



### **HOSPITALITY CORE SKILLS, NQF LEVEL 3**

<b>NO</b>	<b>UNIT ID #</b>	<b><u>UNIT ID TITLE</u></b>
1	49	Organise own work in a Hospitality Establishment
2	267	Assist colleagues and provide service to guests in a hospitality establishment
3	269	Use English in written and oral form to perform duties in a hospitality establishment
4	271	Receive, store, and rotate stock and supplies and report on stocks in a hospitality establishment
5	282	Promote products, services and guest relations in a hospitality establishment
6	283	Provide information on Namibia to guests in a hospitality establishment
7	503	Apply first aid in a hospitality establishment
8	522	Contribute to workplace improvements in a hospitality establishment

### **Front Office Operations NQF Level 3**

<b>NO</b>	<b>UNIT ID #</b>	<b><u>UNIT ID TITLE</u></b>
1.	274	Provide communication services as part of front
2.	275	Receive and process reservations in a hospitality establishment
3.	276	Provide reception services as part of front office operations
4.	277	Process financial transactions as part of front office operations
5.	278	Utilise basic computing skills as part of front office operations
6.	279	Process, file and retrieve hard copy documents as part of front office operations
7.	55	Provide courtesy transport for a hospitality establishment
8.	281	Provide a lost and found and safekeeping service in a hospitality establishment