



UNIT 9

HOW CAN I BECOME A GOOD VERSATILE RECEPTION ASSISTANT?

PARTICIPANT'S MANUAL

BLOCK 2: JOB OPERATIONS AND SUPPORTING ICT



Consortium



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**INCLUSIVE
TOURISM**



HOW CAN I BECOME A GOOD
VERSATILE RECEPTION
ASSISTANT?

List of contents

1. Introduction
2. Objectives of the unit
3. Structure of sessions.
4. Face to face sessions.
5. Conclusions

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INCLUSIVE
TOURISM

1. INTRODUCTION



Introduction

The reception is the first image that the guest sees a in tourist accommodation. For this reason, the image and professionalism of the reception staff is fundamental.

This training course offers the possibility to acquire the basic knowledge for the performance of the versatile reception assistant occupation in a tourist accommodation.

The receptionist assitant is the person in charge of supporting the receptionist when the customer arrives at the tourist accommodation and throughout your stay.



INCLUSIVE
TOURISM

Introduction

Throughout the course, participants will have the opportunity to acquire basic notions about customer service, basic administrative management, document management, risk prevention, work habits, awareness of the environment, team work and equal opportunities.

In order to promote and facilitate access to employment of people with disabilities, this course provides a practical methodology based on the know-how and while reducing the theoretical content.



INCLUSIVE
TOURISM

**INCLUSIVE
TOURISM**

2. OBJECTIVES OF THE UNIT



Objectives

- Acquire knowledge of the roles and responsibilities of the versatile reception assistant
- Gain knowledge of work tools and accessories in the versatile reception assistant occupation.
- Acquire knowledge of the procedure for the development of the different tasks of the versatile reception assistant occupation.
- Acquire knowledge about health and safety at the versatile reception assistant occupation.



3. STRUCTURE OF SESSIONS



FACE TO FACE SESSIONS

NUMBER OF SESSION	CONTENTS
1	General introduction
2	Responsibilities and functions
3	Equipments: Machines and tools
4	Applications ICT Tools
5	Global operations
6	Step by step: preparation and planification of each operation (1)
7	Step by step: preparation and planification of each operation (2)
8	Ethics, privacy and specific strategic of communication
9	Social commitment



ONLINE SESSIONS

NUMBER OF SESSION	CONTENTS
1	Tasks planification through the ICT Tools for supporting employment.
2	Preparation of specific tasks through ICT Tools for supporting employment.



3. FACE TO FACE SESSIONS



SESSION 1

AGENDA



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1. **General Introduction: Definition of a versatile reception assistant?**
2. **Objectives of the versatile reception assistant occupation.**
3. **Basic knowledge of a versatile reception assistant occupation.**
4. **Attitudes of a versatile reception assistant.**
5. **Evaluation**

SESSION 1



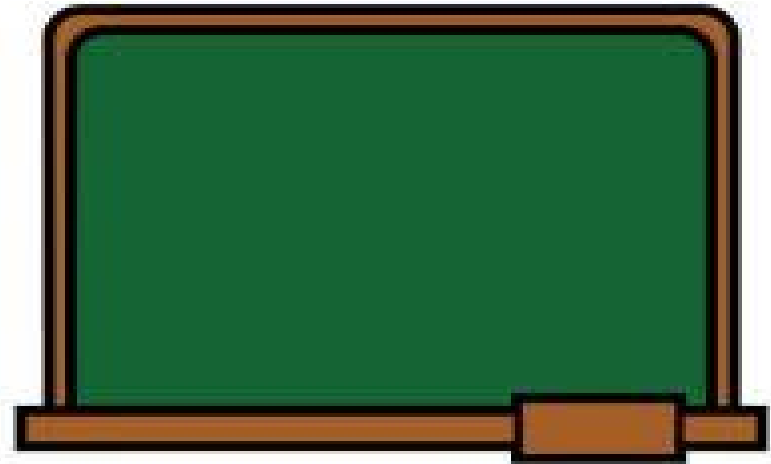
1.1 GENERAL INTRODUCTION: WHAT IS A VERSATILE RECEPTION ASSISTANT?

General introduction

Versatile reception assistant

Brainstorming

- What is a versatile room assistant?



General introduction

Versatile reception assistant

**Video: Versatile receptionist
assistant**

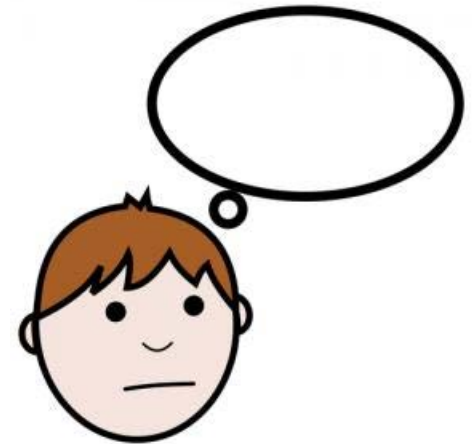


General introduction

Versatile reception assistant

After watching the videos, we think and answer to the following questions.

- Which tasks did the versatile reception assistant do?
- What other tasks do you think the versatile reception assistant could do?



General introduction

Versatile reception assistant

A **versatile reception assistant** is:

A professional who is in charge of assisting the Receptionist in the tasks participating with autonomy and responsibility.

It is a **versatile** professional because in addition to attending to the clients directly at the reception can perform other tasks related, for example, with the administration and documentation file or with the sale of products.



General introduction

Versatile reception assistant

The activity of reception assistant in the Tourist field
Is developed in:

- Hotels (city, beach mountain...)
- Rural accommodation
- Tourist Apartments
- Campsites
- Youth hostels
- Mountains shelters.

Also in other places like:

- Museums
- Travel agencies
- Turist Office



General introduction

Versatile reception assistant

In general, the **functions** performed by the versatile reception assistant focus on 4 fundamental moments related to **direct customer service**:

1. Before the arrival of the client.
2. Customer reception (Check-in)
3. During the customer's stay
4. Check out



General introduction

Versatile reception assistant



In addition, the versatile reception assistant may perform other functions that are not directly related to direct customer service:

- Attention to the telephone switchboard
- Messaging and correspondence management.
- Basic administrative tasks.



General introduction

Versatile reception assistant

Also, there are **other important aspects** that the versatile reception assistant should take into account in his work related to:

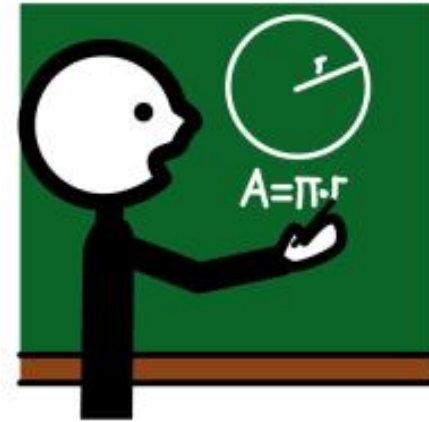
- Saving measures (environmental protection).
- Health and safety
- Social Commitment
- Privacy and confidentiality.



General introduction

Versatile reception assistant

Throughout this course, you will be taught and explained in more detail, each of the functions of the versatile reception assistant.



SESSION 1



1.2 OBJECTIVES OF THE VERSATILE RECEPTION ASSISTANT OCCUPATION

Objectives

Versatile reception assistant

- Acquire knowledge of the functions and responsibilities of the versatile reception assistant.
- Acquire knowledge of the tools and accessories in the versatile reception assistant occupation.
- Acquire knowledge of the procedure for the development of the different tasks of the versatile reception assistant.
- Acquiring knowledge about occupational health and safety at the versatile reception assistant.
- To be aware of the need to develop an attitude of social commitment to the environment and to the improvement of society in general.

SESSION 1



1.3 BASIC ATTITUDES

Basic attitudes:

Versatile reception assistant

- Customer-oriented: to offer a quality service, adapted to what the customer wants and needs.
- Attention to detail.
- Ability to work as a team.
- Concern for order.
- Initiative.
- Ability to solve problems and/or contingencies.
- Ability to adapt to any situation.



Basic attitudes:

Versatile reception assistant

- Communication skills.
- Collaboration and Fellowship
- Self Empathy: Ability to listen, understand and respond.
- Good image (uniformity and cleanliness)
- Want to work
- Comprehension and verbal fluency.
- Discretion and correct deal with the customer.

Video Receptionist skills



Basic attitudes:

Versatile reception assistant

All the attitudes named
are very important,
but we will highlight 2 of them:

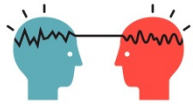
EMPATHY

**PERSONAL
IMAGE**

Basic attitudes:

Versatile reception assistant

EMPATHY



WHAT IS IT?

The capability of the person to perceive and understand the

thoughts, feelings, attitudes and

circumstances that affect the

other and know how to express them.

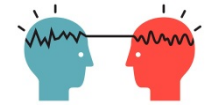
Put ourselves in the other person's place.

Basic attitudes:

Versatile reception assistant

The versatile reception assistant
must have a lot of **empathy**.

EMPATHY



He/she must perceive and try to **know how the client feels**, what he/she needs, how he/she likes to be treated, etc. to meet his/her needs.

Empathy also serves to **put you in the other person's place** when you are not satisfied or have any complaints.

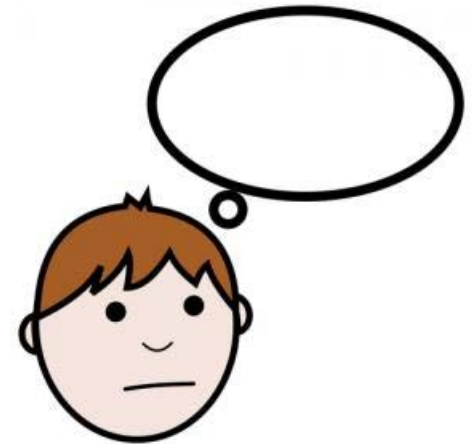
Empathy will allow us to have a **sympathetic and supportive attitude** towards the other person.

Basic attitudes:

Versatile reception assistant

Watch the following video

Empathy



Basic attitudes:

Versatile reception assistant

The reception is the first face of a tourist establishment.

Taking care of the image of the reception is very important as well as the staff that is working in this place.

First impression is fundamental.

PERSONAL IMAGE



Basic attitudes:

Versatile reception assistant

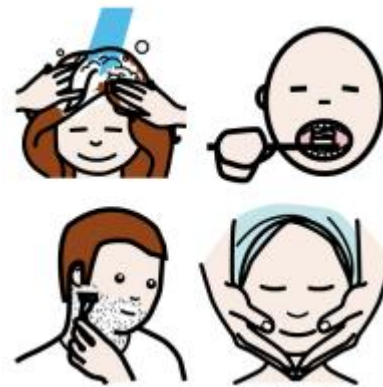


PERSONAL IMAGE

Things to consider

1. Hygiene and general appearance:

- ✓ Nice appearance, clean and neat.
 - Good Daily body Hygiene
 - Shower or bath
 - Change of Moul.
 - Deodorant use.
 - Etc..
- ✓ Hair care and well groomed.
- ✓ Well cut nails
- ✓ Clean hands
- ✓ Moderate makeup.



Basic attitudes:

Versatile reception assistant



PERSONAL IMAGE

Things to consider

2. Working clothes:

- ✓ Wear the company's work uniform.
- ✓ Clean uniform.
- ✓ Well-ironed uniform.
- ✓ Well placed clothes:
 - Shirt inside the clothes.
 - Buckled jacket
 - Tie knot well done.
 - Socks in perfect condition.
- ✓ Clean shoes.
- ✓ Do not wear flashy or annoying accessories when working.



Basic attitudes:

Versatile reception assistant



PERSONAL IMAGE

What do you think of these images?



SESSION 2

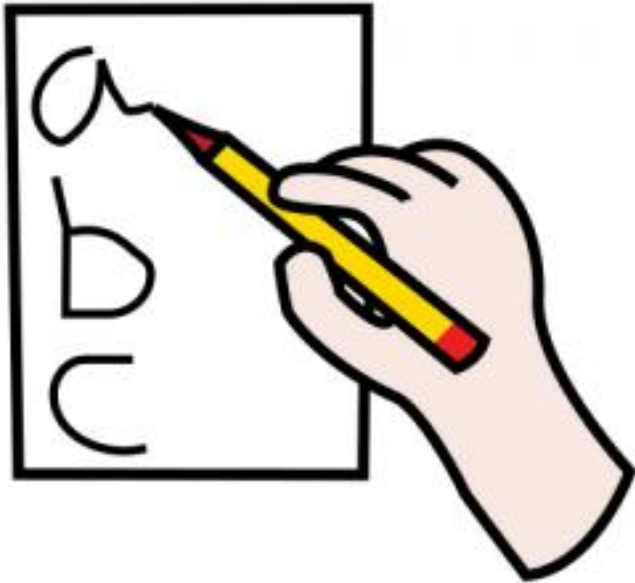


1.4 EVALUATION

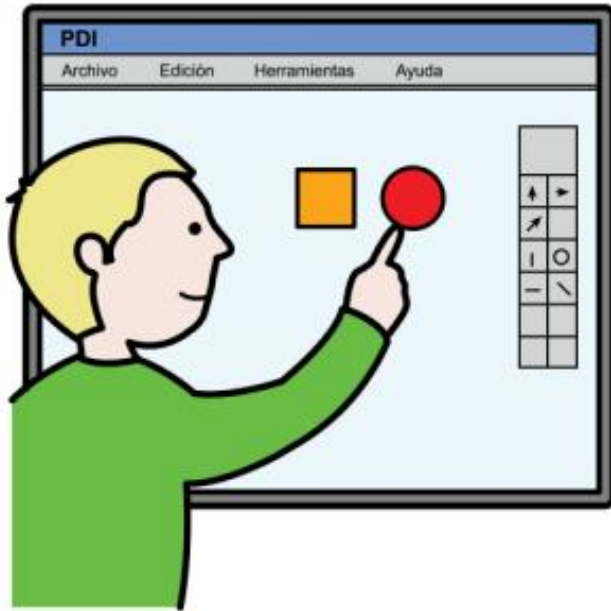
Evaluation:

Versatile reception assistant

Global introduction



SUMMARY OF SESSION 1



- ✓ Basic knowledges
- ✓ Attitudes.
- ✓ Functions and responsibilities
- ✓ Workplaces.

SESSION 2

AGENDA



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- 1. Session Review 1.**
- 2. Functions in the versatile reception assistant.**
- 3. Health and safety**

SESSION 2



2.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**

SESSION 2



2.2 BASIC FUNCTIONS OF VERSATILE RECEPTION ASSISTANT

Basic functions:

Versatile reception assistant

Video about the functions of a versatile reception assistant

Video
Front desk

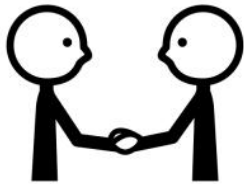


Basic functions:

Versatile reception assistant

When we talk about the functions of the versatile reception assistant we must distinguish

2 types of functions:



**Direct-service
functions**



Other functions

Both types of functions are essential for an organization to work properly.

Basic functions:

Versatile reception assistant

Doing all the functions correctly is very important.



Our main objective

Offer a quality service and satisfy the customer,
According to their needs, tastes and interests.

Basic functions:

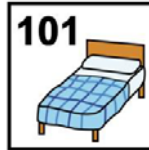
Versatile reception assistant



**Direct-service
functions**



Arrival of the client (Check in)



During the client's stay



Client farewell
(check out)

Basic functions:

Versatile reception assistant



Direct-service
functions



Arrival of the client (Check in)

Give a cordial
welcome

Ask for necessary
documentation

Assign room
(Key delilivery)

Explain schedules,
services and
location of facilities

Accopaniment to
the room and
carry the luggage

Solve customer's
doubts or
questions

Basic functions:

Versatile reception assistant



Direct-service
functions



During the client's stay

Offer information
about events,
transport,
museums, etc

Offer products for
sale of the
establishment

Attend to any kind
of need requested
by the customer

Basic functions:

Versatile reception assistant



Direct-service
functions



Client farewell (Check out)

Pick up the room
key

Customer
satisfaction
assessment

Support in the
preparation and
delivery of invoice

Farewell cordial

Basic functions:

Versatile reception assistant



It is important to point out that:

- A customer ' starts to be a customer ' from the moment he/she makes the hotel reservation.
- Our customer service function starts before the guest arrives at the hotel.
- Therefore, another of our functions is:

Check the booking and everything you need to make the service offered to suit the needs and tastes of the customer.

Basic functions:

Versatile reception assistant



Other functions



Attention to the telephone switchboard



Messaging and correspondence management.



Basic administrative tasks.

Basic functions:

Versatile reception assistant



Other functions



Attention to the telephone
switchboard

Attend external
calls

Attend internet
calls (Customer
who is in the
hotel)

Make calls to
customers
and/or suppliers

Basic functions:

Versatile reception assistant



Other functions



Messaging and correspondence management.

Receive email or letter or orders by courier company

Distribute the mail and/or report it to the right people

Send correspondence to customers and/or suppliers

Basic functions:

Versatile reception assistant



Basic administrative tasks.

Reprography

- Photocopy
- Print
- Scan

Archive
documentation

Basic functions:

Versatile reception assistant

A versatile reception assistant

Should take into account **other important aspects**

When it comes to doing their job.

These aspects **are bound to comply.**



**Health and
Safety**



**Saving
measures**



**Social
commitment**



**Privacy and
confidentiality**

SESSION 2



2.3 HEALTH AND SAFETY

Health and Safety:

Versatile reception assistant

The tourist establishments are buildings where many people pass by.



It is necessary to maintain a **high level of safety** to **avoid risks** or damage to people.

All establishment staff must help create a safe, risk-free space.

Health and Safety:

Versatile reception assistant

The versatile reception assistant should be attentive to a number of elements to keep their safety in the workplace



Health and
Safety

When we talk about health and safety at work, we are also talking about

Occupational Risks Prevention

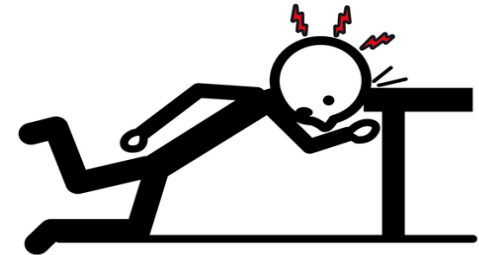
Health and Safety:

Versatile reception assistant

What is the occupational risk prevention?

These are measures to prevent people from being harmed while doing their job.

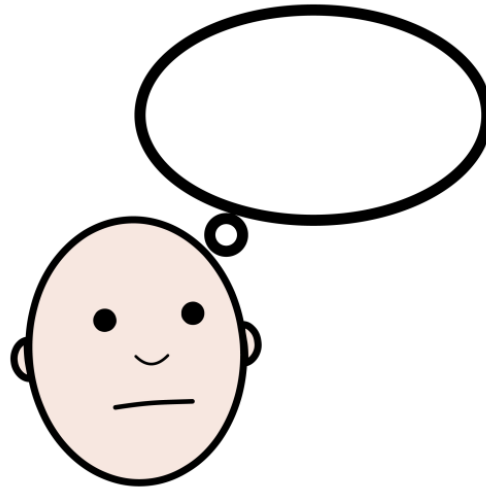
It is responsible for **detecting** the risks of the activity and **proposing** measures to **eliminate** or **minimize** them.



Health and Safety:

Versatile reception assistant

Brainstorming



What are the risks of a versatile reception assistant in your workplace?

SESSION 2

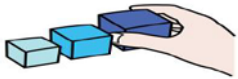


2.3 SPECIFIC RISKS PREVENTION

Health and Safety:

Versatile reception assistant

What should you be aware of to avoid risks?



**Order
Workstation**



**Caution Using
Ladder**



**Proper posture
when sitting**



**Working with
machines**



Use of work tools



**Catch and move
heavy objects**



Electrical hazards



**Know the signs
and their risks**



Chemicals



**Know emergency
signs**



**Avoid
emergencies**



Road safety

Specific risks prevention

Versatile reception assistant

What are the risks of a versatile reception assistant in your workplace?

The activity of versatile reception assistant carries certain risks that the professionals must always take into account when working.

1. The disorder
2. Poor storage of products and tools
3. The use of machines
4. The electricity
5. Manual transport of heavy items
6. Toxic hazard
7. Fire hazard
8. Noise
9. Extreme heat
10. Bad lighting
11. Mental overload



Specific risks prevention

Versatile reception assistant

Mess

It can cause falls and with them injuries such as sprains, cervical injuries, cuts, etc.

It is very important that everything is ordered, besides giving a good image of the stay, avoids risk of accidents .



Specific risks prevention

Versatile reception assistant

POOR STORAGE OF PRODUCTS AND TOOLS.

It is necessary to have a storage for the products and tools that we are going to use, it is also obligatory, to maintain some rules regarding the storage of such belongings.

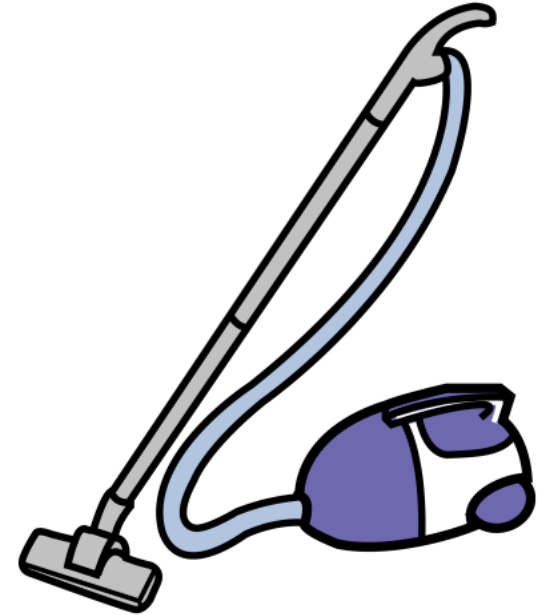


Specific risks prevention

Versatile reception assistant

THE USE OF MACHINES

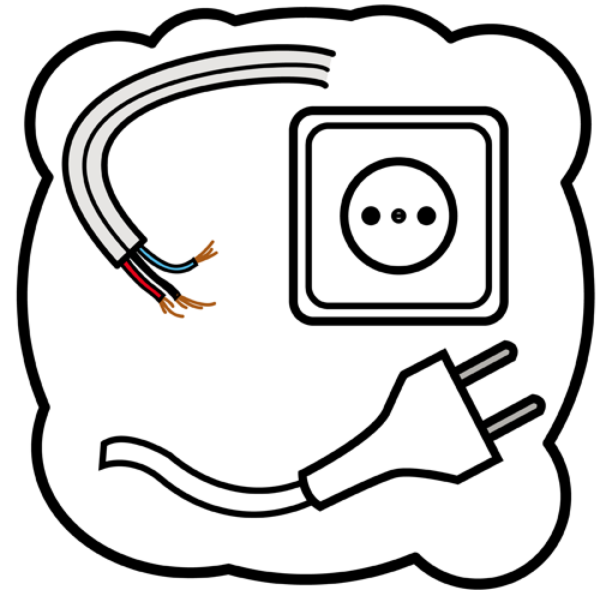
Currently there is a great variety of machinery that makes us much work, you have to bear in mind that, to use a cleaning machine, we must be authorized to do so and know perfectly how it is handled.



ELECTRICITY

It is very important to pay special attention when we are working near a source of electricity, for example plugs or cables.

Electricity cannot be seen, heard, or smelled and is present in all the activities that we are going to perform.



Specific risks prevention

Versatile reception assistant

MANUAL TRANSPORT OF HEAVY LOADS

Improper handling of heavy loads can cause injury to the back or neck.

We must use the cleaning trolley to carry loads.

In the case of not having a trolley, we must follow the rules of prevention of risks, avoiding to carry a lot of weight.



Specific risks prevention

Versatile reception assistant

TOXIC HAZARD

Products can cause accidents and serious damage if they are used incorrectly.

It is necessary to read the label of each product and to comply with the rules of risk prevention.



Specific risks prevention

Versatile reception assistant

FIRE HAZARD

Fires are a danger in any place where we are going to develop the activity.

There are **evacuation plans** that allow us to know what to do in case of fire.

We must know what rules we will follow in case of fire risk.



Specific risks prevention

Versatile reception assistant

NOISE

Noise is an obvious danger to the state of health.

Noise may cause headaches, hearing loss, etc. in the long term.



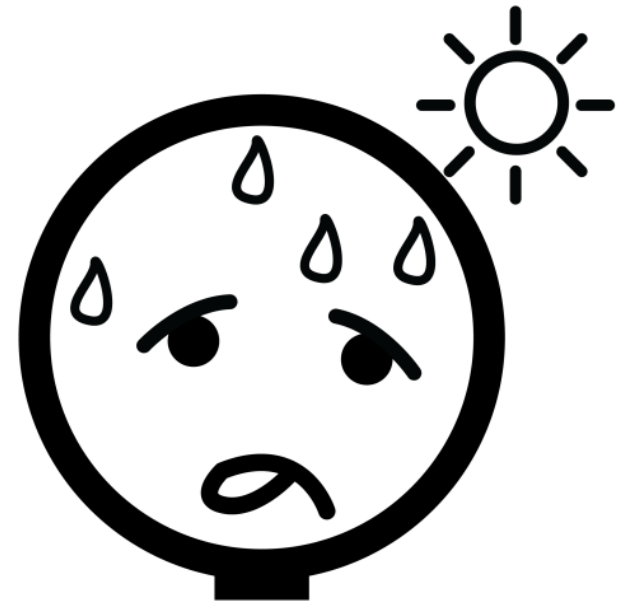
Specific risks prevention

Versatile reception assistant

EXTREME HEAT

Heat is a risk to which the professional should habituate. Heat can lead from exhaustion to the dreaded heat strokes.

It is necessary to hydrate, drinking water periodically. Also, we should try to maintain good ventilation in the workplace and finally, organize the work incorporating short periods of rest.



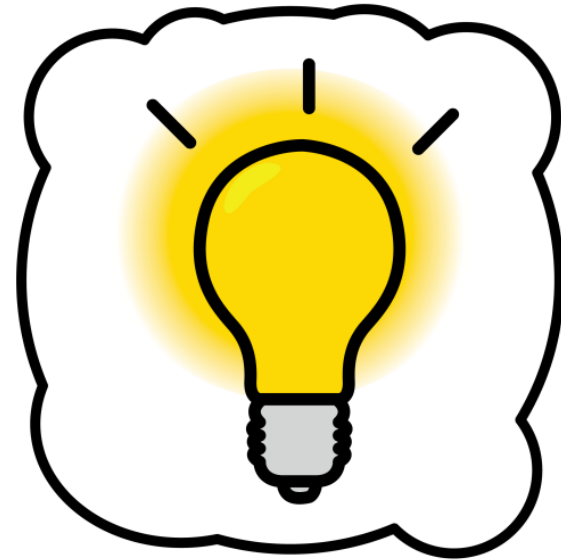
Specific risks prevention

Versatile reception assistant

BAD LIGHTING

Working with good visibility will always avoid unnecessary risks.

Failing to do so may result in falls, shocks and, of course, no proper work.



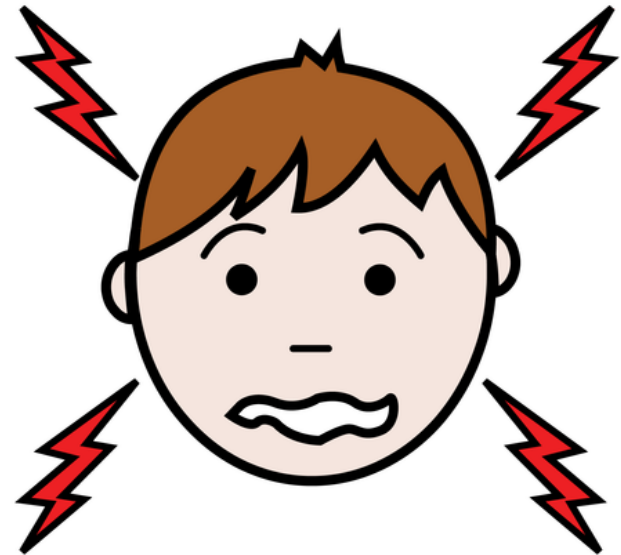
Specific risks prevention

Versatile reception assistant

MENTAL WORDLOAD

Workers can be found in circumstances that cause mental workload.

Stress, anxiety... are symptoms that something is wrong and you have to try to solve so that the situation doesn't get worse.



Specific risks prevention

Versatile reception assistant

Watch the video!

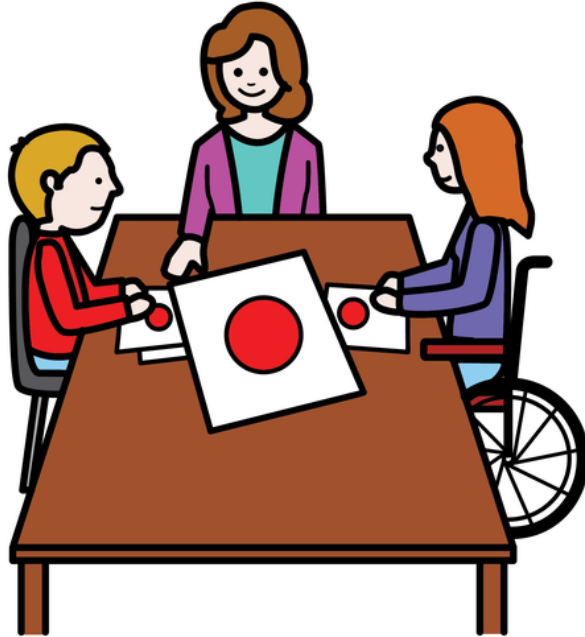
Video
Work safety in your office



Specific risks prevention

Versatile reception assistant

CONCLUSIONS ON THE VIDEO




Group discussion about the actions we have seen in the video, reading our individual conclusions.

What have we learned?

Specific risks prevention

Room and cleaning assistant

Interactive activity



Occupational risks prevention

Questions related to occupational risks in the versatile reception assistant occupation.

Sensitive: Upper/Lower Case
 Accents

Start

Health and Safety:

Versatile reception assistant

Plan the daily routine developed by a versatile room assistant using the **Todoist APP**.



SESSION 2

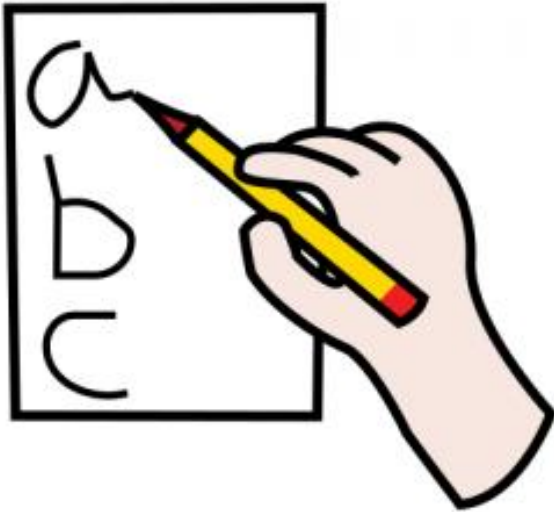


2.8 EVALUATION

Evaluation:

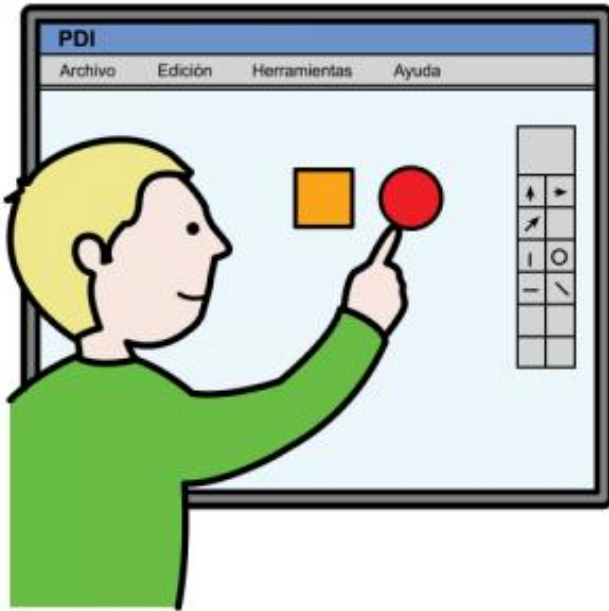
Versatile reception assistant

Rules and responsibilities of a versatile reception assistant.



SUMMARY OF SESSION 2

- ✓ Functions and responsibilities
- ✓ Health and safety



SESSION 3

AGENDA



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- 1. Review of the contents of session 2.**
- 2. Identification and knowledge of work tools.**
- 3. Identification of good and bad practices on the use of work tools.**

SESSION 3



3.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**

SESSION 3



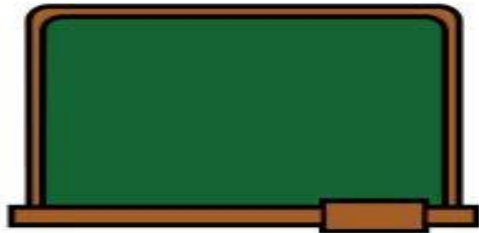
3.2 WORK TOOLS

Work tools

Versatile reception assistant

Brainstorming

- What is a versatile reception assistant's **work equipment**?
- Which **tools** does versatile reception assistant usually work with?



Work tools

Versatile reception assistant

**Watch the following video
about work tools**

Video
Receptionist tools



Work tools

Versatile reception assistant

The versatile reception assistant
uses different tools
for the performance of his/her work.



In order to manage them correctly
the professional should know each one
of them and get acquainted with their operation.

Work tools

Versatile reception assistant

These tools can be categorized as follows:



Electronic tools



Graphic tools



Office supplies



Furniture



Reception tools



Others

Work tools

Versatile reception assistant



Then...

We will present each of the work tools.

What is it? What's the use?

We'll explain how it works.

How is it used? When should I use it?

Work tools

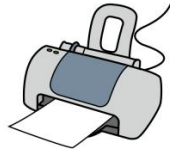
Versatile reception assistant



Electronic tools



PC



Printer



Switchboard



Public address
system



Photocopy



Background
music

Work tools

Versatile reception assistant

What is it?

Essential work tool because it makes the job much easier.

It allows to classify, to archive and to save all the information that daily is generated in the reception.

Us



PC

- To see the bookings made and to be able to assign the room more suitable to the characteristics of the clients.
- Receive emails with request for Information from customers, correspondence, etc...
- Send information via email
- Search for information related to your workstation on the Internet.

Work tools

Versatile reception assistant



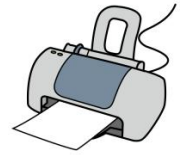
PC

What does a versatile reception assistant need to know to handle the computer?

- ✓ Basic operation of a computer.
- ✓ Manage email (read and send emails properly)
- ✓ Word text processor.
- ✓ Search the Internet.

Work tools

Versatile reception assistant



Printer

What is it?

Machine that is connected to the computer serves prints and plays the necessary documents.

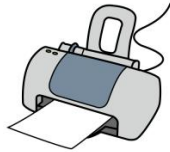
Uses

To print:

- Documents to be delivered to the client (invoices or other information).
- Boarding passes requested by customers.
- Internal Hotel documents: templates, registers, identification cards, etc...

Work tools

Versatile reception assistant



Printer

What does a versatile reception assistant need to know to handle the printer?

- ✓ Know how to select the ' print ' option on your computer.
- ✓ Know the different modes of printing.
- ✓ Know how to identify when the paper or ink cartridges are finished.
- ✓ Replace paper and cartridges.

Work tools

Versatile reception assistant

What is it?

So far it has been one of the most important means for customers and tourist establishments, as it was the most common means of communication to make reservations, request information on a service...

However, while still being used, this tool has been left in the background giving way to email.



Switchboard

Uses

- Receive or make calls from customers and/or suppliers.
- Receive or make internal calls at the hotel.

Work tools

Versatile reception assistant



Switchboard

What does a versatile reception assistant need to know to handle the switchboard?

- ✓ Have good communication skills.
- ✓ Know how to listen.
- ✓ Treat the customer as if it were unique (customer-oriented).
- ✓ Record the information properly.
- ✓ Provide information and advice.
- ✓ Ask the right questions to get the
- ✓ Desired information.

Work tools

Versatile reception assistant



Public address
system

What is it?

Existing service in some establishments connected to the main public areas.

Uses

- Give customer notices.
- Locating customers.
- Locate workers.

Work tools

Versatile reception assistant



Public address
system

**What does a versatile
reception assistant need to know to
handle the public address system?**

- ✓ Have good communication skills (knowing how to communicate a specific message clearly and easily)

Work tools

Versatile reception assistant



Photocopy

What is it?

Machine for the reprography and copying of documents in black and white and color.

Includes other functions such as document and printer scanning.

Uses

For photocopying and/or scanning:

- Documents to be delivered to the client (invoices or other information).
- Boarding passes requested by customers.
- Internal Hotel documents: templates, registers, identification cards, etc...

Work tools

Versatile reception assistant



Photocopy

What does a versatile reception assistant need to know to handle the photocopy?

- ✓ Know the different modalities of photocopying.
- ✓ Know how to scan documentation.
- ✓ Know how to identify when the paper or ink cartridges are finished.
- ✓ Replace paper and cartridges.

Work tools

Versatile reception assistant



Background
music

What is it?

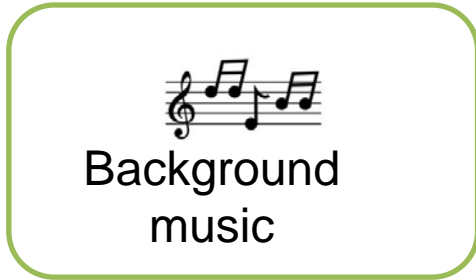
Device (nowadays from the computer) that carries music, news and even advertising wedges to all areas of the establishment.

Uses

- Make the customer feel at ease, comfortable and relaxed.
- Create a pleasant and positive atmosphere in the establishment.

Work tools

Versatile reception assistant



What does a versatile reception assistant need to know to handle the background music?

- ✓ To know the performance of the musical platform (place where the music selection is located, news, advertisements...).
- ✓ Create appropriate playlists for each moment.

Work tools

Versatile reception assistant



Graphic Tools

When customers need information of any kind, they always go to the reception of the establishment.

In this place must be available to the customer varied information.

Work tools

Versatile reception assistant



Graphic Tools

- This information can be classified in two types:
 - Internal information of the hotel.
 - Information outside the hotel.



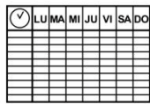
Work tools

Versatile reception assistant



Graphic Tools

- Internal information of the hotel



Schedules
(of the
different services)



Rates and
Prices



Establishment
plan



Rules of
Coexistence



Claims sheet

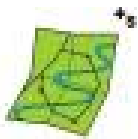
Work tools

Versatile reception assistant



Graphic Tools

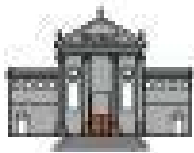
- Information outside the hotel:



Maps and
street Map



Food Guides



Tourist guides



Schedules
(Museums,
transport...)

Work tools

Versatile reception assistant



Office supplies



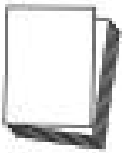
Pens



Filing cabinet



Folders



Paper



Calculator



Stapler



Bookbinder



Paper shredder

Work tools

Versatile reception assistant



Furniture



Tables



Chairs



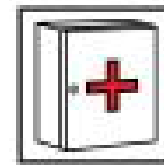
Desk



Pigeonhole



Multipurpose
cabinet



First aid kit



Decorative
furnishing

Work tools

Versatile reception assistant



Furniture

The versatile reception assistant must help ensure that the furniture is clean in perfect condition and in its place.



Work tools

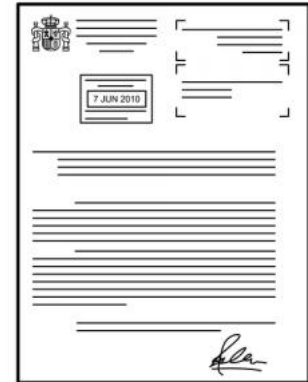
Versatile reception assistant



Reception tools

We refer to all documents and forms generated by the reception activity.

A good versatile reception assistant must know them.



Work tools

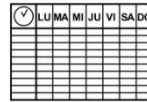
Versatile reception assistant



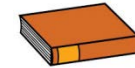
Reception tools



Reservation Sheet



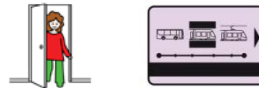
Plannings



Book of reservations



Arrivals List



Welcome Card



Cleaning Report

Work tools

Versatile reception assistant



Reception tools



Rack and Slips



Incident report



Invoice

Work tools

Versatile reception assistant



Reception tools



Reservation Sheet

What is it?

Sheet in which it is annotated:

- Date of booking, arrival date and departure date.
- Quantity and type of rooms.
- Contracted services (breakfast...)
- Name and data of the person making the reservation, of the people who are going to stay and attending employee.
- Observations.

Work tools

Versatile reception assistant

Example



Reservation Sheet

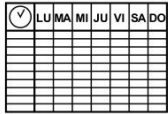
ABC Hotel Reservation	
3/25/2009	
Guest Information	
First Name:	
Last Name:	
Address 1:	
Address 2:	
City:	
State:	...
Zip:	
Phone:	
Email:	
Room Information	
Number of Adult Guests:	0
Number of Child Guests:	0
Room Type:	Standard
Check-in Date:	
Check-in Time:	AM
Check-out Date:	
Check-out Time:	AM
Special Instruction:	

Work tools

Versatile reception assistant



Reception tools



Plannings

What is it?

Graphic document that allows you to plan your bookings by viewing easily:

- Available rooms and type.
- Arrivals and Departures
- Cancellations
- Contracted services.

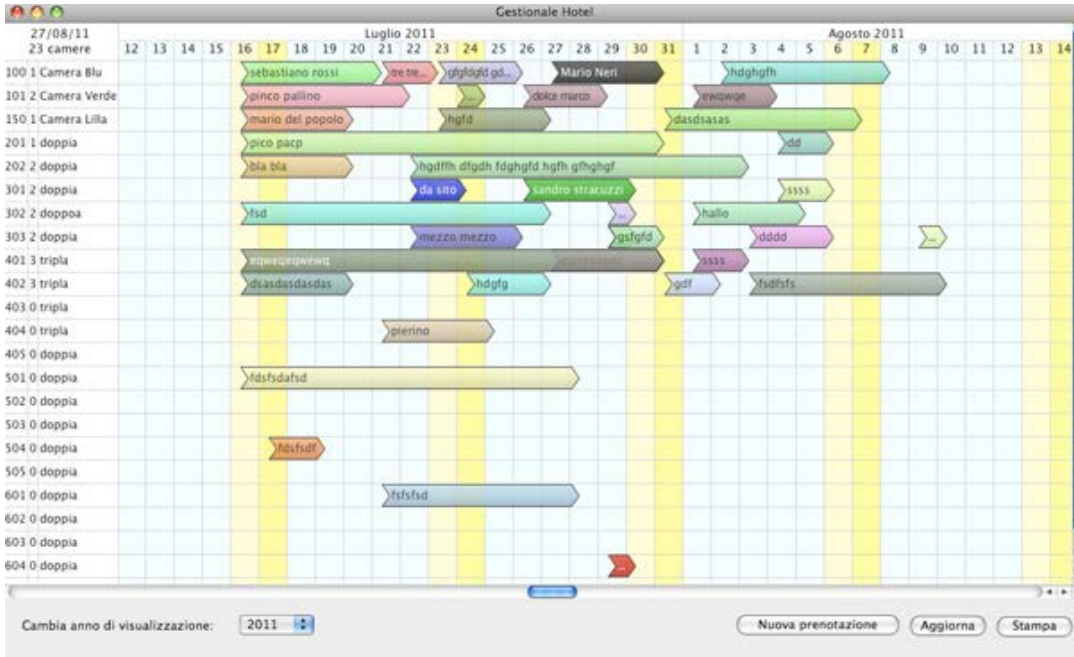
Work tools

Versatile reception assistant

Example

☑	LU	MA	MI	JU	VI	SA	DO

Plannings



Work tools

Versatile reception assistant



Reception tools



Arrivals List

What is it?

Useful document for the desk staff to plan the reservations.

It notes:

- Customer's name and surname.
- Assigned room number.
- Contracted services.
- Date of departure
- Who made the reservation.

Work tools

Versatile reception assistant



Arrivals List

Example

Cliente	F.Entrada	F.Salida	Días	Tipo	Rsv	Trat.	Pax.	Habits.	Importe
RENAULT , JOËL	25/04/09	26/04/09	1	CD	7.219	AD	2	1	64,00
GIL, JOËL	11/04/09 13/04/09	12/04/09 14/04/09	1	CD	7.182 7.187	AD	2	1	72,00 72,00
BOUTELLER , JOËL	/07/09	12/07/09	1	CD	7.415	AD	2	1	64,00
GERIN , JOËL	18/08/09	19/08/09	1	CD	7.539	AD	2	2	112,00
TRELY , JOËL	18/01/10	19/01/10	1	CD	7.904	AD	2	1	64,00
FERNANDEZ JOËL	19/06/09	21/06/09	2	CD	6.828	MC	24	11	0,00
FEDONDO	19/06/09	21/06/09	2	CD	6.828	MC	24	11	0,00
SIMON GONZALEZ	30/01/09	01/02/09	2	CA	6.977	MC	2	1	0,00
ESTEBAN ZORZC	10/09/09	12/09/09	2	CD	7.610	SA	2	1	112,00
ROTEN , JOHANN	23/05/09	24/05/09	1	CD	7.287	AD	2	2	72,00
AURELIO	30/06/09	05/07/09	5	CD	7.382	AD	2	1	344,50
ANGEL	13/03/09	14/03/09	1	CD	7.115	AD	1	1	27,99
MALVAL	02/10/09	03/10/09	1	CD	7.689	AD	2	1	64,00
BOURHIMI	02/04/09	03/04/09	1	CD	7.162	AD	2	1	64,00
MARTIN	00/08/09	31/08/09	1	CD	7.557	AD	2	1	72,00
MUSIALOWSKI	19/10/09	20/10/09	1	CD	7.733	AD	1	1	32,00
HUARD	25/05/09	26/05/09	1	CD	7.292	AD	2	1	69,80

Work tools

Versatile reception assistant



Reception tools



Welcome card

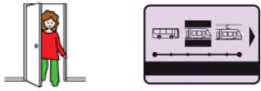
What is it?

Card that is delivered to the customer on arrival indicating:

- Room number.
- WiFi key.
- Receiving contact number.

Work tools

Versatile reception assistant



Welcome card

Example



Work tools

Versatile reception assistant



Reception tools



Cleaning report

What is it?

Document in which you register:

- The areas and/or rooms cleaned.
- Person who has done the cleaning.
- Date
- Time.
- Observations

Work tools

Versatile reception assistant



Cleaning report

Example

Hotel Name & Logo (www.setupmyhotel.com)					
ROOM INSPECTION CHECKLIST					
SI No:	DATE:		ROOM ATTANDANT:		
ROOM NO:			FLOOR SUPERVISOR:		
REMARKS			SIGNATURE:		
ENTERENCE / DOOR WAY					
Exterior door/Frame	YES	NO	Peep - Hole	YES	NO
Lock Operation	YES	NO	DND- Card (1 Nos.)	YES	NO
Room # Polished	YES	NO	Make My Room - Card (1 Nos.)	YES	NO
Entry light switch	YES	NO	Laundry - Card (1 Nos.)	YES	NO
Closet door mirrors	YES	NO	Closet Light	YES	NO
Entry light	YES	NO	Wardrobe Door	YES	NO
Cloth Hangers (8 Nos.)	YES	NO	Extra Blanket (1 Nos.)	YES	NO
Luggage Rack	YES	NO	Extra Pillows (2 Nos.)	YES	NO
Electronic Safe	YES	NO	Shoe Shine (1 Nos.)	YES	NO
Safe Instruction Card	YES	NO	Laundry Bags (1 Nos.)	YES	NO
Closet Door Tracks	YES	NO	Lights Switches	YES	NO

Work tools

Versatile reception assistant



Reception tools

What is it?



Incident report

Document in which the incidents of the establishment are recorded:

- Customer and/or personal accidents.
- Problems with customers.
- Machines, furniture or other objects/utensils/tools/machines in bad condition.
- Etc...

The objective is that these incidents are reflected to find a solution

Work tools

Versatile reception assistant



Incident report

Example

Hotel Incident Report

Complete the report for incidents that occur in hospitality and general emergency situations in accordance with the incident reporting and investigating procedure.

Location of EOC: _____ Date of report: _____

Location contact details: _____ Section: _____

Incident Details (✓ one box)

<input type="checkbox"/> 1 Injury / medical condition	<input type="checkbox"/> 7 Lost person	<input type="checkbox"/> 13 Complaint
<input type="checkbox"/> 2 Accident	<input type="checkbox"/> 8 Lost/short assets	<input type="checkbox"/> 14 Aggression / Intimidation
<input type="checkbox"/> 3 Near miss / OHSAS	<input type="checkbox"/> 9 Property / guest equipment missing	<input type="checkbox"/> 15 Security / theft
<input type="checkbox"/> 4 Policy/procedure/regulation non-compliance	<input type="checkbox"/> 10 Fire / safety / fire equipment damage	<input type="checkbox"/> 16 Emergency sp fire threat
<input type="checkbox"/> 5 Eviction	<input type="checkbox"/> 11 Procurement issue	<input type="checkbox"/> 17 Other: _____
<input type="checkbox"/> 6 Incident identification		

Location of incident: _____ Date of incident: _____ Time of incident: _____

Describe how the incident occurred:

What were the consequences of the incident?

What action has been taken to prevent recurrence?

Who has been notified of this incident?

Persons involved in incident (include contact details to address for non-resident guests):

Name: _____	Role: _____
Name: _____	Contact number: _____
Name: _____	Role: _____
Name: _____	Contact number: _____

Witnesses names (if any):

Name: _____	Role: _____
Name: _____	Contact number: _____
Name: _____	Role: _____
Name: _____	Contact number: _____

Reporting Officer (print name): _____ Role: _____

Signature: _____ Date: _____

Supervisor - GC Manager/Controller (print name): _____ Role: _____

Page 1 of 2

Work tools

Versatile reception assistant



Reception tools



Invoice

What is it?

Document in which it is reflected:

- Service contracted.
- Service provided.
- Data of the company that has rendered
- the service.
- Price of the service.
- Payments made.

Work tools

Versatile reception assistant



Example

Your Hotel Business Name **INVOICE**

Hotel Street address
Hotel City, Prov.
Hotel Country, Postcode
Hotel Phone Number Fax Number
Hotel Toll Free
[Phone Number Web Address, etc.](#)

DATE:
RECEIPT #:
InvoicingTemplate.com

BILL TO		OTHER INFORMATION	
#			
Name			
Address			
City, Prov.			
Postcode			
E-Mail			

Sales Rep. Name	Date	COD	Due Date

Room #	Name	Check in	Check out	# of Nites	Price / site	Line Total

	SUBTOTAL	-
	TAX 5.00%	-
	TOTAL	-
	PAID	-
	TOTAL DUE	-

Bank account name
Please make all check payable to [account]
You can also make online payment using the PayPal button

[PayPal](#)

THANK YOU FOR YOUR BUSINESS!

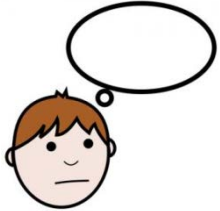
SESSION 3



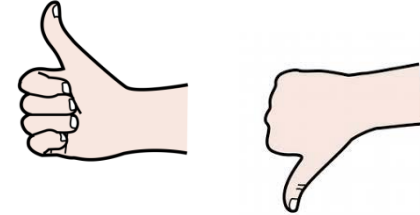
3.3 GOOD AND BAD PRACTICES ABOUT THE USE OF THE WORK TOOLS

Good and bad practices about the use of the work tools

Versatile reception assistant



Brainstorming:



Put yourself in the skin of a versatile reception assistant.

Think of good and bad practices on the use of work tools.

Good practices	Bad practices

Good and bad practices about the use of the work tools

Versatile reception assistant

It is important to note that:

- Tools and work utensils should only be used for the purpose with which they are made.
- Use according to the instructions for use and established guidelines.
- Do not use for personal use.
- Special care with the documentation with personal data of the clients of the establishment (principle of confidentiality and privacy).

SESSION 3

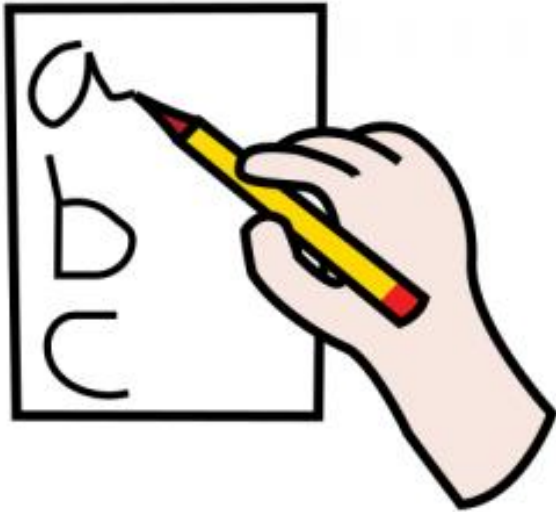


3.5 EVALUATION

Evaluation

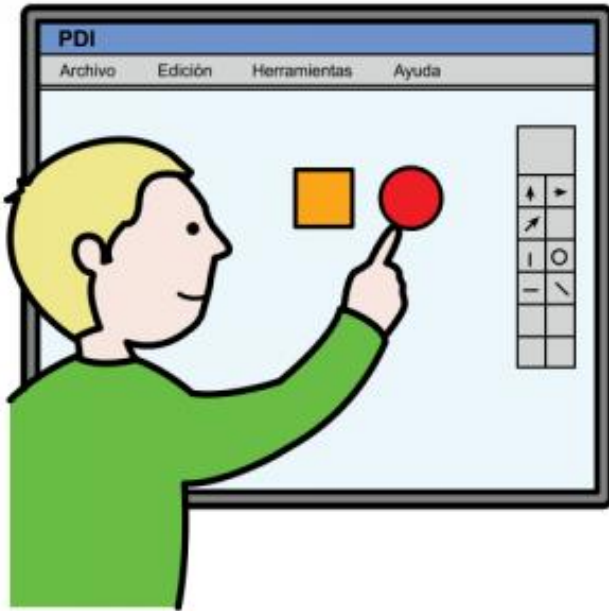
Versatile reception assistant

Equipments: Machines and tools



SUMMARY OF SESSION 3

- ✓ Knowledges about the machines and tools
- ✓ Good practices in the use of machines and tolos.



SESSION 4

AGENDA



**INCLUSIVE
TOURISM**

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of the European Union



1. **Review of the contents of session 3.**
2. **Use of APP for the planning of tasks, review of the activities, reminders in the versalite reception assistant role.**

SESSION 4



4.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**

SESSION 4



4.2 USE OF THE APPS IN THE VERSATILE RECEPTION ASSISTANT OCCUPATION

Use of Apps

Versatile reception assistant

Session 4 is a practical session.

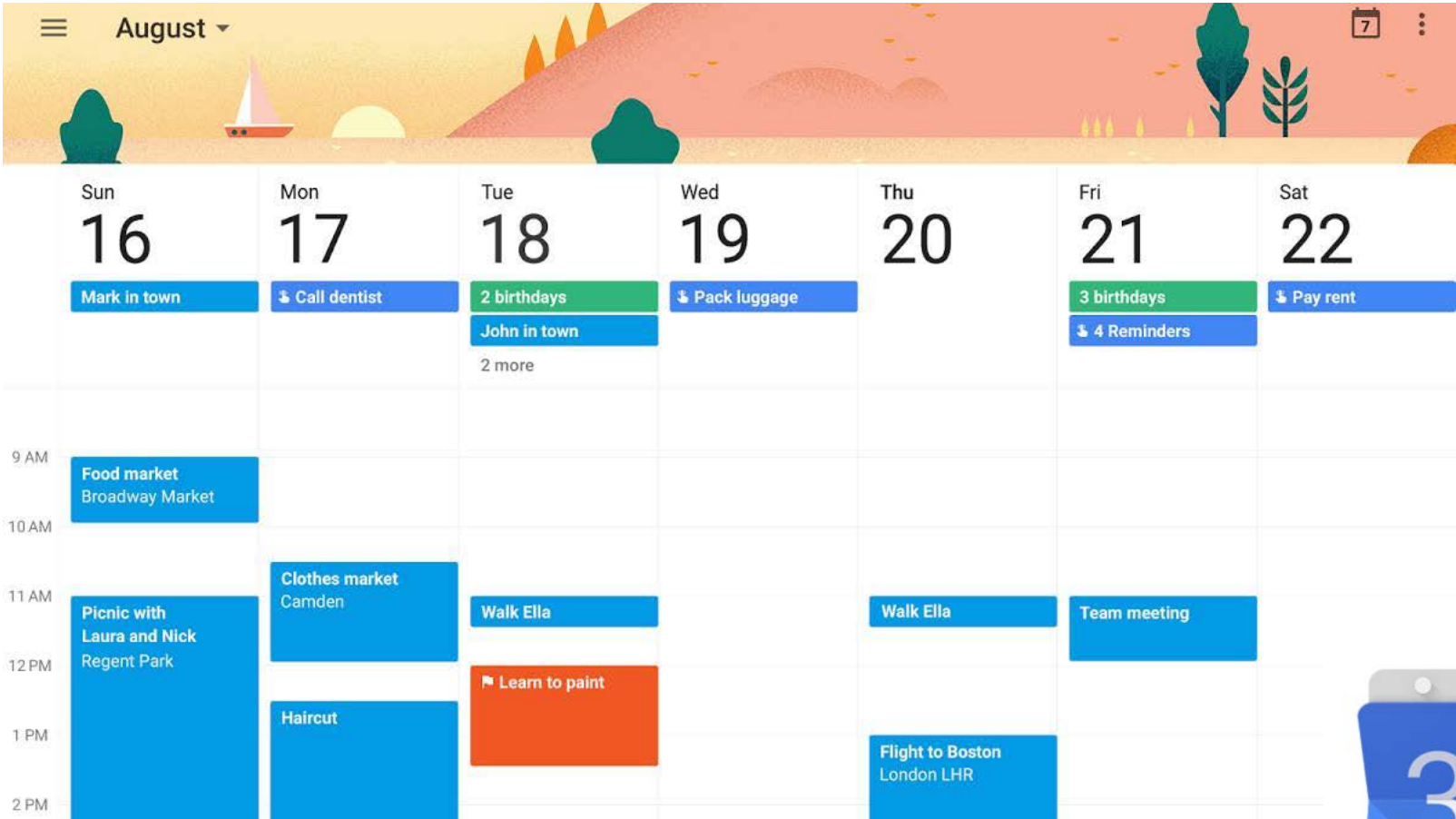
In this session...

You will learn to how to use Apps by
facilitating the daily work.

Use of Apps

Versatile reception assistant

- ❑ Create a work schedule through **Google Calendar**.



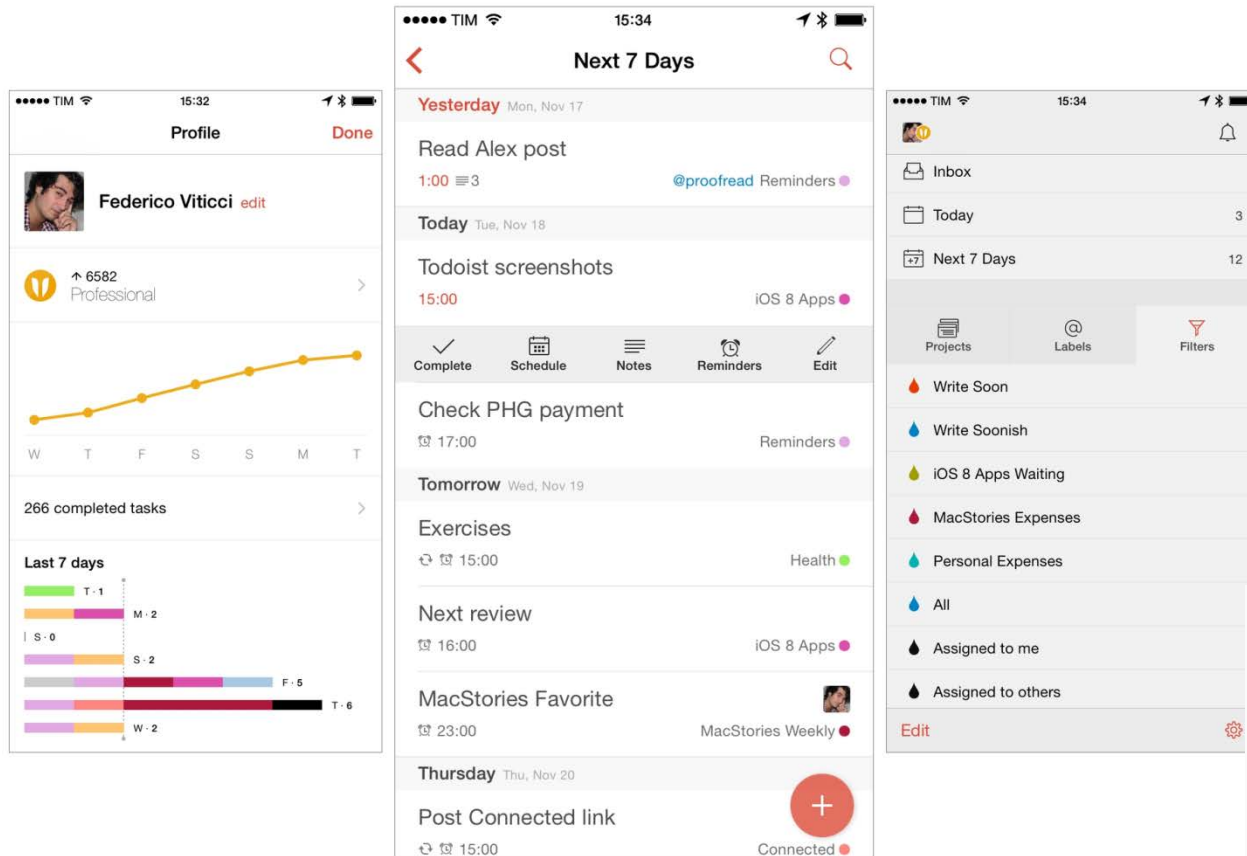
Sheet_9_9_ Work schedule planning



Use of Apps

Versatile reception assistant

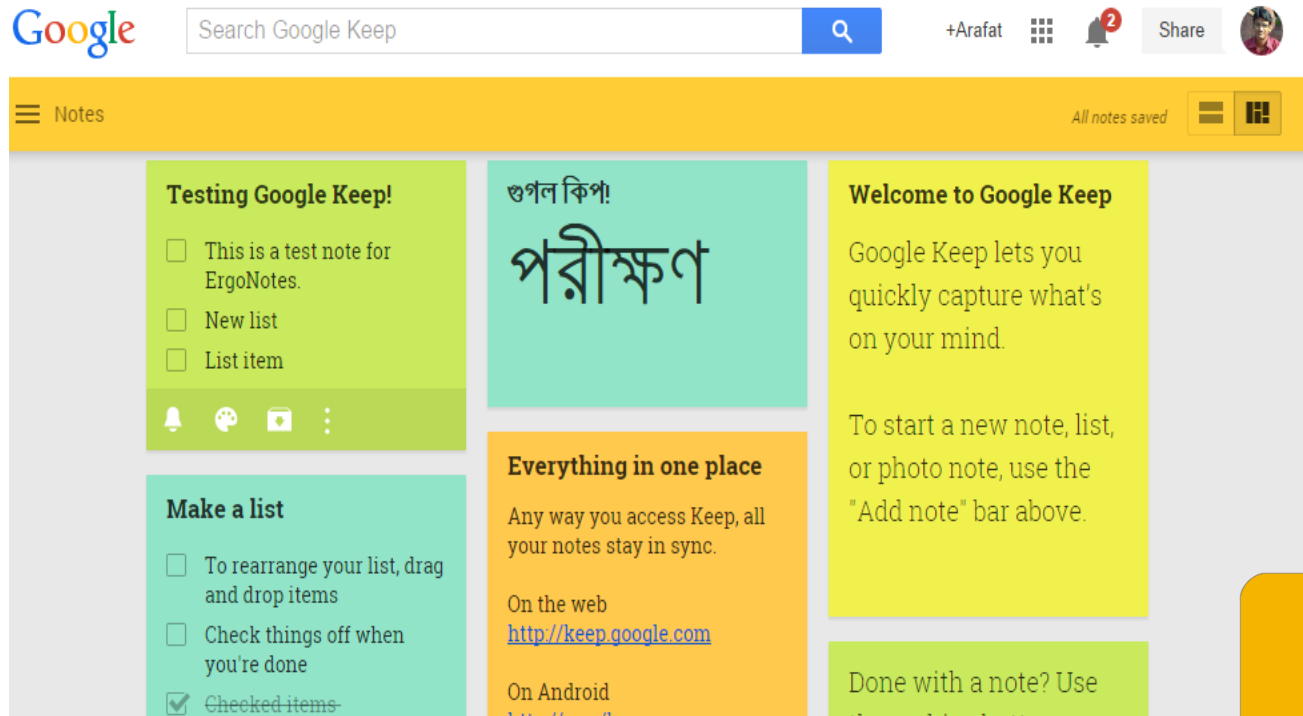
- ❑ Incorporate the daily routine of tasks and see their progress through **Todoist**.



Use of Apps

Versatile reception assistant

- ❑ Create checklists of subtask and tools in order to you don't forget anything through **Google Keep**.



Use of Apps

Versatile reception assistant

Send an email to the client through **Gmail**.



1. Send an email to the client confirmed the reverse and customer to request the approximate arrival time.

Also you have to offer him/her some unsolicited extra service in the initial booking.

For example, parking service, breakfast...

Send the email to the email address indicated by the trainer.

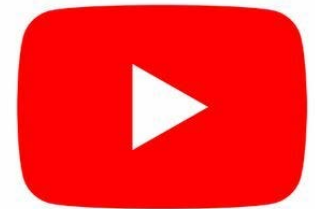
2. Upload the reservation document received through the mail to **Google Drive**.



Use of Apps

Versatile reception assistant

- ❑ Find tutorials on performing specific tasks through **Youtube**.



SESSION 4

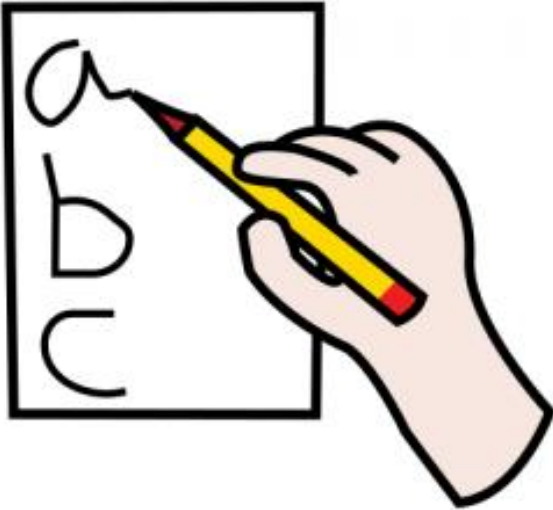


4.3 EVALUATION

EVALUATION

Versatile reception assistant

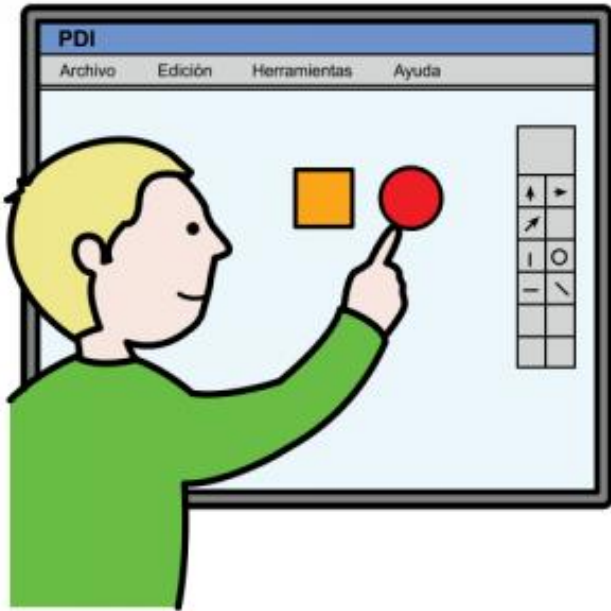
Application ICT Tools



Sheet_9_10_ Selfevaluation "applications ICT Tools"

SUMMARY OF SESSION 4

- ✓ Uses of the APPs.



SESSION 5

AGENDA



**INCLUSIVE
TOURISM**

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of the European Union



- 1. Review of the contents of session 4.**
- 2. Customer-oriented service**

SESSION 5



5.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**

SESSION 5



5.2 CUSTOMER-ORIENTED SERVICE

Customer-oriented service.

Versatile reception assistant

One of the basic tasks of the versatile reception assistant is to be in contact and serve the clients.

What is customer service?

- A service provided by a company in order to relate to customers,
- That tries to anticipate their needs (customer orientation).
- Allows adequate advice to ensure proper use of a product or service.

Customer-oriented service.
Versatile reception assistant



Watch the video!

What have you learned about customer service?

Video
Front office skills

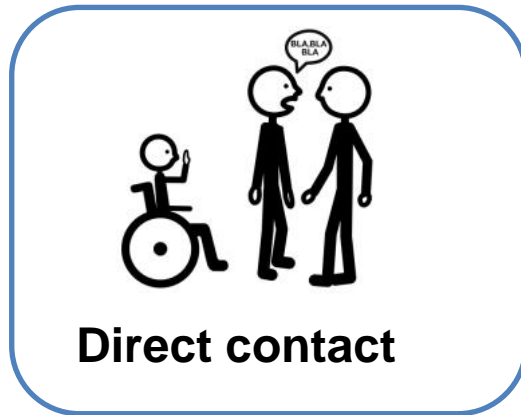


**INCLUSIVE
TOURISM**

Customer-oriented service.

Versatile reception assistant

There are two types of customer service:



We will then learn more about each of them, to provide good customer service.

Customer-oriented service.

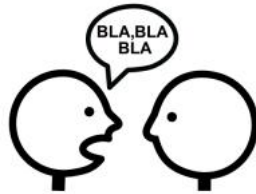
Versatile reception assistant



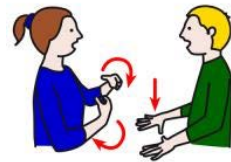
Direct contact

Direct contact occurs when we talk to the client face-to-face.

There are two fundamental aspects:



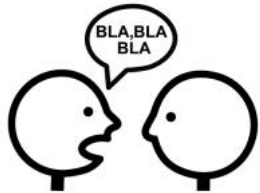
Verbal communication



Non-verbal communication

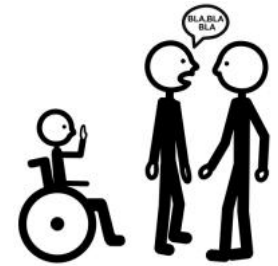
Customer-oriented service.

Versatile reception assistant



Verbal communication

Verbal communication refers to the words and messages we transmit to the client.



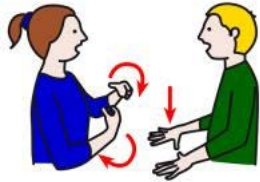
Direct contact

Aspects to consider:

- ✓ That the client feels comfortable.
- ✓ Say simple messages that are easily understood.
- ✓ Do not lengthen the conversation more than you should.
- ✓ Avoid the use of vulgar expressions.
- ✓ Use, if possible, the name of the client.
- ✓ Focus on the customer alone. Not to keep other conversations at the same time.
- ✓ Use complimentary formulas (thank you, please...)

Customer-oriented service.

Versatile reception assistant



Non verbal communication

Nonverbal communication refers to the expression of our body when we are in direct contact with the client.

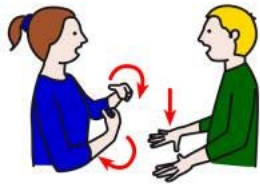


Direct Contact

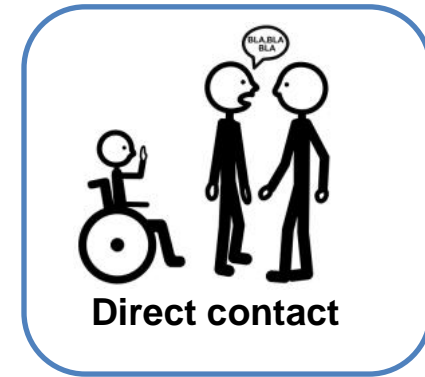
Aspects to consider:

- ✓ Try to make the place where communication with the customer is as enjoyable as possible.
- ✓ Take care of the physical appearance:
- ✓ Grooming.
- ✓ Uniform clean and in perfect condition.
- ✓ Face expression.
- ✓ Natural smile.
- ✓ Expressive gaze.
- ✓ Look in front and eyes.
- ✓ Not making unpleasant gestures.

Customer-oriented service. Versatile reception assistant



**Non-verbal
communication**



More aspects to consider:

- ✓ Take care of the posture.
- ✓ The physical distance with the client.
- ✓ The tone of voice (vocalize and speak naturally).
imply that we pay all our attention.

Customer-oriented service.

Versatile reception assistant



Direct contact

A versatile reception assistant can provide customer service for:



Give information



Offer help or/and assistance



Sell a product or/and service

Customer-oriented service.

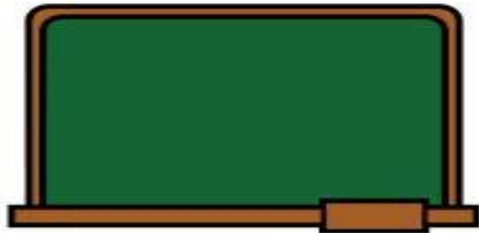
Versatile reception assistant



Give information

Brainstorming

- What kind of information can a versatile reception assistant provide to the customer?



Customer-oriented service.

Versatile reception assistant



Give information

Aspects to consider:

- **Be well informed** on all aspects related to the establishment (timetables, services, location, standards...).
- **To know the surroundings of the establishment** (restaurants, museums, Metro stops, bus, events...).
- **To know the leaflets, maps, plans located** in reception to be able to offer to the client.
- **Care for verbal and non-verbal communication.**

Customer-oriented service.

Versatile reception assistant



Give information

Aspects to consider:

- If the customer asks for some kind of information that we don't know, a good reception assistant must have resources to please the customer and try to help him/her. A "*I don't know*" is not enough.

In this situation, what can the employee do?

- ✓ Ask someone else for help.
- ✓ Orient the customer to another resource (for example, indicating where the tourist office is).
- ✓ Help you locate information online.

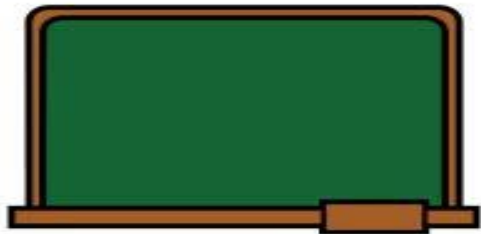
Customer-oriented service.

Versatile reception assistant



Brainstorming

- What kind of help or assistance can a versatile reception assistant provide to the customer?



Customer-oriented service.

Versatile reception assistant



Direct contact



Offer help and/or assistance

A good reception assistant can offer your help when a customer...

- needs **clarification** on some kind of information.
- needs **help** with the suitcases.
- needs **physical support** (for example with the wheelchair...).
- need to be **accompanied** to the room.
- need and **explanation** of a room service or utensil.
- Etc...

Customer-oriented service.

Versatile reception assistant



Direct contact



Offer help and/or assistance

Aspects to consider:

- A good reception assistant should always be in a position to assist. **Attitude of service.**
- Sometimes it is necessary to anticipate the needs of the client. It is important to always be **attentive and very observant.**
- If the client does not ask for the help directly but it is detected that it needs it, the following rule must be followed:
"Ask before assisting".

Customer-oriented service. Versatile reception assistant



Sell a product or/and
service

From hotel receptions, two types of sales can be produced:

- **Offer a service or product that improves the service already contracted by the client.** For example: a wider room.

The best time to offer this service is at Check-in.

- **Offer a service and/or complementary product that the client can enjoy in the establishment.**

The best time to offer this service or product is during the stay. If on arrival we offer the customer a lot of information and products or services can feel overwhelmed.

Customer-oriented service.

Versatile reception assistant



Sell a product or/and
service



Direct contact

1. How to offer a product and/or service to a customer?

The person who will offer the product and/or service must be very well informed about what he/she is trying to sell.

So you can inform the customer correctly and give all the explanations you request.

Customer-oriented service.

Versatile reception assistant



Sell a product or/and
service



Direct contact

2. How to offer a product and/or service to a customer?

The "salesperson" may have prepared a small learned script that can naturally say with:

- Name of product and/or service
- The most important features the highlights.
- How it will improve the customer's life with the purchase of the product or service. **Important!**
- Price.

Customer-oriented service.

Versatile reception assistant



Sell a product or/and service



Direct contact

3. How to offer a product and/or service to a customer?

- The first impression is the one that counts. Smile, show respect, closeness, sincerity.
- Let the client speak and listen to him.
- Show the product or brochures related to the service or product being offered.
- Do not show cravings to sell.
- If the customer rejects the product, do not show annoying.
- Stay at your disposal in case you change your mind.

Customer-oriented service.

Versatile reception assistant



Sell a product or/and
service



Direct contact

The best way to learn how to sell a
product and/or service is...

practicing many times!



Customer-oriented service.

Versatile reception assistant

Key Ideas in direct contact with the customer (conclusions):

- ✓ Use courtesy rules..
- ✓ Have a nice deal with the customers.
- ✓ Take care of your personal image.
- ✓ Show interest for the customer . This requires:
 - Look at the client.
 - Avoid doing other things while we serve the customer.
 - Answer the questions and if you do not know how to make the effort to seek information to give an answer.
 - Never give your back to the customer.
 - If a customer addresses you it is necessary to stop doing any other type of activity.



The client is the most important thing.

Customer-oriented service.

Versatile reception assistant



Direct contact

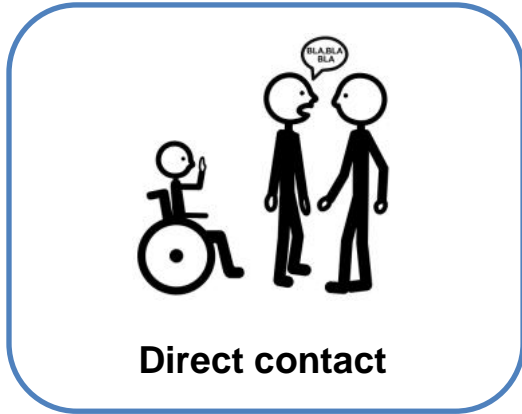
More key ideas...

(Conclusions):

- ✓ Discretion.
- ✓ If the phone rings while we talk to the client it is necessary to apologize before catching it. "If you don't mind, I'll answer the call...".
- ✓ Never get angry or lose control.

Customer-oriented service.

Versatile reception assistant



Watch the video!



Identify good and bad practices in customer service.

Video
Good practice



Video
Bad practice



Customer-oriented service.

Versatile reception assistant



Non-direct contact

Non-direct contact occurs
when customer contact is not face-to-face.

There are 2 forms of non-direct contact:



Telephone
contact



Written contact

Customer-oriented service.

Versatile reception assistant



Telephone
contact



Non-direct contact

When is the phone contact going to occur?

- **External Contact** (Customer is not on the establishment):
 - When a person calls to request some type of information to the hotel.
 - When a customer calls to confirm a reservation or need.
- **Internal contact** (Customer is in establishment):
 - The customer from your room wants to request some service:
 - Wake-up service.
 - Breakfast, lunch and/or dinner service in the room.
 - The client from your room wants to report a problem

Customer-oriented service.

Versatile reception assistant



Telephone
contact



Non-direct contact

Aspects to consider:

- ✓ Speak clearly, articulating well.
- ✓ Do not give more information than necessary.
- ✓ Listen, summarizing the most important thing in the conversation.
- ✓ Ask for clarification if the message is not correctly understood, including repeating if necessary.
- ✓ Present at the beginning of the conversation and use forms of courtesy in the farewell, using if possible, the name of the client.
- ✓ Focus on the conversation with the customer.
- ✓ Do not perform another task at the same time.

Customer-oriented service.

Versatile reception assistant



Telephone contact

Watch the videos!



They will help you to have a good phone service with the customer.



Non-direct contact

Phone skills

Examples



Customer-oriented service. Versatile reception assistant



Written contact



Non-direct contact

When is the contact going to be happen in writing?

Normally, the written contact will be produced via email.

The reasons may be:

- ✓ Responding to a customer requesting information
- ✓ Contact a customer to report a specific topic.
- ✓ Send requested documents (reservation, invoice, additional information...).

Customer-oriented service. Versatile reception assistant



Written contact



Non-direct contact

Aspects to consider when writing an email:

- ✓ Be clear what it means in the message.
- ✓ Make a draft of the message before sending it.
- ✓ Be clear and brief, highlighting the most important information.
- ✓ Write positive.
- ✓ No spelling mistakes.
- ✓ Take care of both the form and the content (use polite rules and a formal language).
- ✓ You can prepare a script previously.

Customer-oriented service.

Versatile reception assistant



Written contact



Non-direct contact

Watch the following video,



it will help you make a good email contact with the customer.

Video
E-mail subject lines



Customer-oriented service.

Versatile reception assistant

The best way to give a good customer service is implementing everything you've learned!

SESSION 5

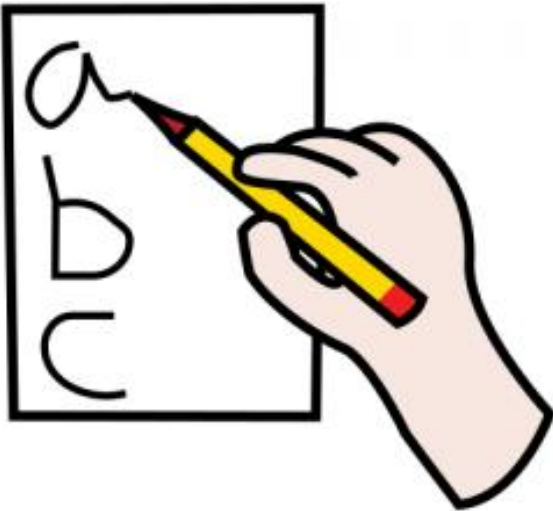


5.3 EVALUATION

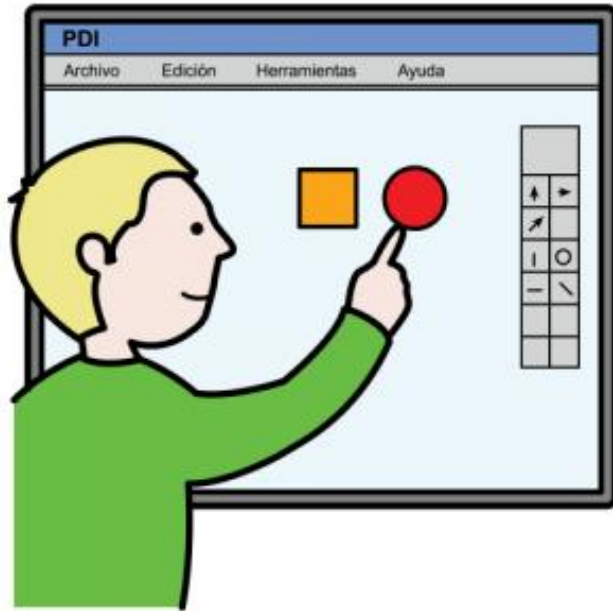
Evaluation

Versatile reception assistant

General tasks



SUMMARY OF SESSION 5



- ✓ Customer-oriented service
- ✓ Direct contact
- ✓ Non-direct contact

SESSION 6

AGENDA



**INCLUSIVE
TOURISM**

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- 1. Review of the contents of session 5**
- 2. Support tasks at the reception during check in, stay and checkout.**

SESSION 6



6.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**

SESSION 6



6.2 SUPPORT TASKS AT THE RECEPTION

Support tasks at the reception :

Versatile reception assistant



During this session,



we will learn to make **step by step** each of the tasks that a versatile reception assistant must know to do



to give support to the receptionist.



Take note and practice!

Support tasks at the reception: Versatile reception assistant



Remember



Arrival of the client (Check in)

Give a cordial
welcome

Ask for necessary
documentation

Assign room
(Key delilivery)

Explain schedules,
services and
location of facilities

Accopaniment to
the room and
carry the luggage

Solve customer's
doubts or
questions

Support tasks at the reception:

Versatile reception assistant

Give a cordial
welcome

What should I do?

- Greet and welcome.
- Be polite and attentive.
- Don't ask prying questions.

Form

*Good morning/afternoon/
evening,
Welcome to "Europa" hotel
what can we do for you?*

Video

Good and bad practices

Check in



Support tasks at the reception:

Versatile reception assistant



**Scan necessary
documentation**

What should I do?

While the receptionist asks for the reservation and confirms that it is all right and complete the booking sheet, the versatile reception assistant can:

- Scan the requested documentation to the client (DNI)

(Later we will see how to scan documents)

During this task, you should be focused and avoid looking closely at the documentation delivered by the customer.

Support tasks at the reception:

Versatile reception assistant



**Explain
schedules,
services and
location of
facilities**

What should I do?

It is possible that during the welcome process, the customer will be directed at some point to the reception assistant to request information about schedules, service, location of facilities.

Support tasks at the reception: Versatile reception assistant

**Explain
schedules,
services and
location of
facilities**

What should I do?

The reception assistant must:

- To have great knowledge able and get to know all this information very well.
- Be polite and show disposition.
- Give information in a clear and simple way.
- Help yourself with a pamphlet or fact sheet.
- Ask the customer if he has more questions.
- If you know the answer, ask another partner

Support tasks at the reception: Versatile reception assistant

Key delivery

What should I do?

The receptionist will be the one to assign the room suitable for the client but once it is assigned, the reception assistant can:

- Indicate to the customer the location of the room.
- Ask if you would like me to accompany you to the room.

Form

Your room is on the second floor on the right hand side. You can take the elevator. Would you like me to accompany you?

Support tasks at the reception: Versatile reception assistant

Accompany to the room and carry the luggage

What should I do?

If the customer has previously accepted our help:

- We will accompany the client to the room, in a discreet and pleasant way.
- We will always go a little ahead to the person to guide the way, yielding the passage to
 - the entrance of the elevator or any door.
 - Ask if you need help with baggage. If you accept the help, we will carefully take the luggage in hand or in a suitcase and carry them to the room.

Form

Here's your room. Do you want me to explain how the air conditioner works?

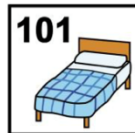
If you need help, we will be at your disposal at the reception.

Support tasks at the reception:

Versatile reception assistant



Remember



During the client's stay

To offer information
about events,
transport,
museums, etc

Offer products for
sale of the
establishment

Attend to any kind
of need requested
by the customer

Support tasks at the reception: Versatile reception assistant

**Offer information
about events,
transport,
museums, etc.**

What should I do?

Imagine that right now you are in a hotel and ask for information about:

- What to see in the region.
- Where to eat in the city or town you are in.
- ✓ How would you explain it to the client?
- ✓ Do you have enough information?
- ✓ What do you need to learn?
- ✓ Do you know how to read a map or plane of your city?

Support tasks at the reception: Versatile reception assistant



**Offer products
for sale the
establishment**

What should I do?

There are two possibilities:

1. The customer is interested in a particular product and you as a professional offer the information.
2. The customer does not know a product and you want to offer the information to see if you are interested and sell.

Support tasks at the reception:

Versatile reception assistant

**Offer products
for sale the
establishment**

Possibility 1:

Form

*Good morning, are you interested
in this product?*

*If you wish I can give you all
the information you need.*

At this time, you need to apply what you
learned in previous sessions:

Mention product name.

Qualities.

Advantages it has for the customer.

Price.

Support tasks at the reception:

Versatile reception assistant

**Offer products
for sale the
establishment**

Possibility 2:

Form

Good morning, I'd like to inform you about this product. Not if you know...

At this time, you need to apply what you learned in previous sessions:

Mention product name.

Qualities.

Advantages it has for the customer.

Price.

Support tasks at the reception: Versatile reception assistant

**Offer products
for sale the
establishment**

Remember

- ✓ At all times you must show
- ✓ yourself nice.
- ✓ You should never be angry or
- ✓ annoyed because the customer rejects a product and/or service.
- ✓ You mustn't be too pushy.
- ✓ Always appreciate the attention given.

Support tasks at the reception:

Versatile reception assistant



Remember



Client farewell
(check out)

Pick up the room
key

Customer
Satisfaction
Assessment

Support in the
preparation and
delivery of invoice

Farewell cordial

Support tasks at the reception: Versatile reception assistant

Pick up the room key

What should I do?

When the customer approaches the reception, you will be asked in a very friendly way the room key or you will be instructed to deposit it in the check out mailbox.

Form

Sir, do you have the key to the room?

Option A: *Would you be so kind to give it?*

Option B: *Would you kindly put in the mailbox?*

Thanks a lot.

Support tasks at the reception:

Versatile reception assistant

Customer satisfaction assessment

What should I do?

When the customer delivers the key, we can take the time to ask for your experience during the stay.

Form

*Sir, how was your stay?
Has everything been to your liking?*

Today, almost all hotels send a satisfaction survey to their customers via email.

However, the customer always appreciates that the staff will be interested in your experience when you are in the hotel.

Support tasks at the reception: Versatile reception assistant

Support in the preparation and delivery of invoice

What should I do?

The receptionist will be the one to make the invoice and to the print option but the reception assistant can:

- Collect the invoice from the printer.
- Fold
- Put it in the envelope.
- Deliver it to the client.

Place in to envelope



Support tasks at the reception: Versatile reception assistant

Farewell cordial

What should I do?

- To thank the customer for their stay
- Wish them a good trip.
- Offer help with baggage.
- Open the door or accompany them to the exit (if applicable).

Check out Step by step



Support tasks at the reception:

Versatile reception assistant

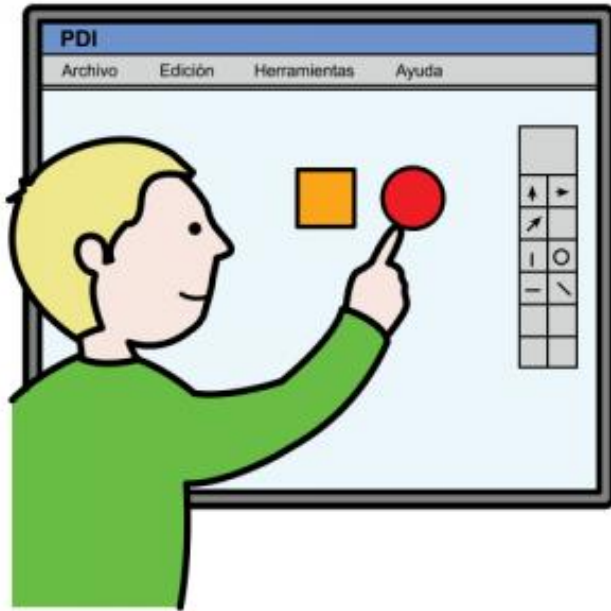
We encourage you to practice everything
you've learned!

SESSION 6



6.5 EVALUATION

SUMMARY OF SESSION 6



- ✓ Review of the contents of session 5.
- ✓ Support tasks at the reception:
 - Check in
 - Stay
 - Check out

SESSION 7

AGENDA



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1. **Review of the contents of session 6.**
2. **Basic Administrative techniques:**
 - **Reprography.**
 - **Documentation file.**

SESSION 7



7.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**

SESSION 7



7.2 BASIC ADMINISTRATIVE TECHNIQUES (REPROGRAPHY)

Basic administrative techniques (Reprography):

Versatile reception assistant

The versatile reception assistant can also perform other tasks that are not directly related to helping the customer.

The receiving assistant can also perform basic administrative tasks:

- Reprography
- Documentation file.

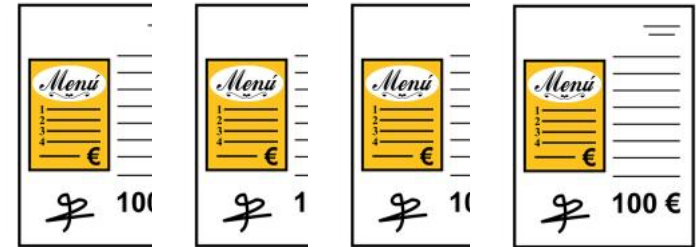


Basic administrative techniques (Reprography):

Versatile reception assistant

What is reproduction?

It is the task of playing one or more copies of a document.



There are many ways to reproduce or copy documents.

Some of the most used machines in tourist establishments are:



Photocopier



Printer



Scanner

Basic administrative techniques (Reprography):

Versatile reception assistant



Photocopier

It is a machine used to get an identical copy of a document.

This copy is called a **photocopy**.

You can now incorporate other tasks such as:

- Expand and reduce a document
- Copy by both sides.

Depending on the type of copier, you can also perform other functions:

- Printer.
- Fax.
- Scanner

Basic administrative techniques (Reprography):

Versatile reception assistant

How to use a photocopier?

Watch the video!



Video

How to use a copier machine



Important!

Depending on the photocopier model,
the steps to be followed
will vary.

Basic administrative techniques (Reprography):

Versatile reception assistant

When using the copier, often small

Problems that are easy to fix.

Some examples are:

The paper indicator light is turned on:

- The printer has no paper.
- Poorly placed paper.

Toner Indicator Lights:

- The ink on the printer is finished.

The paper jam symbol lights up.

- The copier will show you where the jam occurs.
- Very carefully, we take the paper and continue photocopying.



Photocopier

Basic administrative techniques (Reprography):

Versatile reception assistant



Printer

It is a machine that connects to the computer that allows us to make paper copies of the documents that we have on the computer.

The use of the printer requires computer knowledge.

Video
How to print



Basic administrative techniques (Reprography):

Versatile reception assistant



Scanner

It is a machine that allows to digitize images or documents in paper for file of the computer.
Once scanned, documents can also be printed.

Currently, printers and photocopiers have incorporated in a scanner.

Video
How to scan



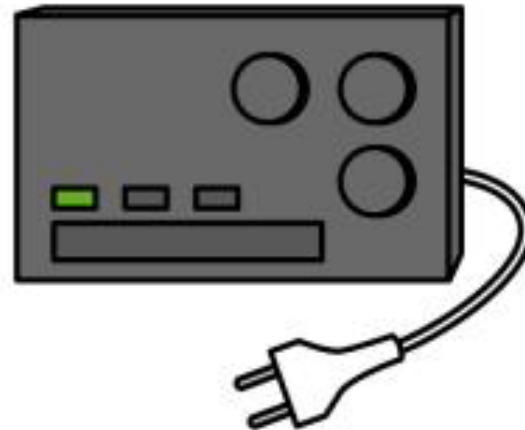
Basic administrative techniques (Reprography):

Versatile reception assistant

When we use this type of machines it is very important to use them correctly and maintain them in good condition.

We call this **equipment maintenance**

And it is a responsibility of all employees.



Basic administrative techniques (Reprography):

Versatile reception assistant

Another task that the versatile Reception Assistant can perform and which is closely related to copying is the task of binding.

What is binding?

It is the union of a document composed of several pages.



Binder



Stapler

Basic administrative techniques (Reprography):

Versatile reception assistant



Binder

Machine capable of assembling or joining the leaves to form a "book".

The binding machines vary according to the technique they use.

The most common are:



Binder of bead



Binder of spiral

Video
How to Bind



Basic administrative techniques (Reprography):

Versatile reception assistant



Stapler

It is an utensil that is used to sew and hold papers by staples.

There are two types of staplers:



Manual stapler



Electric stapler

How to use electric stapler



Basic administrative techniques (Reprography):

Versatile reception assistant

In all companies there are many papers, for example documents, letters, brochures, invoices...

Currently, with computers and the Internet The amount of paper is being reduced but we are still consuming large amounts.

All the generated papers can't be saved forever. We have to get rid of some of them.

It is necessary to be careful in this task, because some documents are **confidential**.

Basic administrative techniques (Reprography):

Versatile reception assistant



**Paper
shredder**

To remove the documents we use the
Shredder.

It is a machine that shreds the paper in thin strips, so it is impossible to read what appears in the documents.

These pieces of paper are falling into a bag placed on the bottom of the appliance.

How to use paper shredder



Basic administrative techniques (Reprography):

Versatile reception assistant



Safety rules with copying machines

- Read the use manuals or have someone explain to you the proper use.
- Unplug the machine and let it cool before handling.
- Use gloves to change the toner.
- In case of breakdown, notify your manager to call the technician.
- Do not handle toner and other products.
- Keep the room lit when you make photocopies.
- The impact of light can damage your eyes.
- Make proper use of the stapler, you can nail a staple.
- Dispose of waste in the recycling bin.

Basic administrative techniques (Reprography):

Versatile reception assistant

Steps to make a binding assignment

What steps should a versatile reception assistant give you when you are commissioned to perform a copying and binding task?



Basic administrative techniques (Reprography):

Versatile reception assistant

The types of orders that can be received by a versatile receiving assistant are:

- Scanning documents
- Make photocopies.
- Bind (example: Book of incidents reports).
- Destroy accumulated paper.
- Etc...

Basic administrative techniques (Reprography):

Versatile reception assistant

Steps to make a biding assignment

- ✓ Pick up the order (you can ask for it directly, in writing or by phone).
- ✓ Always keep a good attitude and willingness to work.
- ✓ Prepare the document.
- ✓ Make the requested photocopies.
- ✓ Order the copies.
- ✓ Bind, staple or put in a folder the document.
- ✓ Deliver the order.

SESSION 7



7.3 BASIC ADMINISTRATIVE TECHNIQUES (DOCUMENT FILE)

Basic administrative techniques (Document file):

Versatile reception assistant

What is the document file?

It is the ordered set of documents produced during the development of an activity.

An example:

In the case of a tourist establishment, a file would be the booking records of the clients.

But it's also...

The place where the documents of interest of a person or company are ordered, classified and kept.

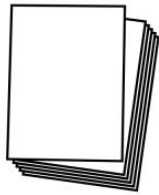
An example:

In the case of a tourist establishment, the file would be the room where all the documents are kept.

Basic administrative techniques (Document file):

Versatile reception assistant

Currently, the files can be in two types of support:



Paper



Digital

In this unit, we will only focus on the files on paper support.

Although we will talk about basic guidelines for digital media files, this is not a work of the versatile reception assistant

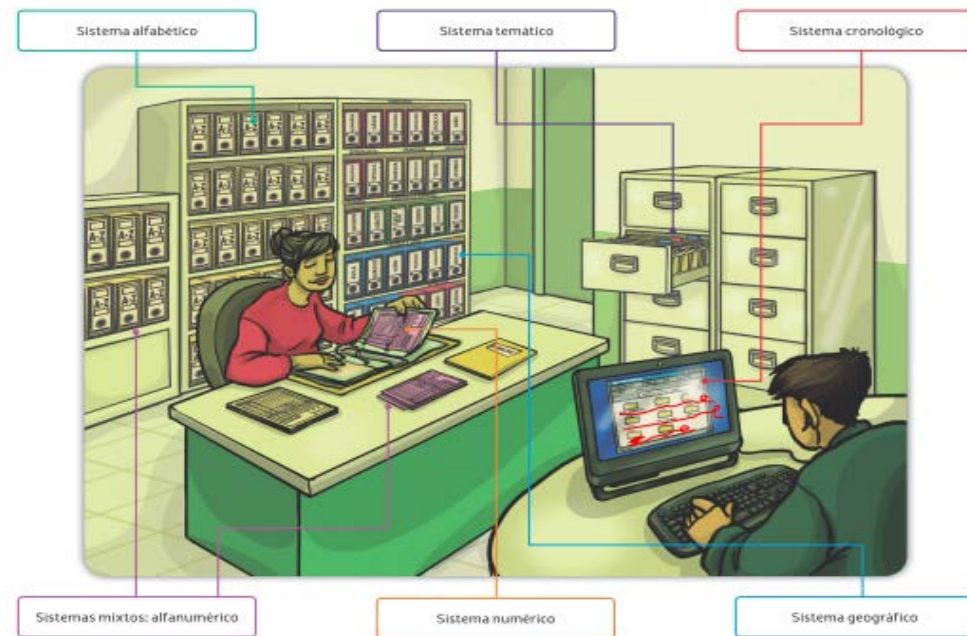
Basic administrative techniques (Document file):

Versatile reception assistant

Files must be saved under an established order. In this way, anyone knowing the selected criterion can find a document.

The following criteria can be:

- Alphabetical
- Theme
- Chronological
- Numerical
- Alphanumeric
- Geographical



Basic administrative techniques (Document file):

Versatile reception assistant



Document file in paper format

Aspects to consider:

1. Before archiving a document, we must verify that the documents **are not being used at that time** by anyone.
2. The document file task must be done **daily**. Documents should not accumulate.
3. When it comes to archiving, you have to assess whether you need to **save** the document or **destroy it**.
4. Currently, in addition to archiving a document, it is usually scanned. That is, it is scanned to save it to **digital file**.
5. Save the document to paper according to the **classification criterion set**.
6. Register, that is, to **annotate in database** the file/document that has been saved.

Basic administrative techniques (Document file):

Versatile reception assistant



Document file in paper format

More aspects to consider:

7. When a document is removed from the file, it is important to annotate the output of the file.
8. When the document is re-left in the file, it is also important to note it.
9. In case of destroying a document that was in the file, you also have to write it down in the database.

Basic administrative techniques (Document file):

Versatile reception assistant



Document file in paper format

What media are used for the paper document file?



Simple folder



Sorting folders



Hanging folders



Archive folders A-Z



File boxes

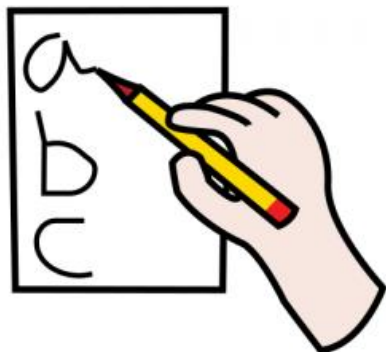
SESSION 7



7.4 EVALUATION

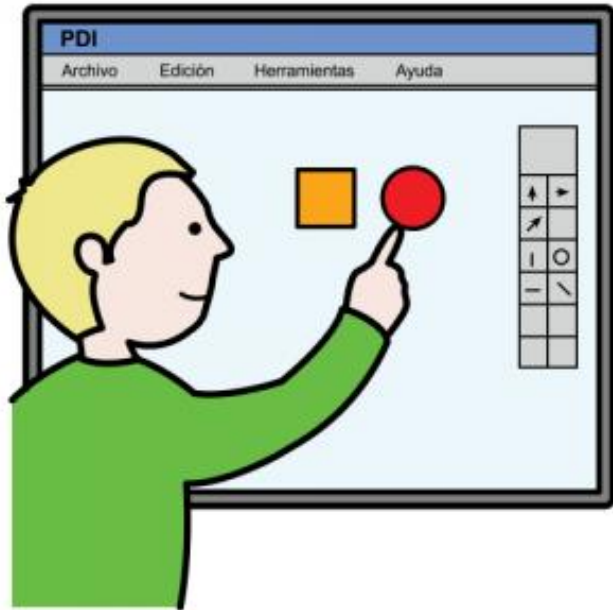
Evaluation

Step by step operation: Preparation and planification of each task.



*sheet_9_14 of self-evaluation "step by step operation:
Preparation and planification tasks".*

SUMMARY OF SESSION 7



- ✓ Review of the contents of session 6.
- ✓ Basic administrative techniques:
 - Reprography
 - Document file

SESSION 8

AGENDA



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- 1. Review of the contents of session 8.**
- 2. Ethics, privacy and confidentiality.**
- 3. Communication. Types of communication. Customer service guidelines and strategies.**

SESSION 8



8.1 REVIEW OF THE CONTENTS

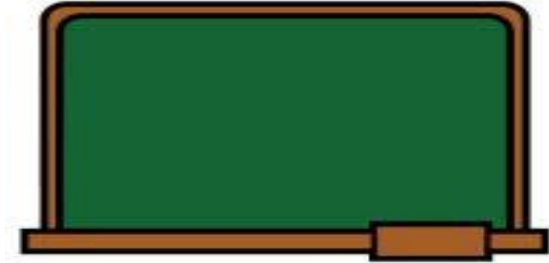


**What do you
remember from
the previous session?**

SESSION 8



8.2 ETHICS, PRIVACY AND CONFIDENTIALITY



Brainstorming

- What is professional **ethics**?
- What is **information confidentiality**?
- What information do you think is confidential to a versatile reception assistant?

Ethics, privacy and confidentiality:

Versatile reception assistant



Any professional in your workplace
must follow to an **ethical code**.

Ethics, privacy and confidentiality: Versatile reception assistant



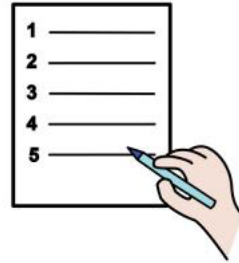
What is an ethical code?:

It is a set of rules that protect people and a set of principles (instructions) on how we should behave.

Any professional must abide by the rules and principles to fulfil their job duties and also to protect and defend the rights of the clients who come to the establishment.

Ethics, privacy and confidentiality:

Versatile reception assistant



Some ethical rules are:

1. Professionalism.

Be professional.

2. Respect.

Always be calm and willing to talk.

3. Commitment.

Do what you say you will do.

4. Dedication.

Do not stop until you finish your work and finish it well.

5. Admit your mistakes.

Become responsible for your actions and your results, and avoid making excuses when things do not go as planned.

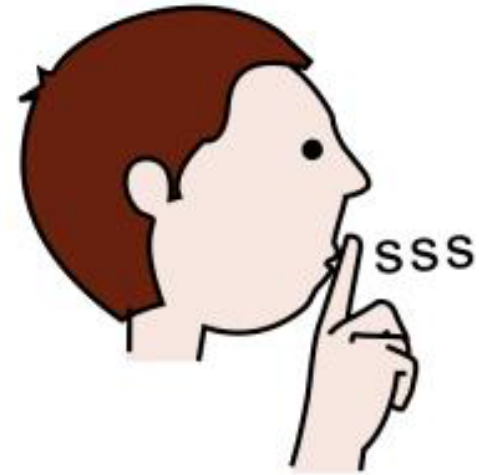
6. Stay open to **learn** from others and **ask for help** when you need it.

Ethics, privacy and confidentiality:

Versatile reception assistant

What is the confidentiality?

Keep the customer's personal data secret.



Ethics, privacy and confidentiality:

Versatile reception assistant

When a company hires us,
it can force us to sign a
confidentiality contract.



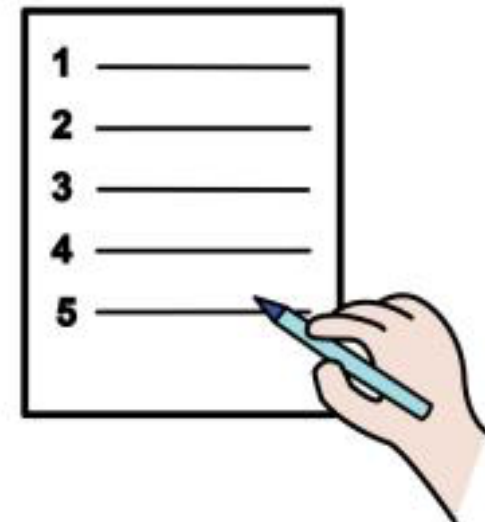
Ethics, privacy and confidentiality:

Versatile reception assistant

Some duty of confidentiality are:

- To use any type of information (personal data, photos, etc.) related to the person we must ask for your written permission.
(Data protection document).
- Do not talk about those questions or conversations that you have seen or heard and that belong to the **privacy of the client.**

- Any valuable material found must be given back to the customer or the person in charge of the establishment. **Honesty**



Ethics, privacy and confidentiality:

Versatile reception assistant

For a better understanding of the importance of confidentiality, watch the following videos.

Video: Privacy of the client

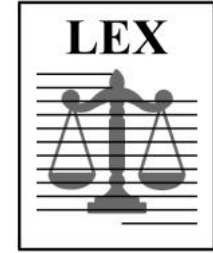


Responds:

- What successes and mistakes have you seen?
- Is the principle of confidentiality complied with?
- What would you do?

Ethics, privacy and confidentiality:

Versatile reception assistant



Data protection Act.

All employees of the tourist establishment must comply with the law.

In the case of Spain:

Organic Law 15/1999 for the protection of Personal data(LOPD).

This law aims to "*guarantee and protect the rights and freedoms of natural persons, especially their honor and privacy*", being applicable to any company with files in Spain, regardless of whether it is national or foreign.

Therefore, the protection of information must have a high level of security so that it is protected as the law establishes.

Ethics, privacy and confidentiality:

Versatile reception assistant

Not complying with the **Data Protection Act (DPA)** or the principle of confidentiality may have serious consequences for both the company and the employee.

Video:
Security and confidentiality



**INCLUSIVE
TOURISM**

SESSION 8

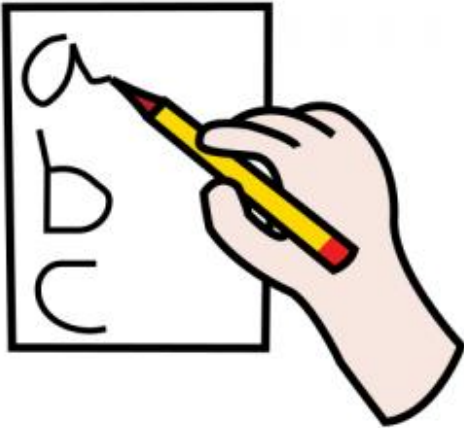


8. EVALUATION

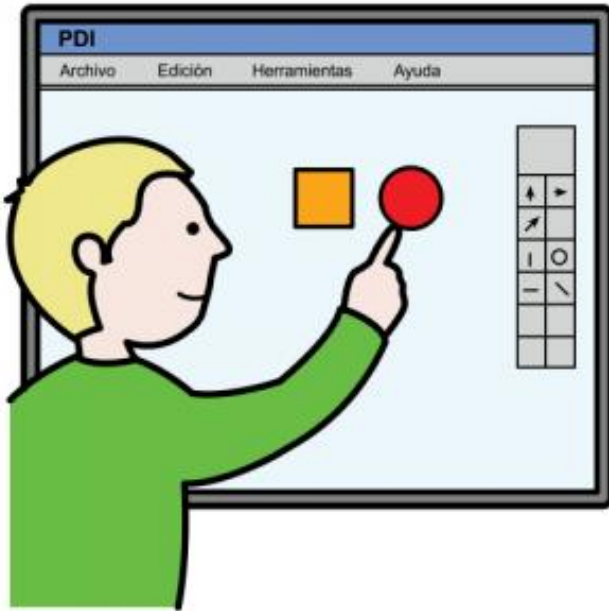
Evaluation

Versatile reception assistant

Ethics, privacy and confidentiality



SUMMARY OF SESSION 8



- ✓ Ethics, privacy, confidentiality
- ✓ Data Protection Act (DPA)

SESSION 9

AGENDA



**INCLUSIVE
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Erasmus+ Programme
of the European Union



1. **Review of the contents of session 8.**
2. **Waste concept.**
3. **Selective collection containers.**
4. **Types of waste generated in the tourist accommodation.**
5. **Energy saving.**
6. **Collaboration with the customer to protect the environment**

SESSION 9



9.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**

SESSION 9



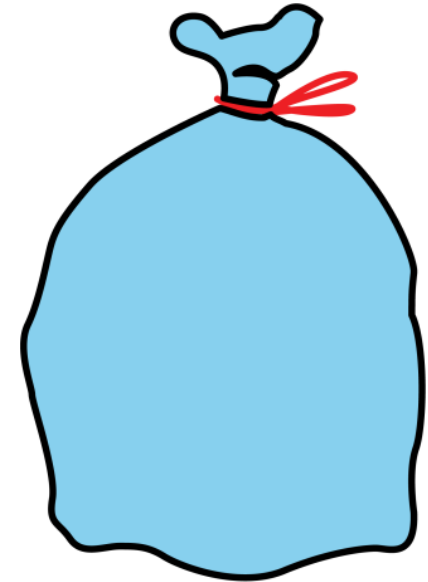
9.2 WHAT IS A WASTE?

Recycling:

Versatile reception assistant

WHAT IS A WASTE?

A waste is a substance or an object that we throw away because we don't want it anymore. We want to let go of it.



SESSION 9



9.3 SELECTIVE COLLECTION CONTAINERS

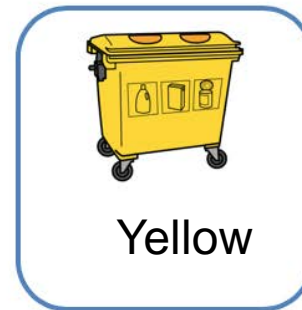
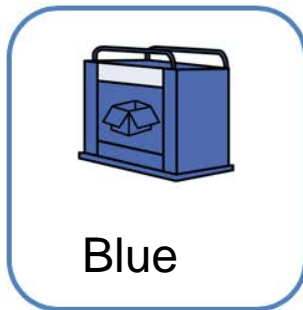
Recycling:

Versatile reception assistant

TYPES OF SELECTIVE WASTE COLLECTION CONTAINERS

There are several types of selective waste collection containers.

For example, in Spain, the most common are:



Video:
How to recycling



Recycling:

Versatile reception assistant

WHAT KIND OF WASTE SHOULD BE DEPOSITED IN EACH CONTAINER?

In Spain...

BLUE CONTAINER

We'll deposit all kinds of paper, cardboard, magazine, etc. that we want to throw.

No Dirty paper is deposited, such as used paper tissues, kitchen paper or toilet paper.



Recycling:

Versatile reception assistant

WHAT KIND OF WASTE SHOULD BE DEPOSITED IN EACH CONTAINER?

In Spain...

GREEN IGLOO

We'll deposit jars or bottles of glass that we want to throw away.

The glass is not deposited,
for example
remains of utensils (glasses, dishes...)
broken or broken glass like
mirrors or windows.



Recycling:

Versatile reception assistant

WHAT KIND OF WASTE SHOULD BE DEPOSITED IN EACH CONTAINER?

In Spain...

YELLOW CONTAINER

We will deposit containers of use and pull, for example bottles, cans, coffee cups, bags, yoghurts, tetra-brik, etc.

Do not deposit the rest of the plastic that is not to use and throw, for example a plastic toy, a table, a chair, etc.



Recycling:

Versatile reception assistant

WHAT KIND OF WASTE SHOULD BE DEPOSITED IN EACH CONTAINER?

In Spain...

DARK GREEN CONTAINER

We will deposit the waste of organic matter and those residues that cannot be recycled, toilet paper, etcetera.

Not deposit the rest of waste that can be recycled and go to the rest of containers.



Recycling:

Versatile reception assistant

Watch the video about waste recycling!

Video:
Reduce, reuse, recycle



GROUP DISCUSSION

- ✓ Opinions about the video that we have seen.
- ✓ Annotating key ideas.
- ✓ Summary to assimilate contents.



SESSION 9



9.4 TYPE OF WASTE GENERATED IN THE TOURIST ESTABLISHMENT

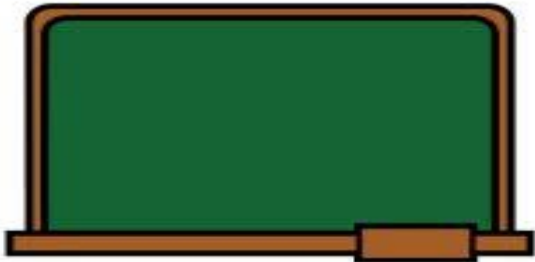
Recycling:

Versatile reception assistant

Types of waste generated in the room and cleaning assistant occupation.

Brainstroming

- What kind of waste can you find throughout our working day?
- What would you do with the wastes?



SESSION 9



9.4 ENERGY SAVING

Energy saving:

Versatile reception assistant

What is energy saving?

Saving energy (electricity, water, heating...)

improving the way we act.

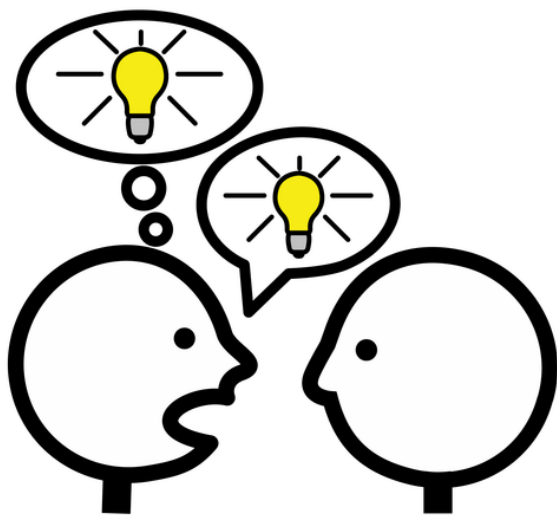
Changing our habits and customs.

(Saving Measures)



ENERGY SAVING

Share your ideas:



- ✓ How do you think you can save energy at home?
- ✓ How do you think you can save energy on your job?
- ✓ Why do you think it's important to save energy within your workplace?

Energy saving: Versatile reception assistant

Watch the videos.

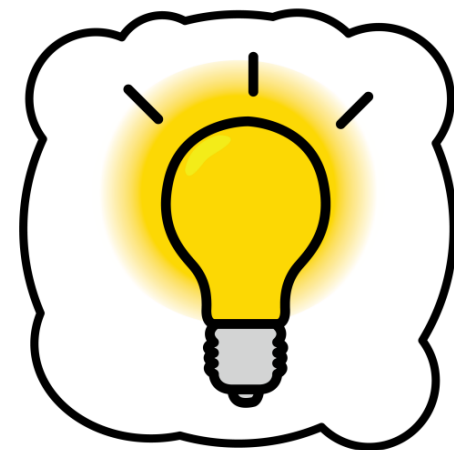
- ✓ Identify at least 6 energy-saving measures.

**Video:
Energy, let's save it!**



**Video:
Energy efficient in hotels**





ENERGY SAVING TIPS

1. Turn off the lights when you leave a room.
2. Use only the water we need. Turn off the tap when we are not using water.
3. Close all doors and windows if heating is on.
4. Turn off all electrical appliances if no one is using them.
5. It's important to raise awareness of the people you have at your side, every little gesture is useful to save a lot of energy.

SESSION 9



9.5 COLLABORATION WITH THE COSTUMER TO PROTECT THE ENVIRONMENT

Collaboration with the customer to protect the environment:

Versatile reception assistant

From the tourist establishment

It is very important to convey to the client **the commitment that the company has with the environment. Sustainability**

Collaboration with the costumer to protect the environment:

Versatile reception assistant

5 TIPS FOR GOING GREEN AT YOUR HOTEL
SMALL STEPS TO MAKE A BIG IMPACT

CONSERVE WATER
Use water saving (low flow) shower heads, toilets, and laundry machines. Use linen-less tables. Implement a water savings program for guests to participate in, including linen/towel reuse.

REDUCE WASTE
Recycle plastic, paper, and aluminum. Use/sell recycled goods. Don't use paper/plastic cups, straws, or stir sticks. Use water filling stations for water bottles. Have a compost program.

SAVE ENERGY
Switch to energy efficient lighting, and invest in energy saving appliances and electronics. Use solar and wind power. Use motion censors and auto shut off air when doors left open.

BE FOOD SAVVY
Buy locally grown, organic, and sustainable food. Have your own garden and greenhouse. Compost and donate leftovers to food banks. Use ORCA machines to manage food waste.

BUILD SMART
Use energy star windows, cooling roofs, and sustainable materials. Optimize heat/air systems, reduce water needs with water pervious rocks and native landscaping, and use safe materials.

START SMALL
The little things make a big difference - planting trees and using renewable energy helps lesson the carbon footprint.

www.prosolutions.net

Collaboration with the customer to protect the environment: Versatile reception assistant

Nowadays, the tourist establishments adopt different measures to transmit this type of messages to the client.

Some examples:



WESTIN
HOTELS & RESORTS

Imperial

MAKE A GREEN CHOICE

Conserving water, energy and other resources is rewarding for you and great for the environment. Enjoy a \$5 voucher at participating food and beverage outlets or 500 Starwood Preferred Guest Starpoints® awarded at checkout for each night you decline housekeeping (except day of departure).

It feels good to conserve. Make A Green Choice.
[Terms & Conditions](#)

One night can mean significant savings.

Save Water 49.2 Gallons* 49.2 gallons is 787 cups, enough for 1 person to drink 2 cups per day for a year.	Save Electricity 0.19 KWH* That's enough to run an Energy Star-rated laptop for 10 hours.	Save Natural Gas 25,000 btu* Enough energy to heat a 400 square foot room at 70°F for 4 hours - when it's 10°F outside.	Save Chemicals 7 oz* Fewer chemicals equals less toxicity in the environment. And that's good for everyone.
--	---	---	---

*All amounts estimated based on average guestroom size and materials usage.

Weekends Last Longer at Westin
Experience a Westin Weekend on your next stay and enjoy late check-out on Sunday and extended in-room dining service.
[Learn More >](#)

Find Renewal with Westin
Book a stay with us and let us treat you to our irresistibly healthful breakfast for two.
[Learn More >](#)

Restore Balance at Westin Resorts
Receive a complimentary night, resort credit and room upgrade.
[Book Now >](#)



Help Save our Resources

To help us reduce water and energy consumption as well as reduce detergent wastewater, please consider reusing your towels.

If you would like to help save our resources, please hang towels on rack to reuse them. To have your towels refreshed, simply leave them on the floor or in the tub.

Living Green
Good for nature. Good for business.
Printed on recycled paper.



Help Save Our Resources

To help us reduce water and energy consumption as well as detergent wastewater please consider reusing your towels during your multiple night stay.

Hang your towels on the rack to use them again. Place towels on the floor or in the tub and we will be glad to refresh them for you.

Living Green
Good for nature. Good for business.
Printed on recycled paper.

Collaboration with the customer to protect the environment:
Versatile reception assistant

Example of good practice

Watch the video

Video
Eco-friendly hotels

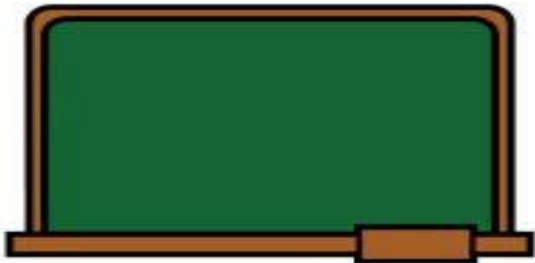


Collaboration with the customer to protect the environment:

Versatile reception assistant

Brainstorming

- When can we inform the customer of the importance of contributing to the sustainability of the environment?
- How can we convey this message to you?





Collaboration with the customer to protect the environment:


Versatile reception assistant

When can we inform the customer about the importance of contributing to the sustainability of the hotel?



 Arrival of the client (Check in)

 During the client's stay

 Client farewell (check out)

Collaboration with the customer to protect the environment:

Versatile reception assistant

When can we inform the customer about the importance of contributing to the sustainability of the hotel?



Arrival of the client (Check in)

Messages to be transmitted to the client

- Establishment committed to sustainability.
- Report on some of the energy saving and recycling measures.
- Where you will find more information on this topic.
- Offer the possibility to raise any questions about it during the stay.



Collaboration with the customer to protect the environment:

Versatile reception assistant

When can we inform the customer about the importance of contributing to the sustainability of the hotel?



During the client's stay

Messages to be transmitted to the client

- Our way of acting will serve as an example for the client.
- At any given time, ask if there is any doubt about any of the saving measures adopted by the establishment.



Collaboration with the customer to protect the environment:

Versatile reception assistant

When can we inform the customer about the importance of contributing to the sustainability of the hotel?



Client farewell
(check out)

Messages to be transmitted to the client

- Ask the customer if the issues related to Environmental sustainability have seem right for him/her (customer satisfaction on this subject).
- Thank you for your contribution to improving the environment.



Collaboration with the customer to protect the environment:

Versatile reception assistant

Today, sustainable and environmentally responsible tourism establishments are increasingly valued by our customers.

On many occasions, customers especially look for this type of establishments for their rest.



SESSION 9

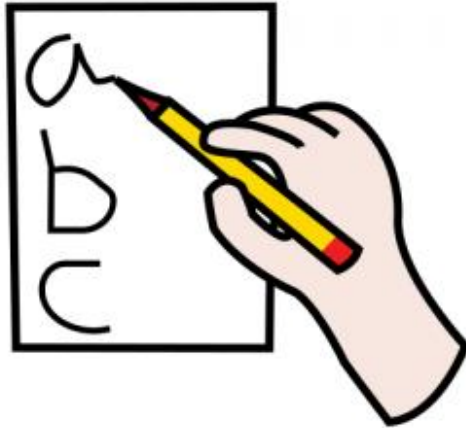


9.6 EVALUATION

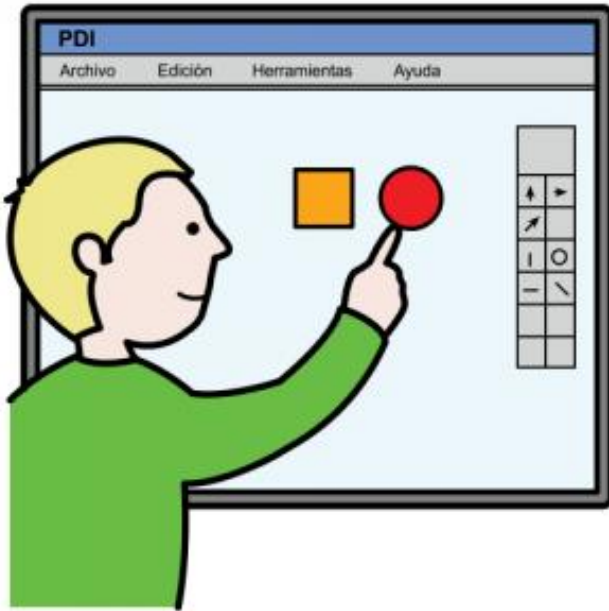
Evaluation

Versatile reception assistant

Social commitment



SUMMARY OF SESSION 9



- ✓ Recycling
- ✓ Energy saving
- ✓ Eco-friendly tourism establishment

5. CONCLUSIONS



Conclusions

Room and cleaning asistant

What have you learned?

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UNIT 9

HOW CAN I BECOME A GOOD VERSATILE RECEPTION ASSISTANT?

ONLINE SESSION 1

Consortium



Number project: 2017-1-ES01-KA202-038574

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.



UNIT 9 : HOW CAN I BECOME A GOOD VERSATILE RECEPTION ASSISTANT?

Online session 1



Activity 1

MY WORK SCHEDULE

Watch the following video!

Remember How to use the APP
Google Calendar.

How to use Google
Calendar



Activity 1

MY WORK SCHEDULE



From the information you've seen in the video...

- Look at the information related to the working hours of a versatile reception assistant.
- Then, through the GOOGLE CALENDAR App, enter this information.
- You must configure it to display the reminder every time to start a task.



Activity 1

MY WORK SCHEDULE



TIME	TASKS
7:00	Check in
7:05 to 7:30	Coordination with the responsible.
7:30 to 8:45	Arrival record review.
8:45 to 9:15	Mail and correspondence review.
9:15 to 12:15	Support in customer's reception Attention to phone calls.
12:15 to 12:45	Break
12:45 to 13:30	Cleaning the reception area
13:30 a 14:30	Fill out work order through Google Drive.
14:30 to 15:00	Work team meeting



Activity 2

DAILY ROUTINE



1. Watch the video.
2. Identify the main tasks of a versatile reception assistant.
3. Enter the list of tasks in the Todoist App.

Video: Testimony



Activity 3

WORK ORDER



1. Enter the Google Drive document which the trainer will share with you.
2. Imagine you are a versatile reception assistant who has finished the working day.
3. Fill the work order with the information requested.



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UNIT 9

HOW CAN I BECOME A GOOD VERSATILE RECEPTION ASSISTANT?

ONLINE SESSION 2

Consortium



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UNIT 9 : HOW CAN I BECOME A GOOD VERSATILE RECEPTION ASSISTANT?

Online session 2



Activity 1

HOW TO CLEAN THE RECEPTION DESK: STEP BY STEP



1. Watch the video!
2. Make a checklist with the steps to clean the reception desk. You should to include a image.
3. Make other checklist with the necessary tools and products. You should to include a image.
4. Share the checklist with your trainer.

Video:
How to clean the reception desk



Activity 2

SEND AN EMAIL



Write an email to your trainer explain your experience in this training course.



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