



UNIQUE QUALIFICATION NUMBER: TPLIHLG2FOO00000106

ITPN NVQ LEVEL 2: FRONT OFFICE OPERATIONS

COURSE DURATION: 6 WEEK GUIDED LEARNING HOURS:320 FEE:N150,000

MANDATORY UNITS

LEVEL	UNIT TITLE	UNIT CODE	CREDIT VALUE	GLH
2	Maintain a Safe, hygienic and Secure work environment	HOSGK001L2	3	30
2	Work effectively as part of hospitality team	HOSGK002L2	3	30
2	Communication system in a work environment	HOSHKO015L2	3	30
	TOTAL		9	90

OPTIONAL UNITS

2	Deal with communication as part of reception function	HOSFO001L2	3	30
2	Provide basic customer service	HOSFO005L2	2	20
2	Ethics in hospitality, leisure, travel and tourism sectors	HOSGK003L2	3	30
2	Deal with arrival of Customer	HOSFO002L2	4	40
2	Prepare customer accounts and deal with departure	HOSFO004L2	4	40
2	Employment right and responsibilities in hospitality, leisure, travel and tourism sector	HOSGK004L2	2	20
2	Describe front office Procedures	HOSFO006L2	1	10
2	Deal with booking	HOSFO003L2	4	40
	TOTAL		23	320