



SVQ 2 in Front of House Reception at SCQF Level 5

To achieve a full award, candidates must complete **ten units**. This comprises of **all mandatory units**, at least **one unit from Section A** and the remaining **six units from either Section A or B**.

Mandatory Units

- Maintain a safe, hygienic and secure working environment
- Work effectively as part of a hospitality team
- Give customers a positive impression of yourself and your organisation

Additional Units – Section A

- Deal with communications as part of the reception function
- Deal with the arrival of customers
- Dealing with bookings
- Prepare customer accounts and deal with departures
- Provide tourism information services to customers

Additional Units – Section B

- Produce documents in a business environment
- Use office equipment
- Prepare to communicate in a business environment
- Handle mail and book external services
- Provide reception services
- Store and retrieve information
- Resolve customer service problems
- Promote additional services or products to customers
- Deal with customers across a language divide
- Maintain customer service through effective handover
- Maintain and deal with payments

SCOTTISH VOCATIONAL QUALIFICATIONS

Who needs an SVQ?

Anyone in the workplace. SVQs are work based qualifications for anyone who undertakes a job role. They are open to anyone in employment and there are no entry requirements necessary.

What is the purpose of an SVQ?

SVQs give recognition of the skills and competencies of anyone in the workplace. Different levels provide the individual with a learning opportunity to demonstrate their knowledge and skill whilst developing themselves on the career ladder. SVQ units encompass a wide range of related work topics.

What are the benefits of an SVQ?

An employee will benefit by

- Having more understanding of their responsibilities.
- An opportunity to develop new skills
- Accreditation of current skills

An employer will benefit by

- More developed staff giving better performance.
- More staff motivation
- Better service to clients

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