



SVQ2 in Front of House Reception at SCQF Level 5
Accredited from 1 August 2010 to 31 January 2015
Group Award Code: G9VK 22

To attain the qualification candidates would have to complete 10 units in total. This comprises of:

- All of the mandatory section
- At least one unit from Section A
- The remaining six units can come from either Section A or B

MANDATORY UNITS

Candidates must complete the following three units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DA 04	1GEN1/09	Maintain a safe, hygienic and secure working environment	4	3
F9DC 04	1GEN4/09	Work effectively as part of a hospitality team	4	3
F940 04	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5

SECTION A

Candidates must complete a minimum of one of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F962 04	2FOH1/10	Deal with communications as part of the reception function	5	3
F963 04	2FOH2/10	Deal with the arrival of customers	5	4
F964 04	2FOH3/10	Dealing with bookings	5	4
F965 04	2FOH4/10	Prepare customer accounts and deal with departures	5	4
F967 04	2FOH11/10	Provide tourism information services to customers	5	5

SECTION B

Candidates must complete a maximum of six of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F93T 04	2FOH5/10	Produce documents in a business environment (CfA)	5	4
F93V 04	2FOH6/10	Use office equipment (CfA)	4	3
F93W 04	2FOH7/10	Prepare to communicate in a business environment (CfA)	5	3
F966 04	2FOH8/10	Handle mail and book external services	5	3
F93X 04	2FOH9/10	Provide reception services (CfA)	5	3
F93Y 04	2FOH10/10	Store and retrieve information (CfA)	5	3
F941 04	2GEN5/10	Resolve customer service problems (ICS)	5	6
F942 04	2GEN6/10	Promote additional services or products to customers (ICS)	5	6
F943 04	2GEN7/10	Deal with customers across a language divide (ICS)	5	8
F944 04	2GEN8/10	Maintain customer service through effective handover (ICS)	5	4
F97X 04	2GEN9/10	Maintain and deal with payments	5	4