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ORGANISATION OF ISLAMIC COOPERATION
GENERAL SECRETARIAT

ORGANISATION DE COOPERATION ISLAMIQUE
SECRETARIAT GENERAL



منظمة التعاون الإسلامي
الأمم المتحدة

No.OIC/ECO-04/D-2/ :0 0 4 5 5 8

Jeddah: 01 SEP 2015

The General Secretariat of the Organization of Islamic Cooperation presents its compliments to all Member States and has the honour to forward herewith the Information Notes on the Activities Regarding the National Qualifications System on Tourism, Accommodation and Food-Beverage Services Sector, received from the Republic of Turkey, as coordinator for Tourism Occupational Skill Standards for OIC Member States.

The General Secretariat wishes to inform that, the 4th Coordination Committee Meeting on Tourism, held in Jakarta, Indonesia, on 3 June 2014, designated Turkey to elaborate and coordinate for Tourism Occupational Skill Standards for OIC Member States based on sharing national experiences and best practices.

The General Secretariat would appreciate if the esteemed Member States could kindly forward the attached Information Note to the concerned Authorities of their respective countries, for their kind information.

The General Secretariat avails itself of this opportunity to renew to all Member States the assurances of its highest consideration.

Encl: As stated above.



To: All Member States of the OIC

Cc: All Concerned OIC Institutions:

(SESRI, ICDT, IRCICA, ISESCO, IDB Group, and ICCIA)

10.07.2015

Vocational Qualifications Authority and Activities Regarding National Qualifications System on Tourism, Accommodation, Food-Beverage Services Sector

The Vocational Qualifications Authority (VQA) was established by Law No. 5544 and dated September 21, 2006 with the objective of establishing and operating the National Vocational Qualifications System of Turkey in line with European Union.

VQA's mission is to establish and operate the National Qualifications System together with the stakeholders; and its vision is to become an internationally recognized, effective and respected authority which guides the development of qualified human resources by achieving compliance between education and employment. Among the main objectives of the Authority is to establish and sustain a quality assured national qualifications system and to ensure the recognition of VQA approved Vocational Qualification Certificates at the international level. VQA has gone through the establishment phase and has started fulfilling its fundamental duties together with its stakeholders.

National Qualifications System (NQS) is an independent, transparent and quality assured system which fosters the right relationship between education and employment; forms an infrastructure for international comparability; facilitates access to qualified labor; ensures validity, reliability and transparency in the evaluation of vocational qualifications; further paves the way for improvement and supports career mobility; recognizes previous learning; increases employment, productivity and national competitiveness.

National Occupational Standards (NOS) are among the main elements of the National Qualifications System and are briefly defined as the documents agreed by the business and education world, which prescribe the necessary knowledge, skills and behaviors for the successful performance of a profession, provide input to vocational education and lay down the criteria to be employed for determining vocational qualifications. During the preparation of the standards; effective participation, opinions and comments of the relevant social parties and the public are taken as the basis to ensure consensus at public level. Occupational standards provide the main input for the preparation of training curricula and

determination of the vocational qualifications of individuals. Thus, vocational education becomes more sensitive to the labor market needs and training of qualified labor force is facilitated.

NOS is prepared through a participatory approach by the business world actors assigned by VQA, capable of representing their sectors and having competence. Assigned bodies prepare the draft standards by appealing to the opinions and proposals of relevant parties and submit the draft standards to the relevant Sector Committee, where they are reviewed, commented and agreed and the deficiencies and errors are corrected. The draft standards reviewed and assessed by the Sector Committees are submitted to the VQA Executive Board and the draft standards reviewed and approved by the Executive Board are adopted as National Occupational Standards following their publication in the Official Gazette.

VQA signed cooperation protocols with 8 bodies/organizations for the preparation of occupational standards and qualifications in Tourism, Accommodation, Food-Beverage Sector since 2009. As of July 2015, 33 occupational standards have been published in the Official Gazette. Please see the table below (Table 1) for information regarding national occupational standards.

Table 1: National Occupational Standards Published in the Official Gazette in Tourism, Accommodation, Food-Beverage Services Sector

No	Occupational Standard Setting Bodies	Name and Level of National Occupational Standards	Publication Date in the Official Gazette
1	- Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB)	Public Area Supervisor (Level 3)	26.11.2009
2	- Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB)	Houseman (Level 2)	26.11.2009

No	Occupational Standard Setting Bodies	Name and Level of National Occupational Standards	Publication Date in the Official Gazette
3	<ul style="list-style-type: none"> - Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB) 	Assistant Housekeeper (Level 4)	26.11.2009
4	<ul style="list-style-type: none"> - Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB) 	Executive Housekeeper (Level 5)	26.11.2009
5	<ul style="list-style-type: none"> - Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB) 	Floor Supervisor (Level 3)	26.11.2009
6	<ul style="list-style-type: none"> - Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB) 	Maid/Valet (Level 2)	26.11.2009
7	<ul style="list-style-type: none"> - Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB) 	Waiter/Waitress (Level 2)	11.03.2010
8	<ul style="list-style-type: none"> - Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB) 	Waiter/Waitress (Level 3)	11.03.2010
9	<ul style="list-style-type: none"> - Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB) 	Waiter/Waitress (Level 4)	11.03.2010

No	Occupational Standard Setting Bodies	Name and Level of National Occupational Standards	Publication Date in the Official Gazette
10	- Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB)	Service Manager (Level 5)	11.03.2010
11	- Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB)	Bartender (Seviye 4)	11.03.2010
12	- Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB)	Cook (Level 4)	29.12.2010
13	- Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB)	Dishwasher (Level 2)	29.12.2010
14	- Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB)	Kitchen Worker (Level 2)	29.12.2010
15	- Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB)	Kitchen Chief (Level 5)	29.12.2010
16	- Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB)	Pastry-Cook (Level 4)	29.12.2010

No	Occupational Standard Setting Bodies	Name and Level of National Occupational Standards	Publication Date in the Official Gazette
17	- Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB)	Bellboy (Level 2)	05.07.2010
18	- Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB)	Hotel Phone Operator (Level 3)	05.07.2015
19	- Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB)	Hotel Reservation Clerk (Level 3)	05.07.2015
20	- Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB)	Receptionist (Level 4)	05.07.2015
21	- Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB)	Front Desk Manager (Level 5)	05.07.2015
22	- Ministry of Culture and Tourism - Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Touristic Hotels and Investors Association (TUROB)	Doorman (Level 2)	05.07.2015
23	Confederation of Turkish Tradesmen and Craftsmen (TESK)	Doner-Cook (Level 3)	29.12.2010
24	Confederation of Turkish Tradesmen and Craftsmen (TESK)	Kebab-Cook (Level 3)	29.12.2010
25	Confederation of Turkish Tradesmen and Craftsmen (TESK)	Pitta-Cook (Level 3)	29.12.2010

No	Occupational Standard Setting Bodies	Name and Level of National Occupational Standards	Publication Date in the Official Gazette
26	- Ministry of Culture and Tourism - Association of Turkish Travel Agencies (TÜRSAB)	Travel Agency Salesperson (Level 4)	09.08.2011
27	- Ministry of Culture and Tourism - Association of Turkish Travel Agencies (TÜRSAB)	Travel Agency Product Planning and Operations Supervisor (Level 5)	09.08.2011
28	- Ministry of Culture and Tourism - Association of Turkish Travel Agencies (TÜRSAB)	Transfer Man (Level 3)	09.08.2011
29	- Ministry of Culture and Tourism - Association of Turkish Travel Agencies (TÜRSAB)	Professional Tourist Guide (Level 5)	16.07.2010
30	- Ministry of Culture and Tourism - Association of Turkish Travel Agencies (TÜRSAB)	Travel Agency Manager (Level 6)	29.01.2013
31	Alanya Chamber of Commerce and Industry (ALTSO)	Laundry Worker (Level 2)	29.01.2013
32	Alanya Chamber of Commerce and Industry (ALTSO)	Laundry and Dry Cleaning Supervisor (Level 4)	29.01.2013
33	Alanya Chamber of Commerce and Industry (ALTSO)	Dry Cleaning Worker (Level 3)	29.01.2013

National Qualifications (NQs) are also among the main elements of the National Qualifications System and are the technical documents based on National Occupational Standards, prescribing the knowledge, skills and competence which must be possessed by an individual and used for learning and assessment purposes; and they are incorporated in the national qualifications framework upon the approval of the Authority. National Qualifications are prepared with a participatory approach subject to the same procedure as for the preparation of the NOS, except for the publication of NOS in the Official Gazette.

As of July 2015, 23 qualifications have been adopted as National Qualifications by the VQA Executive Board. Please see the table below (Table 2) for information regarding national qualifications.

Table 2: National Qualifications Published in Tourism, Accommodation, Food-Beverage Services Sector

No	Qualification Developing Bodies	Name and Level of National Qualifications	Executive Board Approval Date
1	Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB)	Maid/Valet (Level 2)	First Approval: 07/11/2012 First Revision: 23/07/2014
2	Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB)	Floor Supervisor (Level 3)	First Approval: 07/11/2012 First Revision: 23/07/2014
3	Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB)	Assistant Housekeeper (Level 4)	First Approval: 07/11/2012 First Revision: 23/07/2014
4	Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB)	Executive Housekeeper (Level 5)	First Approval: 07/11/2012 First Revision: 23/07/2014
5	Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB)	Houseman (Seviye 2)	First Approval: 07/11/2012 First Revision: 23/07/2014
6	Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB)	Public Area Supervisor (Level 3)	First Approval: 07/11/2012 First Revision: 23/07/2014
7	Alanya Chamber of Commerce and Industry (ALTSO)	Receptionist (Level 4)	First Approval: 26/09/2012 First Revision: 23/07/2014
8	Alanya Chamber of Commerce and Industry (ALTSO)	Front Desk Manager (Level 5)	First Approval: 26/09/2012 First Revision: 23/07/2014
9	Alanya Chamber of Commerce and Industry (ALTSO)	Laundry Worker (Level 2)	17.04.2013
10	Alanya Chamber of Commerce and Industry (ALTSO)	Waiter/Waitress (Level 2)	First Approval: 07/11/2012 First Revision: 23/07/2014
11	Alanya Chamber of Commerce and Industry (ALTSO)	Waiter/Waitress (Level 3)	First Approval: 07/11/2012 First Revision: 23/07/2014

No	Qualification Developing Bodies	Name and Level of National Qualifications	Executive Board Approval Date
12	Alanya Chamber of Commerce and Industry (ALTSO)	Waiter/Waitress (Level 4)	First Approval: 07/11/2012 First Revision: 23/07/2014
13	Alanya Chamber of Commerce and Industry (ALTSO)	Bartender (Seviye 4)	First Approval: 07/11/2012 First Revision: 23/07/2014
14	Alanya Chamber of Commerce and Industry (ALTSO)	Service Manager (Level 5)	First Approval: 07/11/2012 First Revision: 23/07/2014
15	Confederation of Turkish Tradesmen and Craftsmen (TESK)	Doner-Cook (Level 3)	25.12.2013
16	Confederation of Turkish Tradesmen and Craftsmen (TESK)	Kebab-Cook (Level 3)	25.12.2013
17	Confederation of Turkish Tradesmen and Craftsmen (TESK)	Pitta-Cook (Level 3)	25.12.2013
18	Confederation of Turkish Tradesmen and Craftsmen (TESK)	Cook (Seviye 4)	25.12.2013
19	Confederation of Turkish Tradesmen and Craftsmen (TESK)	Pastry-Cook (Level 4)	25.12.2013
20	Association of Turkish Travel Agencies (TÜRSAB)	Travel Agency Product Planning and Operations Supervisor (Level 5)	First Approval: 17/04/2013 First Revision: 23/07/2014
21	Association of Turkish Travel Agencies (TÜRSAB)	Travel Agency Salesperson (Level 4)	First Approval: 17/04/2013 First Revision: 23/07/2014
22	Association of Turkish Travel Agencies (TÜRSAB)	Transfer Man (Level 3)	First Approval: 17/04/2013 First Revision: 23/07/2014
23	Association of Turkish Travel Agencies (TÜRSAB)	Travel Agency Manager (Level 6)	25/06/2014

VQA Sector Committees

The quality assurance of national occupational standards and national qualifications are ensured by the VQA Sector Committees. VQA Sector Committees consist of

representatives from Ministries relevant to the respective profession and the representatives of labor, employer and vocational organizations represented on the General Assembly. A total of 26 Sector Committees were stipulated and 23 of them are actively working.

Testing, Evaluation, Certification and Accreditation

Testing, evaluation, certification and accreditation activities are carried out via the authorized certification bodies whom are authorized by the VQA. Authorized certification bodies are those accredited by Turkish Accreditation Agency or the accreditation bodies accredited by a member institution of the European Accreditation Union and authorized by the Vocational Qualifications Authority in the fields relevant to the national qualifications developed.

Exams are conducted by authorized bodies and those succeeding on the exams are granted VQA Vocational Qualification Certificates. Individuals are briefed at those authorized certification bodies. VQA Vocational Qualification Certificates provides the individuals with proving their knowledge and skills which are gained from different learning environments. VQA Vocational Qualification Certificates also provide career mobility. VQA Vocational Qualification Certificates provides employers with qualified labour force, cost decrease and incentives.

As of July 2015, 7 authorized certification bodies are active in testing and certification for 16 national qualifications in Tourism, Accommodation, Food-Beverage Services Sector.

Information regarding signed protocols, name and number of occupational standards and qualifications to be prepared, national occupational standards published in the Official Gazette, approved national qualifications and authorized certification bodies and national qualifications which are included in testing and certification can be seen at the web site of VQA: www.myk.gov.tr

National Qualification (Front Desk Manager)



NATIONAL QUALIFICATION

12UY0079-5

FRONT DESK MANAGER

LEVEL 5

REVISION NO: 00

VOCATIONAL QUALIFICATIONS AUTHORITY

Ankara, 2012

PREFACE

This reference guide, namely Front Desk Manager (Level 5) National Qualification has been prepared in accordance with the provisions of the "Regulation on Vocational Qualifications, Testing and Certification" issued pursuant to the Vocational Qualifications Authority (VQA) Law no 5544.

The qualification draft has been drawn up by Alanya Chamber of Industry (ALTSO) appointed upon the cooperation protocol signed on 16.12.2011. After assessing opinions of the relevant organizations and institutions, the draft has been amended accordingly. The final draft has been evaluated by the VQA's Tourism, Accommodation, Food- & Beverage Sector Committee which has deemed it suitable. It has been approved by the Board of Directors of the VQA through its decision No 2012/69 of 26.09.2012 and decided to be placed within the National Qualification Framework (NQF).

We would like to extend our gratitude to all people, organizations and institutions that have expressed their opinions and contributed to the preparation, examination and verification processes of the qualification. We would like to offer it to the service of all likely beneficiaries.

Vocational Qualifications Authority

INTRODUCTION

The key criteria referred to in the national qualification preparation process, the relevant sector committees' review and the VQA's Board of Directors' approval processes are set in the Regulation on Vocational Qualification, Testing and Certification.

National qualification is defined by:

- a) Name and level of the qualification,
- b) Aim of the qualification,
- c) Occupational standard, occupational standard units or qualification units that provide the basis for the qualification,
- d) Requirements for taking the qualifications test,
- e) Learning outcomes and performance criteria per qualification unit,
- f) Assessment and assessor's criteria to be implemented in the qualification process.
- g) Validity period, renewal conditions, and holder surveillance conditions of the qualification certificate,
- h) Sector Committee which confirms the qualification and institution which develops it.

National qualifications are built according to the relevant national occupational standards and/or to the relevant international occupational standards.

National Qualifications are set in cooperation with the bodies below:

- Formal and informal education and training institutions,
- Authorized certification bodies,
- Institutions having previously applied for authorization to the authority,
- Institutions having drawn up national occupational standard,
- Professional organizations

12UY0078-4 FRONT DESK MANAGER NATIONAL QUALIFICATION

	Front Desk Manager
	12UY0079-5
	5
	ISCO 08: 3341
	26/09/2012
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<p>The aim of the qualification is to give certificates to the candidates who want to become a Front Desk Manager in the Hospitality sector and to execute this profession in international standards after reliable and objective assessment to determine the required knowledge, skill and competence. In addition to that, this qualification guides people about the training requirements for the profession.</p>	

<p>Front Desk Manager (Level 5) National Occupation Standard 10UMS0068-5</p>	
<p>A1- Occupational Health and Safety, Environment and Quality Management System A2- Front Desk Organization Structure and Basic Professional Concepts A3- Front Desk Operation</p>	
<p>B1- Foreign Language</p>	
<p>For the qualification certificate, the candidate must successfully complete all of the obligatory qualification units and at least one foreign language as an elective.</p>	
<p>For the assessment of the qualification, the candidate takes a two-stage test; a theoretical test meeting all of the performance criteria designated in the group A obligatory qualification units and a performance based exam for the A3 qualification unit.</p>	
<p>Theoretical Examination (T1), is a multiple choice test with 5 options that includes all of the learning outcomes and the performance criteria to be assessed. The success of the candidate is evaluated on the criteria described in the assessment part</p>	

for the relevant unit. Each unit is assessed individually. In the performance test (P1)(P2), the candidate is evaluated by the application of scenarios that are created to include the performance criteria of the learning outcomes to be evaluated and assessment using the checklist. During the application, candidate's front desk automation software using skills are evaluated as well.

The application takes place in a real front desk environment, or an environment where front desk conditions are created.

Candidates who have the Front Desk Agent (Level 4) Qualification Certificate are exempt from the (P1) Performance Based Examination.

The validity period for the exam results is 1 year after the examination date. A candidate who failed a unit has the right to retake the test in this period of time.

The assessment of B1 qualification unit is carried out by the assessment method indicated in the relative unit.

Alternatively, B1 qualification unit can be proven document obtained in the last two years from another institution that is authorized and recognized by VQA in the relative foreign language.

In the document, the candidate's certified language/languages are indicated.

The qualification document is valid for 5 years from the date it is issued.

To monitor the qualification's sufficiency, the owner of the qualification is subjected to supervision by the performance evaluation form prepared by the certification institution on the 3rd year after it is issued.

In case the performance evaluation is positive, if the candidate can certify that they worked actively in this profession for at least 12 months in total, three of which shall be after the supervision, they are subject to supervision again by the certification institution. In case that the performance evaluation is positive again, the certificate is renewed for 5 years without the need for an examination. After the second 5-year term, the theoretical and performance based exams are to be taken again for the renewal of the certificate. If one of the evaluations is negative or the candidate cannot certify the working period, the theoretical and performance based exams are taken again on the renewal of the certificate.

ALTSO

Tourism, Hospitality, Food & Beverage Services Sector Committee

26/09/2012 - 2012/69

12UY0079-5/A1 Occupational Health and Safety on the Front Desk, Environment and Quality Management System

QUALIFICATION UNIT

	Occupational Health and Safety on the Front Desk, Environment and Quality Management System
	12UY0079-5 /A1
	5
	26/09/2012
	00

Front Desk Manager (Level 5) National Occupation Standard 10UMS0068-5

Learning Outcome 1: Explains the Occupational Health and Safety measures

Performance Criteria:

- 1.1: Explains the occupational illnesses and ways of protection.
- 1.2: Explains the prevention measures against occupational accidents.
- 1.3: Explains the meanings of Safety and Health symbols.
- 1.4: Explains the studies made for decreasing the risk factors.
- 1.5: Explains what to do in case of unusual situations.
- 1.6: Explains what to do in cases that are impossible to intervene.

Context 1

1.5: Unusual situations: Illness, poisoning, allergic diseases, suffocation, broken or fractured bones, electrocution, burn, suicide, suspicious persons or packages, death, theft, fight, fire etc. 1.6: Cases that are Impossible to Intervene: Flood, Earthquake, Hurricane etc. natural disasters.

Learning Outcome 2: Describes the environmental protection measures.

Performance Criteria:

- 2.1: Explains the ways of using the business resources efficiently and prevention wastage.
- 2.2: Shows what to do about the recycling of waste.
- 2.3: Explains the benefits of environment management systems and tools to the enterprise.

Learning Outcome 3: Explains how the Quality Management System works.

Performance Criteria:

- 3.1: Shows the tools of quality management system.
- 3.2: Explains the activities of the quality management system.
- 3.3: Explains how the feedback system works.
- 3.4: Indicates the steps to be followed in case of detecting and tracking inappropriate services.
- 3.5: Lists the benefits of the Quality Management System for the enterprise.

(T1) Multiple Choice Test (5 options): The candidates are asked at least 15 questions about this unit. The duration given is 1-1.5 minutes per question. The candidates should answer at least 80% of the questions correctly.

This unit does not require a performance based examination.

Alanya Chamber of Industry and Trade (ALTSO)

Tourism, Accommodation, Food-Drink Services
Sector Committee

26/09/2012 - 2012/69

ANNEXES

ANNEX 12UY0079-S/A1-1: Information about the Recommended Training for the Qualification Unit

1. Occupational Health Legislation and Occupational Safety
 - a. Legal Obligations
 - b. Occupational Safety Description
 - c. Personal Protective Equipment
 - d. Safety and Health Symbols
 - e. Fire Regulations
2. First Aid
3. Unusual Situations and Incidents
4. Environment Legislation
 - a. Environmental Pollution
 - b. Environmental Protection
 - c. Recovery
 - d. Efficient Use of Natural Resources
 - e. Recycling
5. Process, Basic Concepts and Definitions in Environment Management
6. Eco Labeling
7. Basic Principles of Total Quality Management
8. Quality Management System Process, Its Basic Concepts and Definitions

The candidate is recommended to have the following training and experience:

- 1- To have graduated from Front Desk Departments of Accommodation and Travel Services Faculties of vocational high-schools,
- 2- To have graduated from the Tourism department of a university,
- 3- To have a certificate about Front Desk from Vocational Training Programs of Informal Education Institutions and to have worked in the sector as a Front Desk Manager for at least 2 years.

**12UY0079-5/A2 FRONT DESK ORGANIZATION AND BASIC PROFESSIONAL CONCEPTS
QUALIFICATION UNIT**

Front Desk Organization and Basic Professional Concepts
12UY0079-5 /A2
5
26/09/2012
00

Front Desk Manager (Level 5) National Occupation Standard 10UMS0068-5

Learning Outcome 1: Explains the organization method and work principles of the front desk. Performance Criteria:

- 1.1: Shows the sub units of the front desk.
- 1.2: Shows the main functions of the sub units of the front desk.
- 1.3: Lists the required skills from the front desk personnel.
- 1.4: Shows the positions and their duties in the front desk organization structure.
- 1.5: Explains the relations of the front desk with the other departments.
- 1.6: Explains the shifts of the front desk and their contents and principles.

Context:

- 1.3: Personal qualities, physical qualities.

Learning Outcome 2: Explains the basic information about the profession.

Performance Criteria:

- 2.1: Explains basic concepts of tourism.
- 2.2: Explains the meanings of international terms, symbols and abbreviations.
- 2.3: Describes motel, room and bed types.
- 2.4: Explains the front desk equipment and their use.
- 2.5: Explains the forms used in the front desk and their purposes.

Learning Outcome 3: Indicates the activities concerning professional development.

Performance Criteria:

- 3.1: Shows the ways to develop professional knowledge.
- 3.2: Shows the activities that will help personal development.
- 3.3: Explains knowledge and skill developing activities to the subordinates.

Learning Outcome 4: Explains work organization at the front desk.

Performance Criteria:

- 4.1: Explains the principles and the importance of personal hygiene.
- 4.2: Explains supervisions about work preparations to the subordinates.
- 4.3: Explains the main factors to pay attention to while preparing the daily work schedule.
- 4.4: Explains the superior-subordinate communication process.
- 4.5: Explains the mentoring applications about his/her section.
- 4.6: Explains the orientation process of the new personnel
- 4.7: Explains the personnel shift organization, tracking and supervision procedures.

(T1) Multiple Choice Test (5 options): The candidates are asked at least 30 questions about this unit. The duration given is 1-1.5 minutes per question. The candidates should answer at least 80% of the questions correctly.

This unit does not require a performance based examination.

Alanya Chamber of Industry and Trade
(ALTSO)

Tourism, Accommodation, Food-Drink Services
Sector Committee

ANNEXES

ANNEX 12UY0079-5/A2-1: Information about the Recommended Training for the Qualification Unit

1. **Front Desk Organization**
 - a. Front Desk Description
 - b. Front Desk Duties
 - c. Front Desk Sections
 - d. Inter-Department Relations
 - e. Organization Graph of the Front Desk Department and the Duties of the Personnel
 - f. General Duties of the Front Desk Personnel
2. **Personal Hygiene**
3. **Shift Procedures of the Front Desk**
 - a. Morning and Evening Shifts
 - b. Night Procedures
 - c. End of the Day Procedures
 - d. Shift Change Procedures
4. **Front Desk Equipment and Forms**
5. **Front Office Automation**
 - a. Basic Concepts about the Programme
 - b. Programme Operation Methods, Usage and Technics
6. **General Tourism**
 - a. Tourism Movements
 - b. Tourism Businesses
 - c. Tourism Concepts
7. **Tourism Law**
 - a. Basic concepts of tourism law and legislation
 - b. Legal Regulations about Tourism in Turkey (laws, statutes and regulations directly or indirectly related to tourism)
8. **Professional Development**
 - a. Personal Development
 - b. Professional Ethics
 - c. Communication in the Business World

- a. Communication in Social Life
- b. Research Techniques
- c. Entrepreneurship
- d. Coaching and Mentoring

The candidate is recommended to have the following training and experience:

- 1- To have graduated from Front Desk Departments of Accommodation and Travel Services Faculties of vocational high-schools,
- 2- To have graduated from the Tourism department of a university,
- 3- To have a certificate about Front Desk from Vocational Training Programs of Informal Education Institutions and to have worked in the sector as a Front Desk Manager for at least 2 years.

(): These annexes are kept for the evaluation of the qualification drafts and/or the authorized institutions, and will not be published in the public copies of the qualifications.*

12UY0079-5/A3 FRONT DESK OPERATION QUALIFICATION UNIT

Front Desk Operation
12UY0079-5/A3
5
26/09/2012
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Front Desk Manager (Level 5) National Occupation Standard 10UMS0068-5

Learning Outcome 1: Sells rooms.

Performance Criteria:

- 1.1: Practices politeness and etiquette while welcoming the guests.
- 1.2: Assesses the suitability of room demands.
- 1.3: Sells the room.
- 1.4: Checks-in the guests.
- 1.5: Informs the guests about the activities in and out of the hotel.
- 1.6: Sees the guests off to their rooms in a proper manner.

Context:

- 1.4: Check-in Procedures: Filling the accommodation form, down-payment.

Learning Outcome 2: Operates the reception.

- 2.1: Explains the preparations before check-in according to the reservation type.
- 2.2: Checks the suitability of blockages.
- 2.3: Tracks the check-in registrations.
- 2.4: Tracks the no-show reservations.
- 2.5: Checks the room changes.
- 2.6: Checks the check-out date changes.
- 2.7: Follows the solving process of the reported technical malfunctions.
- 2.8: Supervises formal reports and night reporting.
- 2.9: Supervises the front desk.
- 2.10: Tracks the guest check-outs.
- 2.11: Checks the guest accounts.

Learning Outcome 3: Does reservations.

- 3.1: Assesses the suitability of the reservation demands.
- 3.2: Gives guarantee and confirmation to reservations
- 3.3: Accepts and registers the reservations.
- 3.4: Follows the necessary steps in reservation changes.
- 3.5: Informs the related departments according to the guest types and special requests.

Learning Outcome 4: Carries out the reservation operation.**Performance Criteria:**

- 4.1: Checks the suitability of the reservation demands coming from different sources
 4.2: Checks if the reservation registers are in accordance with the contracts.
 4.3: Checks the reports and statistics according to the reservation registers.
 4.4: Analyzes the projection reports about hotel occupancies.
 4.5: Takes the necessary measures about the hotel occupancies.
 4.6: Tracks the waiting and optional reservations.

Context 4:

- 4.1: Reservation sources: Agencies, Enterprises, Institutions and Organizations etc.

Learning Outcome 5: Explains the other activities about front desk operation.**Performance Criteria:**

- 5.1: Explains the operator operation supervisions.
 5.2: Explains the guest welcoming operation supervisions.
 5.3: Explains coordination of workflow with the other sections.
 5.4: Indicates the importance of effective communication in receiving guest demands and complaints.
 5.5: Indicates the steps to follow in tracking and solving guest complaints and problems.
 5.6: Explains the procedures about the safe use of tools, equipment and hardware.

Context:

- 5.1: 10UMS0068-5 Learning outcomes in the E.2 procedure of the Front Desk Manager Occupational Standard. 5.2: 10UMS0068-5 Learning outcomes in the E.3 procedure of the Front Desk Manager Occupational Standard. 5.3: 10UMS0068-5 Learning outcomes in the E.7 procedure of the Front Desk Manager Occupational Standard.

Learning Outcome 6: Explains the activities about the managerial responsibilities.**Performance Criteria:**

- 6.1: Explains the actions towards guest satisfaction.
 6.2: Indicates the actions toward the identification of the section's needs.
 6.3: Explains the coordination work in the section and among the sections.
 6.4: Explains the career planning process.
 6.5: Shows the decision-making and problem-solving techniques.
 6.6: This identifies the performance evaluation methods.
 6.7: Lists the motivation tools.
 6.8: Explains the evaluation criteria of personnel candidates.
 6.9: Explains the principles of creating an organizational culture.
 6.10: This contributes to work analysis and workforce planning.

Learning Outcome 7 : Explains the periodical procedures about the front desk.**Performance Criteria:**

- 7.1: Indicates the statistical work contributing to the preparation of the budget reports.
 7.2: Explains how to prepare reports about the room sales and the income.
 7.3: Explains how to stay within the budget allocated to the section while operating the front desk.
 7.4: Shows the statistical work of agency performances.
 7.5: Shows how to prepare check-in and overnight stay forms.
 7.6: Lists the procedures about the blacklist.
 7.7: Explains the procedures about lost and found objects.

- 7.8: Explains material procurement.
 7.9: Explains the necessary checks at the end of the shift.
 7.10: Shows the filing and archiving techniques.
 7.11: Indicates the necessary supervision of offices and storages belonging to the front desk.

Context:

7.3: 10UMS0068-5 Learning outcomes in the F.1 procedure of the Front Desk Manager Occupational Standard. 7.8: 10UMS0068-5 Learning outcomes in the G.3 procedure of the Front Desk Manager Occupational Standard. 7.11: 10UMS0068-5 Learning outcomes in the F.3 procedure of the Front Desk Manager Occupational Standard.

(T1) Multiple Choice Test (5 options): The candidates are asked at least 30 questions including the performance criteria of this unit. The duration given is 1-1.5 minutes per question. The candidates should answer at least 80% of the questions correctly.

(P1) Application Examination: In this test, the scenarios including the Performance Criteria of Learning Outcome 1 and Learning Outcome 3 are applied by using a checklist.

(P1) Application Examination: In this test, the scenarios including the Performance Criteria of Learning Outcome 2 and Learning Outcome 4 are applied by using a checklist.

The test is evaluated out of the scores designated for each step on the checklist. For the candidates to be deemed successful they should answer at least 80% of the questions correctly and demonstrate minimum performance in every step. Candidates who have the Front Desk Agent (Level 4) Qualification Certificate are exempt from the (P1) Performance Based Examination.

Alanya Chamber of Industry and Trade (ALTSO)

Tourism, Accommodation, Food-Drink Services
Sector Committee

26/09/2012 - 2012/69

ANNEXES**ANNEX 12UY00795/A3-1: Information about the Recommended Training for the Qualification Unit**

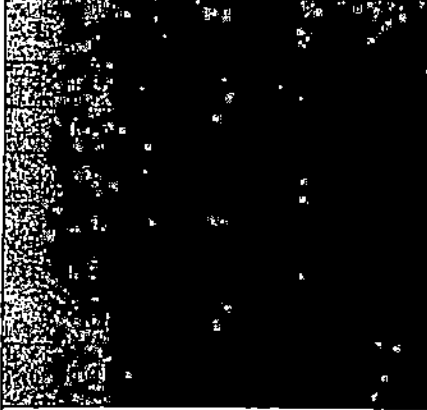

1. **Front Desk Procedures**
2. **Front Desk Management and Organization**
3. **Customer Relations Management**
 - a. Customer Relations Communication Process
 - b. Factors Obstructing Communication
 - c. Effective Communication Methods
 - d. Customer Types and Behavior Characteristics
 - e. Behavior and Protocol Rules
4. **Human Resources Management**
 - a. Job Analysis and Processes

- a. Hiring Process
 - b. Interviewing Techniques
 - c. Motivation and Motivation Tools
 - d. Performance Valuation Techniques
 - e. Career Management
1. Sales and Marketing Management
 - a. Effective Sale Techniques
 - b. Market Classification
 - c. Becoming a Brand and Brand Management
 2. Accountancy
 - a. General Accounting
 - b. Front Desk Accounting
 - c. Budgeting

The candidate is recommended to have the following training and experience:

- 1- To have graduated from Front Desk Departments of Accommodation and Travel Services Faculties of vocational high-schools,
- 2- To have graduated from the Tourism department of a university,
- 3- To have a certificate about Front Desk from Vocational Training Programs of Informal Education Institutions and to have worked in the sector as a Front Desk Manager for at least 2 years.

12UY0079-S/B1 FOREIGN LANGUAGE QUALIFICATION UNIT

	FOREIGN LANGUAGE QUALIFICATION UNIT
	12UY0079-S/B1
	3
<p><u>Learning Outcome 1: Has B1 level listening skills in the necessary foreign language.</u></p> <p><u>Learning Outcome 2: Has B1 level reading skills in the necessary foreign language.</u></p> <p><u>Learning Outcome 3: Has B1 level speaking skills in the necessary foreign language.</u></p> <p><u>Learning Outcome 4: Has B1 level oral expression skills in the necessary foreign language.</u></p> <p><u>Learning Outcome 5: Has B1 level writing skills in the necessary foreign language.</u></p> <p>The levels of listening, reading, speaking, oral expression and writing skills mentioned above are the levels designated in the European Language Portfolio (A1-C2) on 17 October 2000 for determining language skill levels.</p>	
<p>Assessment will be carried out with different methods chosen according to levels of 5 learning outcomes of the language qualification.</p>	
	Alanya Chamber of Industry and Trade (ALTSO)
	26/09/2012 - 2012/69

ANNEX [B1]-1: Information over Recommended Training for the Qualification Unit

ANNEXES**ANNEX 1****Qualification Units****a) Mandatory Units**

12UY0079-5/A1- Occupational Health and Safety, Environment and Quality Management System at the Front Desk 12UY0079-5/A2- Front Desk Organization Structure and Basic Professional Concepts 12UY0079-5/A3- Front Desk Operation

b) Elective Units

12UY0079-5/B1- Foreign Language

ANNEX 2**Terms, Symbols and Abbreviations**

AGENCY: An enterprise that can inform tourists about tourism, organize tours and package tours, provide touristic accommodation, transportation, sports and entertainment services and commercialize a product on their own or via another travel agency.

BILL: A note that shows customers' spendings at the stores.

EUROPEAN LANGUAGE PORTFOLIO: A guideline used to describe achievements, certificates and diplomas of learners of foreign languages created within the framework of the Common European Framework of Reference for Languages by the Council of Europe.

PAID OUT FORM: A form provided prepared for the money spent in the name of the guest with approval from the front register.

TOOL: An object that is used to do a job or accomplish something.

LOST AND FOUND FORM: The form for the information about a personal item lost or forgotten by the guest with general information about the mentioned item in case it is found.

COMPLEMENTARY (COMP): A guest staying with no charge.

CHECK OUT (C/OUT): Check-out of the guest.

DEMO: Demonstrations for publicity.

EXCHANGE OFFICE PAYROLL: Form used when the guests want to close their accounts or want to exchange their currency into Turkish Lira.

EXTRAS: The general name for the guest's spendings in the hotel.

EARLY CHECK-OUT: This happens when the guest decides to leave the hotel before the C/O date that was decided at the beginning.

ITEM CHECKOUT FORM: A form for the gifts given to the personnel by the guest.

OVERBOOKING: The case where the hotel accepts more reservation than the number of rooms.

FOLIO POOL: The pool where the folios and the bills are put.

MATERIAL: Object, materials used to do a certain job.

CHECK IN (C/IN): Check-in of the guest.

IN HOUSE LIST: The officially approved daily guest list that shows the names of the guests, their room number, prices, and the number of people.

NIGHT AUDIT: End of the day procedures at the reception and the receiving the reports for the day.

GROUP MEMORANDUM: Form used to communicate the accommodation information about the groups to the relevant units before their arrival.

FOLIO: Calculation sheet where guests' spendings during their stay are recorded.

TREAT CARD: Form showing that guests are given some treats free of charge such as alcoholic drinks, cocktails or breakfast upon their arrival.

INFO: Giving information to the guests about the facility.

ISCO: The International Standard Classification of Occupations.

ISG: Occupational Health and Safety.

DOORMAN (Level 2): Staff in charge of welcoming the guests and ushering them, taking care of their vehicles and organizing the traffic in front of the hotel.

WALK-IN: Guests without a reservation.

BLACK LIST: List including guests who left without paying or people who are not allowed in the facility.

HOUSEKEEPING (H/K): Housekeeping section,

HOUSEKEEPING REPORT (H/K REPORT): Report prepared according to the "Room Cleaning and Organizing Personnel Report" by the housekeeping two times daily that shows the condition (occupied, vacant, busy) of every room in the hotel.

KBS: (Identification Statement System) The system that sends guest information to the police station daily.

PERSONAL PROTECTIVE EQUIPMENT (PPE): Equipment designed to protect an employee from health and safety risks at work which can be worn, attached or held.

REGISTRATION CARD: The form that every guest is legally compelled to fill which stands as a legal contract between the hotel and the guest.

ACCOMMODATION FACILITY CHECK-IN AND OVERNIGHT STAY: The bulletin that is sent to the Republic of Turkey Ministry of Tourism periodically which includes the nationality and residence information of the guests.

CUSTOMER SATISFACTION SURVEY: Forms that are used to see if the guests were happy with the hotel and to see what their complaints are.

MENTORING: To provide assistance, guidance and counseling to the directors, subordinates and the staff in their business and personal lives.

MESSAGE FORM: Forms on which the messages to the guests are recorded.

AGREEMENT: Agreement, consensus.

NO SHOW: The amount that the guest has to pay in case that they cancel after the determined period of time or choosing to opt out of the service they paid for or reserved without informing the hotel ahead of time.

ROOM CARD: A card that the guest uses to open the door of the room.

ROOM BLOCKAGE: Reserving the room the guest wants according to their preferences..

ROOMING LIST: The list including the names of the group members and the room numbers.

ROOM AND PRICE CHANGE FORM: The form prepared in case the guest wants a room change for a malfunction or if there is a change in the price or the number of people.

AUTOMATION SOFTWARE: The computerized management system in which the whole accommodation period of a guest is tracked, which is able to adapt to every kind of accommodation facility's organization style.

VOUCHER: Documents prepared by the tour operator or the travel agency and given to the service providers for food, accommodation, transfer services etc. instead of money which show that the operator is committed to pay for the service.

FRONT REGISTER RECEIPT: The form to document the down-payment from the guest.

FRONT DESK TRANSFER REPORT/RECORD: A form that is filled during inventory-taking and supervision procedures at the front desk at the end or beginning of every shift.

PASSPORT: A travel document, usually issued by the government of a nation, that certifies the identity and nationality of its holder for the purpose of international travel that is prepared in English and/or a different foreign language.

POLICE REPORT: The procedure of sending the list of guests accommodating at the hotel to the police station.

RESERVATION: The procedure of reserving a room by the guest before arriving at the facility.

TRAVELLERS CHECK: An international payment method that is issued by banks, international travel agencies or tour operators according to certain rules that can be used in place of money on which the prepaid amount is written.

COMING UP SHORT: After accepting over capacity reservations thinking that there could be cancelling, this happens when the extra reservations cannot be fulfilled on the check-in day.

CORRECTION FORM: A form that is used to find out the mistakes in folio transactions, to see whether there was more or less money taken from the guest.

TECHNICAL MALFUNCTION FORM: A form used to inform the technical service about the malfunctions in the technical equipment of the hotel.

TRANSFER: Transportation of the guest and his belongings from the terminal to the accommodation facility or from the accommodation facility to the terminal via local transportation vehicles.

WAKE UP LIST: The graph on which the time when the guest wants to be woken up and their room number is written.

EXTENSION/STAY OVER: Extension of the duration of stay in the hotel.

SHIFT: Working period.

LOG BOOK: The notebook that ensures communication of messages, information between the shifts at the reception.

VIP (VERY IMPORTANT PERSON): A guest who is very important for the enterprise.

VIP INSTRUCTION FORM: This explains how to welcome and guide VIP guests to their rooms, the forms to be filled in for the treats planned to be served.

ANNEX 3

ANNEX 3: External and Internal Transfers ANNEX 4*
Assessor Criteria

Test Assessors should have at least one of the qualifications below:

- To have worked as an instructor for at least 2 years in a related field.
- To have worked as a teacher in a vocational high school of tourism for at least 5 years.
- To have graduated from the tourism department of a university with a bachelor's degree and to have worked in tourism sector as a front desk manager for at least 2 years.
- To have graduated from the tourism department of a university with an associate's degree and to have worked as a front desk manager for at least 2 years.
- To have graduated from a vocational school of tourism and to have worked as a front desk manager for at least 6 years and to have at least 2 years of experience as an instructor in the field.
- To have worked as a front desk manager for at least 8 years and to have at least 2 years of experience as an instructor in the field.

Assessors assigned for the assessment of the language qualification unit need to have at least graduated with a bachelor's degree and certify that they have the necessary language levels below according to the language qualification criteria of the European Language Portfolio.

- Assessors assigned for the assessment of A1 and A2 levels should at least be on B1 level.
- Assessors assigned for the assessment of B1-B2 and C1 levels should at least be on C1 level.
- Assessors assigned for the assessment of C2 level should at least be on C2 level.