**NVQ L2 Front of House Reception – Induction Activity**

Welcome to the NVQ L2 Diploma in Front of House Reception, we look forward to you joining the course.

****The hospitality industry covers a huge range of businesses from cafes to bars and restaurants, Health spas and gyms, B&Bs to 5 star hotels, concerts and festivals, career and travel prospects are vast – from London to Sydney, the sky really is the limit! You could work in a reception area, in an NHS or private hospital, at a fitness centre or gym, in an office or in a hotel.

Skills and knowledge you will need to be a Receptionist:

* the ability to work well with others
* to be thorough and pay attention to detail
* administration skills
* patience and the ability to remain calm in stressful situations
* the ability to accept criticism and work well under pressure
* sensitivity and understanding
* customer service skills
* excellent verbal communication skills
* to be able to carry out basic tasks on a computer or hand-held device

Your day-to-day tasks may include:

* greeting visitors and directing them to the correct person or department
* answering enquiries in person, by phone and email
* managing a room booking system and keeping reception areas tidy
* dealing with incoming and outgoing post and deliveries
* arranging appointments and updating records on databases
* taking payments and handling invoices

Research Task

* Hotel ratings are used to classify hotels and make guests aware of the service and facilities to expect. Stars are awarded by the Automobile Association (AA) grades are awarded from 1 to 5.
* Research and list what a guest would expect from each rating (1 to 5)
* Find two hotels in the UK from each rating – one in the country and one in a city of your choice.
* How much do they charge for a 1 night stay on Saturday 24th October 2020?
* Is there a difference in price? Why do you think this is?