



Great receptionists attract great reviews and more guests

New Zealand Certificate in Accommodation with a strand in Reception (Level 3)

You don't need to watch 'Hotel Inspector' to know your receptionist's performance sets the scene for how people feel and talk about your establishment. A warm welcome from a well-trained receptionist who makes checking-in a breeze and your guests feel like the most important people in the world, creates a powerful first impression. It's those essential skills, knowledge and attention to detail that attracts more guests, great reviews and ultimately boosts your business.

It's why the NZ Certificate in Accommodation with a strand in Reception (Level 3) helps you guarantee a level of service that helps keep guests coming back and recommending your place to others.

Programme Features – Skills for success

Get all the right skills and knowledge for your receptionist. This programme is ideal for new entrants and it also gives your experienced receptionists the opportunity to refresh and gain official recognition of their skills. Your employees at the front desk will develop the know-how they need to make a great impression with your guests, from check-in to check-out.

This training programme develops your receptionist's skills to help you meet your guests' expectations every time.

The programme unit standards include how to:

- ▶ apply health and safety and security practices to service delivery operations
- ▶ interact with other staff, managers and customers to provide service delivery outcomes
- ▶ apply standard operating procedures and the code of conduct to a work role in a service delivery organisation
- ▶ provide full arrival and departure services, including up-selling or on-selling of facilities, dining options, local attractions, transport options, and current and future events
- ▶ carry out reception administration duties, including operating the computer booking system, how to deal with different types of customers, managing complaints effectively, and how to deal with unexpected situations.

Find out more: www.ServiceIQ.org.nz/training/hospitality/accommodation-programmes

ServiceIQ
Industry Qualifications

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