coordinate the activities of the reception service and ensure the most complex activities; To cooperate in the sales effort of the hotel ; To identify the key aspects and characteristics of enterprise management and organization; To identify the fundamental marketing techniques</p> <p>SL: Prepares and implements the calculations and monitors the financial business transactions; Applies marketing of products and services and composes sales contracts</p> <p>IT: To organise and manage the administrative procedures connected with the functioning of his/her own sector; To collaborate in coordinating and carrying out the business marketing interventions for his/her own sector</p>
LEARNING OUTCOMES IN TERMS OF COMPETENCE
He/she is able to
<ul style="list-style-type: none"> • make decisions about hotel rates lined up with the market situations, which make profitable the resources and optimize the relationship cost / revenue. • demonstrate knowledge of the purpose and general operation of a hotel, in what regards, particularly, the reception, the general rules of organization and business management, rules of exploration of new markets and organizations or means suppliers of useful data for forecasts and planning of various strategies. • control the conditions determining the need of price changes (researching and collecting data) and decide changes accordingly. • manage and take decisions on situations involving billing problems and customer accounts, city-ledger and companies' current accounts, etc. • propose programmes, packages of services or promotional means relevant in commercial terms and able to capture the interest of customers. • obtain and provide meaningful data for developing strategies, programmes and resources appropriate to market trends and customer interests. • provide a significant contribution in the implementation of programmes or strategies, in the evaluation and improvement of services and control of results. • demonstrate commitment to contribute to the development and improvement of the business results of the unit. • market products and services and composes sales contracts • prepare and implement the calculations and monitor the financial business transactions
KNOWLEDGE LEARNING OUTCOMES
<ul style="list-style-type: none"> ▪ The concept of budget, parts and items. ▪ Concepts and rules for calculating cost / benefit. ▪ Rules for the exploration of new markets in the hotel accommodation. ▪ Quality and productivity standards due to reception services. ▪ Methods and techniques of quality control, applicable to the reception activities. ▪ Elements of tax and fiscal law. ▪ Types of accounting books and documents and their characteristics. ▪ Storing bookkeeping documents. ▪ The main accounting software. ▪ General and internal regulation and requirements on billing problems and customer accounts, city-ledger and companies' current accounts, debt collection difficulties, etc. ▪ Techniques for promoting and selling services ▪ Techniques for the design and organisation of dissemination and promotion services, applicable to specific situations. ▪ Techniques for improving customer loyalty. ▪ Results control techniques in hotel accommodation. ▪ Methods and techniques of quality control and its basic requirements (objectivity,

flexibility, appropriateness to the situation and possibility of correction). <ul style="list-style-type: none"> ▪ Marketing techniques for the hospitality industry. ▪ Incomes and outflows, ▪ Differentiates sorts of expenses ▪ The term depreciation ▪ Differentiates between own price and the selling price, ▪ The basic accounting standards and indicators of business success ▪ The importance of investments, ▪ The basic expert terms in the field of tourism and hospitality 	
SKILL LEARNING OUTCOMES	
<ul style="list-style-type: none"> - Makes predictions and budget proposals of revenue and costs of the reception service (staff, materials, uniforms, etc..), monitors compliance with the established budget and propose changes if necessary - Ensures market research through contacts with public entities, similar enterprises or by other means. - Develops procedures for customers' fidelity following their stay, trying to understand their tastes and interests, contacting them to show the interest of the hotel for their well being and satisfaction, and developing hosting procedures which are appropriate to their personal characteristics. - Ensures the monitoring of results achieved by the hotel unit. - Identifies and characterizes the general principles and fundamental techniques of work organization and quality control. - Prepares a simple business outcome of the establishment - economy - Accesses a simple balance of current state, financial flow and statement of success - Follows / monitors actual economic events and processes - Handles agency commissions - Deals with overdue payments - Takes care of ordinary administrative management 	
THE INDICATORS FROM EQF:	
Knowledge	
Skill	
EVALUATION PROCEDURES	
EQF LEVEL	4
ECVET CREDIT POINTS	
PROPOSED DURATION (RANGE)	

