



Republic of Rwanda  
Ministry of Education



**RTB** | RWANDA  
TVET BOARD

## RQF LEVEL 5



### FRONT OFFICE AND HOUSEKEEPING

#### **FHOBC501** Business Center Activities

## TRAINER'S MANUAL

APRIL 2025



Republic of Rwanda  
Ministry of Education



## BUSINESS CENTER ACTIVITIES



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## LIST OF ABBREVIATIONS AND ACRONYMS

**CBET:** Competence Based Education and Training

**RQF:** Rwanda Qualification Framework

**RTB:** Rwanda TVET Board

**TVET:** Technical and Vocational Education and Training

**PC:** personal computer

**HVAC:** Heating, Ventilation, and Air Conditioning

**PBX:** Private Branch Exchange

**VoIP:** Voice over Internet Protocol

**ID:** identification

**ICT:** Information and Communication Technologies.

**Wi-Fi:** Wireless Fidelity

**USB:** Universal Serial Bus

**Webcam:** web camera

**A4, A3:** international standard paper sizes.

**FIFO:** First in, First Out.

**LIFO:** Last in, First Out.

**OCR:** Optical Character Recognition.

**PDF:** Portable Document Format

**JPEG:** Joint Photographic Experts Group

**TIFF:** Tagged Image File Format.

**PCS:** Pieces

**IT:** Information Technology

**PPE:** Personal Protective Equipment

**VPN:** Virtual Private Network

**SOP:** Standard Operating Procedure

**ADF:** Automatic Document Feeder

**LED:** Light Emitting Diode

**CCD:** Charge-Coupled Device

**CIS:** Contact Image Sensor

**IDC:** Internet Data Center

**QoS:** Quality of Service

**GMX:** GMX Group, a German email provider

## INTRODUCTION

This trainer manual encompasses all methodologies necessary to guide you to properly deliver the module titled: Coordinating Community-Based Tourism Activities. Students undertaking this module shall be exposed with practical activities that will develop and nurture their competences, the writing process of this training manual embraced competency-based education and training (CBET) philosophy by providing enough practical opportunities reflecting real life situations.

The trainer manual is subdivided into learning outcomes, each outcome has got various topics, you will start guiding a self-assessment exercise to help students rate themselves on their level of skills, knowledge, and attitudes about the unit.

The trainer manual will give you the information about the objectives, learning hours, didactic materials, and proposed methodologies and crosscutting issues.

A discovery activity is followed to help students discover what they already know about the unit.

This manual will give you tips, methodologies, and techniques about how to facilitate students to undertake different activities as proposed in their trainee manuals. The activities in this training manual are prepared such that they give opportunities to students to work individually and in groups.

After going through all activities, you shall help students to undertake progressive assessments known as formative and finally facilitate them to do their self-reflection to identify strength, weaknesses, and areas for improvements.

Remind them to read point to remember section which provide the overall key points and take ways of the unit.

## Module Title: BUSINESS CENTER ACTIVITIES

| Learning Outcomes                            | Learning Hours | Topics                                          |
|----------------------------------------------|----------------|-------------------------------------------------|
| <b>Prepare business center workplace</b>     | 10             | 1.1 Verification of business center cleanliness |
|                                              |                | 1.2 Collection of business center Facilities    |
|                                              |                | 1.3 Checking business center Opening stock      |
|                                              |                | 1.4 Arrangement of Business center              |
| <b>Handle guest needs</b>                    | 20             | 2.1 Welcoming business center guests            |
|                                              |                | 2.2 Identification of services needed           |
|                                              |                | 2.3 Delivering requested services               |
| <b>Provide business center extra service</b> | 10             | 3.1 Identification of extra services            |
|                                              |                | 3.2 Offering extra service                      |
|                                              |                | 3.3 Performing Closing activities               |

## LEARNING OUTCOME 1: PREPARE BUSINESS CENTER WORKPLACE



## Learning outcome 1: Self-Assessment

Ask trainees to look at the unit illustration in their Trainee's Manuals and together discuss:

- a. What does the illustration show?
- b. What is the structure called?
- c. What activities are performed in the illustration above?
- d. Based on the illustration, what topics do you think will be covered under this unit?

After the discussion, inform trainees that this unit outcome is intended to provide them with the knowledge, skills and attitudes required to coordinate community-based tourism activities. They will identify community-based tourism opportunities.

Ask trainees to fill out the self-assessment at the beginning of the unit in their Trainee's Manuals. Explain that:

- a. The purpose of the self-assessment is to become familiar with the topics in the unit and for them to see what they know or do not know at the beginning.
- b. There are no right or wrong ways to answer this assessment. It is for their own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
- c. They should think about themselves: do they think they have the knowledge, skills or attitudes to do this? How well?
- d. They read the statements across the top and put a check in column that best represents their level of knowledge, skills or attitudes.
- e. At the end of the unit, they will do a self-reflection, which includes re-taking the self-assessment and identifying their strengths, areas of improvement and actions to be taken.



## Key Competencies:

| Knowledge                                                | Skills                                                                      | Attitudes                                                          |
|----------------------------------------------------------|-----------------------------------------------------------------------------|--------------------------------------------------------------------|
| 1. Describe cleanliness of workplace                     | 1. Conducting visual inspection of cleanliness of business center workplace | 1. Pay close attention while conducting inspection to every corner |
| 2. Determine cleaning tools and equipment                | 2. check the cleanliness of business center tools and equipment             | 2. Precision in determining tool and piece equipment.              |
| 3. Explain business center amenities                     | 3. Test the business center amenities                                       | 3. Pay attention while testing business center amenities           |
| 4. Identify surface polish                               | 4. Check the finger marks                                                   | 4. Pay close attention in identifying surface polish               |
| 5. Determine workplace smell                             | 5. check the smell of the workplace                                         | 5. Being able to detect subtle odors.                              |
| 6. Identify business center facilities                   | 6. Collect of the business center facilities                                | 6. Collecting items in an orderly and efficient manner             |
| 7. Explain business center stock                         | 7. Check the opening stock of business center                               | 7. Ensuring accuracy in inventory counts                           |
| 8. Understand the full range of business center services | 8. Arrange business center workplace                                        | 8. Making a visually appealing and inviting workspace.             |



**Steps:**



### **Discovery Activity**



**Task 1:**

#### **Questions about discovery of verification for cleanliness of hotel business center**

Using an appropriate methodology such as brainstorming, question and answer in a small group discussions and presentations, and pair groups, guided observations guide trainees to observe and discuss about question 1 in self-assessment and questions provided under task 1 in their Trainee's Manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are given.

Using an appropriate methodology such questions and answers in a small group discussions and presentations and pair groups, students present and share their answers to the class. Encourage all students to give their views.

After the presentations/sharing session, inform students that this activity was not intended for them to give the right answers but to give them a picture about trainees' Verification of business center cleanliness

Introduce Topic 1.1: **Verification of business center cleanliness**

## Topic 1.1: verification of business center cleanliness

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p><b>Objectives:</b></p> <p>By the end of the topic, trainees will be able to:</p> <ol style="list-style-type: none"> <li>Understand correctly the importance of cleanliness in a hotel business center.</li> <li>Verify effectively the cleanliness standards of a hotel business center.</li> <li>Identify clearly areas of concern and potential hazards related to cleanliness.</li> </ol>                                                                                                                                                                                                                                                                |
|    | <p><b>Time Required:</b> 2 hours</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|    | <p><b>Learning Methodology:</b></p> <p>Group discussion, individual work, Guided observations (Initial Inspection, Checklist Usage), Hand-on tasks, role-play communication and field visits</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|   | <p><b>Materials, Tools and Equipment Needed:</b> Cleaning Checklist, Photos of clean and unclean business centers , newspapers, papers, pens, markers, internet connectivity</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|  | <p><b>Preparation:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Develop a comprehensive checklist</li> <li><input type="checkbox"/> Gather necessary tools and supplies</li> <li><input type="checkbox"/> Schedule and coordinate the work</li> </ul>                                                                                                                                                                                                                                                                                                                                                                               |
|  | <p><b>Cross Cutting Issues:</b></p> <ul style="list-style-type: none"> <li>✓ Guest Satisfaction and Perception: Understanding and meeting guest expectations for a clean and functional business center is essential.</li> <li>✓ Sustainability and Environmental education: Using eco-friendly cleaning products and minimizing waste can reduce the environmental impact of cleaning operations.</li> <li>✓ Health and Safety: Ensuring proper cleaning and disinfection procedures helps prevent the spread of germs and illnesses among guests and staff.</li> <li>✓ Gender balance: promote gender balance when forming group and presentation</li> </ul> |

**Prerequisites:**

- Front office opening duties
- Cleaning principles and Hotel's Cleaning Standards

**Activity 1: Problem-Solving****Task 2:****Questions related to the verification of business center cleanliness**

1. Using an appropriate methodology such as individual work, role play communication, small group discussions and presentation and guided discussions guide trainees to analyze the scenario and answer the questions provided under task 2 activity1 in their trainee's manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
2. Using an appropriate methodology such as question and answer, Group discussions and presentations, individual work and role-play communication, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.
3. After the sharing session, refer students to Key facts 1.1: Verification of business center cleanliness and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.

**Activity 2: Guided Practice****Task 3:****Questions about verification of business center cleanliness**

Using an appropriate methodology such as team work, individual work, guided observations (initial inspection, checklist usage), hand-on tasks and role-play communication guide trainees

to analyse the scenario and answer the questions provided under task 3, activity 2 in their trainee's manuals. make sure that the instructions are understood, all the students are actively participating in team work and individual work and necessary materials/tools are provided and being used.

During the task, students should be given a degree of independence to apply the knowledge and skills acquired in activity 1. Your role is to guide them by using probing questions such as why? What? How? To enable them to come to informed responses.

Using an appropriate methodology such as question and answer in a large group, group presentations, students show and present the work done to the class and supervisor. Encourage all students to give their views.

During the task, use this opportunity to discuss or address any cross-cutting issues that may arise such as language proficiency, cultural diversity, environment education among others. also attitudes and behaviour changes should be handled during this activity. After the sharing session, discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.

1. Use the following checklist to guide trainee while cleaning the luxury hotel business center

### A checklist for hotel business center cleanliness and hygiene

| Assessment indicator                                 | yes | no | comment |
|------------------------------------------------------|-----|----|---------|
| 1. Doorknobs and Handles are Sanitized               |     |    |         |
| 2. Keyboards and Mousepads are Sanitized             |     |    |         |
| 3. Scanner Buttons and Surfaces are Sanitized        |     |    |         |
| 4. Phone Handsets and Receivers are Sanitized        |     |    |         |
| 5. Sinks, Faucets, and Soap Dispensers are Sanitized |     |    |         |
| 6. Shared Office Supplies are Sanitized              |     |    |         |
| 7. Toilet is Sanitized                               |     |    |         |



### Activity 3: Application



#### Task 4:

#### Questions related to the cleaning and maintenance

1. Using an appropriate methodology such as field visits individual work or team work groups, guided practice and group presentations trainees read the scenario and develop a comprehensive cleaning and maintenance plan to address these issues and enhance the guest experience.
2. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used.
3. This activity requires students to work independently with limited support from the trainer. During the task, students should be given a high degree of independence to apply the knowledge, skills and attitudes acquired to real life situations. Your role is to set clear instructions, methodology and timeframe for submitting the work done.
4. Use the below checklist to evaluate the work done by trainee related to the adjustment of needs and requirements at a luxury hotel.

| Assessment indicator                                                                                 | yes | no | comment |
|------------------------------------------------------------------------------------------------------|-----|----|---------|
| Inventory of all equipment and fixtures in the business center is created                            |     |    |         |
| Critical systems that require regular maintenance are identified                                     |     |    |         |
| Checklists for each piece of equipment and system is developed                                       |     |    |         |
| Inspection of all points is done                                                                     |     |    |         |
| A preventive maintenance schedule/plan is established based on equipment usage, and risk assessment. |     |    |         |
| Checklists for each piece of equipment and system is developed                                       |     |    |         |

## Topic 1.2: collection of business center facilities

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p><b>Objectives:</b></p> <p>By the end of the topic, trainees will be able to:</p> <ol style="list-style-type: none"> <li>Identify correctly the various types of equipment and facilities typically found in a hotel business.</li> <li>Demonstrate clearly the ability to operate and troubleshoot common business center equipment.</li> <li>Understand properly the importance of safety and security in the operation of a hotel business center.</li> </ol> |
|  | <p><b>Time Required:</b> 2hours</p>                                                                                                                                                                                                                                                                                                                                                                                                                                |
|  | <p><b>Learning Methodology:</b> Group discussions and Presentations (presentations with images, videos, and diagrams), Quizzes, Questions and Answers sessions, Simulated Scenarios, hand-on tasks, Role-Playing (Guest Interaction and Teamwork Scenarios)</p>                                                                                                                                                                                                    |
|  | <p><b>Materials, Tools and Equipment Needed:</b> Computers, Copiers, Fax Machines, Internet Access, Workbooks, Posters, diagrams, flowcharts, Simulators, Cleaning cloths, disinfectants, Basic Tool Kit, Eye Protection and Gloves.</p>                                                                                                                                                                                                                           |

**Preparation:**

- ☐ Create a standardized collection form or spreadsheet
- ☐ Prepare necessary equipment.
- ☐ Secure the necessary arrangements.

**Cross Cutting Issues:**

- Guest Experience skills: Emphasize the importance of providing excellent customer service to guests using the business center.
- Environment education: Encourage the use of energy-efficient equipment and practices to reduce the environmental impact.
- Cultural Diversity: Address cultural diversity and sensitivity in providing business center services to guests from different backgrounds.
- Language Proficiency: Ensure that trainees possess the necessary language skills to communicate effectively with guests from diverse linguistic backgrounds.

**Prerequisites:**

- Front office opening duties
- Familiarity with using and troubleshooting common business center equipment (computers, printers, copiers, fax machines, etc.).

**Activity 1: Problem-Solving****Task 5:****Questions about business center facilities collection**

1. Using an appropriate methodology such as team work scenarios, small group discussions and presentation, guided discussions, guide trainees to analyze the scenario and answer the questions provided under task 5 in their trainee's manuals. Make sure that the instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used

2. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.
3. After the sharing session, refer students to Key facts 1.2: Collection of business center Facilities and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.



## **Activity 2: Guided Practice**



### **Task 6:**

#### **Questions about assisting in organization of hotel business center area**

Using an appropriate methodology such as individual work, pair-share, small group discussions and presentations, guided practices and role play scenarios, guide trainees to analyze the scenario and answer the questions provided under task 6 in their trainee's manuals. Make sure that the instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used.

1. During the task, students should be given a degree of independence to apply the knowledge and skills acquired in activity 1. Your role is to guide them by using probing questions such as Why? What? How? to enable them to come to informed responses.
2. During the task, use this opportunity to discuss or address any cross-cutting issues that may arise such as language proficiency, cultural diversity, environment education among others. Also attitudes and behavior changes should be handled during this activity.
3. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.
4. After the sharing session, refer students to Key Facts 1.2: Collection of business center facilities and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.

5. Use the below Checklist 1 and 2 for guiding trainees in Collection of business center Facilities.

**1. Guest Observation & Issue Identification checklist**

| Assessment indicator                                                                | yes | no | comment |
|-------------------------------------------------------------------------------------|-----|----|---------|
| Observation of guest behavior when utilizes the business center is facility is done |     |    |         |
| Equipment malfunction is identified                                                 |     |    |         |
| Insufficient supplies are identified                                                |     |    |         |
| Guest frustration is identified                                                     |     |    |         |
| Guest feedback and complaints document is observed                                  |     |    |         |

**2. Organizing and Labeling Office Supplies checklist**

| Assessment indicator                                                            | yes | no | comment |
|---------------------------------------------------------------------------------|-----|----|---------|
| A list of all available office supplies is done                                 |     |    |         |
| The quantity of each item are determined                                        |     |    |         |
| Similar items are grouped together                                              |     |    |         |
| Supplies are kept organized                                                     |     |    |         |
| Clearly label of fall containers and shelves with the contents is done.         |     |    |         |
| Assistance in ordering and restocking supplies as needed is done                |     |    |         |
| Assistance to guests with basic equipment operation and troubleshooting is done |     |    |         |



### Activity 3: Application



#### Task 7:

#### Questions about provide assistance to guests with equipment usage

1. Using an appropriate methodology such as individual work, team work groups group presentations hands-on practices and field visits trainees read the scenario under task 7 in their trainee's manual and to ensure consistent availability, cost-effectiveness, and guest satisfaction by conduct a thorough inventory.
2. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
3. This activity requires students to work independently with limited support from the trainer. During the task, students should be given a high degree of independence to apply the knowledge, skills and attitudes acquired to real life situations. Your role is to set clear instructions, methodology and timeframe for submitting the work done.
4. Use the below checklist to help trainee Conducting a Detailed Inventory

#### Inventory checklist

| Assessment indicator                                                                | yes | no | comment |
|-------------------------------------------------------------------------------------|-----|----|---------|
| An inventory of all stationary supplies available in the business center is created |     |    |         |
| An inventory of all printing supplies available in the business center is created   |     |    |         |
| An inventory of all electronic supplies available in the business center is created |     |    |         |
| Separate categories for each type of supply is done                                 |     |    |         |
| Current stock levels for each item is determined                                    |     |    |         |
| Outdated or obsolete supplies are identified and disposed                           |     |    |         |

## Topic 1.3: checking Business Center Opening stock

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p><b>Objectives:</b></p> <p>By the end of the topic, trainees will be able to:</p> <ol style="list-style-type: none"> <li>Define correctly the concept of opening stock and its significance in inventory management</li> <li>Identify properly discrepancies or anomalies in opening stock levels</li> <li>Demonstrate clearly commitment to follow for established procedures and maintaining a well-organized inventory system.</li> </ol> |
|    | <p><b>Time Required:</b> 3 hours</p>                                                                                                                                                                                                                                                                                                                                                                                                           |
|   | <p><b>Learning Methodology:</b> Group discussions and presentations, Hands-on task, use of inventory management software or spreadsheets to record and track stock level), Problem-Solving and visits to hotel business centers to observe real-world stocktaking procedures and brainstorming.</p>                                                                                                                                            |
|  | <p><b>Materials, Tools and Equipment Needed:</b> Inventory Sheets, Stocktaking Checklist, Calculators, Projector and Screen, Laptop or Computer, Inventory Management Software papers and, pens, markers and Spreadsheets.</p>                                                                                                                                                                                                                 |
|  | <p><b>Preparation:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Available training materials, such as presentations, handouts, checklists, and visual aids.</li> <li><input type="checkbox"/> Define the purpose of the stock check</li> <li><input type="checkbox"/> Develop a Comprehensive Stock Check Plan</li> <li><input type="checkbox"/> Create a standardized stock check form or spreadsheet</li> </ul>   |
|  | <p><b>Cross Cutting Issues:</b></p> <ul style="list-style-type: none"> <li>➤ Technology Integration: use of technology in inventory management requires training on various software and systems</li> </ul>                                                                                                                                                                                                                                    |

- Environment education: Discuss strategies for minimizing waste and spoilage of inventory items.
- Financial education: Discuss ethical considerations in procurement and inventory management.
- Gender balance education: Ensure gender balance while forming groups, allocating tasks and during presentations
- Inclusive education: Ensure inclusivity while allocating tasks to students.



#### **Prerequisites:**

- ✓ Understanding of inventory and stock control, ordering and storage.
- ✓ Understand FIFO and LIFO system
- ✓ Understand calculation



### **Activity 1: Problem-Solving**



#### **Task 8:**

#### **Questions about conducting an opening stock check of the business center**

1. Using an appropriate methodology such as individual work, pair-share, small group discussions, guided discussions or large group discussion, guide trainees to discuss and answer the questions provided under task 8 in their trainee's manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
2. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.
3. After the sharing session, refer students to Key facts 1.3: Checking business center Opening stock and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.



## Activity 2: Guided Practice



### Task 9:

#### Questions about determining the value of the business center's opening stock

1. Using an appropriate methodology such as individual work, pair-share, small group discussions, guided discussions and guided practice, guide trainees to analyze the and answer the questions provided under task 9 in their trainee's manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
2. During the task, students should be given a degree of independence to apply the knowledge and skills acquired in activity 1. Your role is to guide them by using probing questions such as Why? What? How? to enable them to come to informed responses.
3. During the task, use this opportunity to discuss or address any cross-cutting issues that may arise such as gender, inclusivity, financial education among others. Also attitudes and behavior changes should be handled during this activity.
4. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.
5. After the sharing session, refer students to Key Facts 1.3: Checking business center Opening stock and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.
6. Use the Checklist below to guide trainees in Physical Inventory and Document and Communicate

## Checklist for Inventory by FIFO and LIFO

| Assessment indicator                                                                                              | yes | no | comment |
|-------------------------------------------------------------------------------------------------------------------|-----|----|---------|
| The quantity of each consumable supply is recorded.                                                               |     |    |         |
| The opening stock value for each item using the FIFO (First-In, First-Out) method is calculated                   |     |    |         |
| The calculated FIFO value for each item in the table is recorded                                                  |     |    |         |
| The opening stock value for each item using the LIFO method is calculated                                         |     |    |         |
| The opening stock value for each item calculated using the LIFO method is recorded                                |     |    |         |
| The Sum of individual FIFO values for all items to get the total opening stock value using FIFO is calculated.    |     |    |         |
| The Sum of individual LIFO values for all items to obtain the total opening stock value using LIFO is calculated. |     |    |         |
| The total opening stock value for both FIFO and LIFO methods is recorded.                                         |     |    |         |
| A report document of the opening stock values using both FIFO and LIFO methods is prepared                        |     |    |         |



### Activity 3: Application



#### Task 10:

**Questions about enhancing the guest experience within the business center.**

1. Using an appropriate methodology such as individual work, pairs or small groups trainees read the scenario under task 10 in their trainee's manual and conducts a thorough check of the business center's opening stock.

2. Make sure instructions are well understood, all the students are actively participating and necessary materials/tools are provided and being used
3. This activity requires students to work independently with limited support from the trainer. During the task, students should be given a high degree of independence to apply the knowledge, skills and attitudes acquired to real life situations. Your role is to set clear instructions, methodology and timeframe for submitting the report.
4. Use checklist below to guide trainee on Inspection and documentation of the condition of all tools and equipment.

| Indicators                                   | yes | no | comment |
|----------------------------------------------|-----|----|---------|
| <b>1. Consumables</b>                        |     |    |         |
| The date of Inspection is highlighted        |     |    |         |
| Inspector name and Position is highlighted   |     |    |         |
| Paper Quantity, Type and size is identified  |     |    |         |
| Ink Cartridges quantity is identified        |     |    |         |
| Toner Cartridges brand is identified         |     |    |         |
| Office Stationery are determined             |     |    |         |
| Beverage Supplies are available              |     |    |         |
| <b>2. Equipment</b>                          |     |    |         |
| Printers are checked                         |     |    |         |
| Scanners are checked                         |     |    |         |
| Fax Machines are in good condition           |     |    |         |
| Computers are checked                        |     |    |         |
| <b>3. Furniture &amp; Fixtures checklist</b> |     |    |         |
| Desks are checked                            |     |    |         |
| Chairs are checked                           |     |    |         |
| Tables are in good condition                 |     |    |         |
| Cabinets/Shelving are repaired               |     |    |         |
| Whiteboard/Marker Board are working          |     |    |         |

## Topic 1.4: Arrangement of Business center

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p><b>Objectives:</b></p> <p>By the end of the topic, trainees will be able to:</p> <ol style="list-style-type: none"> <li>Design effectively a hotel business center that meets the needs of modern business travelers.</li> <li>Choose correctly furniture that is comfortable, functional, and aesthetically pleasing.</li> <li>Track properly key performance indicators to measure the success of the business center.</li> </ol>                                                                                                      |
|    | <p><b>Time Required:</b> 3hours</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|   | <p><b>Learning Methodology:</b> Group discussions and presentations, Peer Feedback Quizzes and Games, Question-and-Answer Sessions, Design, Projects, Online Resources and continuous assessment</p>                                                                                                                                                                                                                                                                                                                                        |
|  | <p><b>Materials, Tools and Equipment Needed:</b> Paper and Pencils/Markers, Graph Paper, Rulers and Measuring Tapes, Online Resources Hotel Industry Magazines and Journals pens and markers</p>                                                                                                                                                                                                                                                                                                                                            |
|  | <p><b>Preparation:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Select tools and acquire equipment and Technology</li> <li><input type="checkbox"/> Choose reliable and user-friendly equipment</li> <li><input type="checkbox"/> Provide essential software and applications</li> </ul>                                                                                                                                                                                                                         |
|  | <p><b>Cross Cutting Issues:</b></p> <ul style="list-style-type: none"> <li>➤ Smart Technology: Explore the integration of smart technology, such as automated lighting, temperature control, and guest service systems.</li> <li>➤ Citizenship: Emphasize the importance of incorporating local cultural elements into the design to create a unique and authentic experience.</li> <li>➤ Inclusive education: Create a space that is welcoming and inclusive to all guests, regardless of their background, gender, or ability.</li> </ul> |

- Health and safety education: Emphasize the importance of good indoor air quality through proper ventilation, air filtration, and the use of non-toxic materials.

**Prerequisites:**

- ✓ Front office closing duties
- ✓ Customer services
- ✓ Room arrangement
- ✓ Understanding of fundamental design principles, such as color theory, lighting, and aesthetics.

**Activity 1: Problem-Solving****Task 11:****Questions about business center arrangement**

1. Using an appropriate methodology such as team work scenarios, small group discussions and presentation, guided discussions, guide trainees to analyze the scenario and answer the questions provided under task 11 in their trainee's manuals. Make sure that the instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used.
2. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.
3. After the sharing session, refer students to Key facts 1.4: Arrangement of Business center and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.



## Activity 2: Guided Practice



### Task 12:

#### Questions about assisting in the rearrangement of the hotel's business center

1. Using an appropriate methodology such as individual work, design, project, group discussions and presentations guide trainees to analyze the scenario and answer the questions provided under task 12 in their trainee's manuals. Make sure that the instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used.
2. During the task, students should be given a degree of independence to apply the knowledge and skills acquired in activity 1. Your role is to guide them by using probing questions such as Why? What? How? to enable them to come to informed responses.
3. During the task, use this opportunity to discuss or address any cross-cutting issues that may arise such as language proficiency, cultural diversity, environment education among others. Also attitudes and behavior changes should be handled during this activity.
4. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.
5. After the sharing session, refer students to Key Facts 1.4: Arrangement of Business center and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.
6. Use checklist below to help trainee to observe the current usage of the business center and brainstorm ideas for rearranging it to be more user-friendly and efficient

#### A checklist for rearrangement of hotel business center

| Assessment indicator                   | yes | no | comment |
|----------------------------------------|-----|----|---------|
| Traffic Flow of the guests is observed |     |    |         |

|                                                                                     |  |  |  |
|-------------------------------------------------------------------------------------|--|--|--|
| Workstation Usage by the guest is observed                                          |  |  |  |
| Equipment Usage by the guest is observed                                            |  |  |  |
| Guest Behavior is observed                                                          |  |  |  |
| Space and Layout are identified                                                     |  |  |  |
| Furniture and Equipment are identified                                              |  |  |  |
| Wireless Internet access, signal, strength are verified                             |  |  |  |
| Complimentary Wi-Fi access is installed                                             |  |  |  |
| Charging Stations are available for guests or installed                             |  |  |  |
| Signage of the business center's hours of operation is available                    |  |  |  |
| Equipment, printing instructions or other helpful messages for guests are available |  |  |  |
| Minor redecorating to improve the overall ambiance is done                          |  |  |  |



### Activity 3: Application



#### Task 13:

#### Questions about smooth and efficient operation of the business center

1. Using an appropriate methodology such as individual work, pairs or small groups trainees read the scenario under task 13 in their trainee's manual and conduct visual inspections.
2. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
3. This activity requires students to work independently with limited support from the trainer. During the task, students should be given a high degree of independence to apply the knowledge, skills and attitudes acquired to real life situations. Your role is to set clear instructions, methodology and timeframe for submitting the work done.
4. Use checklist below to help trainee to conduct Visual inspections on business center rearrangement.

#### Visual inspections checklist

| Assessment indicator                                                                      | yes | no | comment |
|-------------------------------------------------------------------------------------------|-----|----|---------|
| Overall Cleanliness is checked                                                            |     |    |         |
| Aesthetics Appearance is checked                                                          |     |    |         |
| Functionality: Computer Systems and internet, Ergonomics) is checked                      |     |    |         |
| Equipment Functionality is checked                                                        |     |    |         |
| Supplies & Amenities are checked                                                          |     |    |         |
| Safety & Security are checked                                                             |     |    |         |
| Guest Services is checked                                                                 |     |    |         |
| Photos and videos are taken                                                               |     |    |         |
| Detailed notes are recorded                                                               |     |    |         |
| Safety hazards, immediate operational impacts, aesthetic concerns issues) are categorized |     |    |         |
| Critical issues that require immediate attention are prioritized                          |     |    |         |
| Necessary solutions for each identified issue are proposed.                               |     |    |         |
| Schedule repairs for malfunctioning equipment is done                                     |     |    |         |
| The order of replacement furniture, technology, or other equipment is done                |     |    |         |
| Plan for upgrades to improve functionality                                                |     |    |         |

 **Formative Assessment****1. Read the following statement and choose the correct answer.**

a. The most effective way to check for cleanliness in a business center is

- a) Visual inspection
- b) Olfactory inspection
- c) Tactile inspection
- d) All of the above

Answer: **d) All of the above**

b. Which of the following is a common indicator of poor cleanliness in a business center?

- a) Dust on surfaces
- b) Stains on furniture
- c) Unpleasant odors
- d) All of the above

Answer: **d) All of the above**

c. The common indicator of poor cleanliness in a business center is:

- a) Dust on surfaces
- b) Stains on furniture
- c) Unpleasant odors
- d) All of the above

Answer: **d) all of the above**

- d. Why is it important to check the opening stock of a business center?
  - a) To identify any discrepancies
  - b) To plan for future purchases
  - c) To monitor usage patterns
  - d) All of the above

Answer: **d) All of the above**

**2. Read the following statement and answer by True or False**

- a. A regular cleaning schedule is essential to maintain a clean business center.
- b. It is important to regularly update the business center inventory to account for losses, damages, or new acquisitions
- c. The opening stock should be checked at the beginning of each business day

**Answer**

- a. **True**
- b. **True**
- c. **True**

**3.Open-Ended Question:**

- a. What are some common challenges in maintaining accurate opening stock records?

**Answer:**

- Maintaining accurate opening stock records can be challenging due to several factors:

- Data Entry Errors: Mistakes during data entry of stock movements (receipts, issues, returns) can lead to inaccurate records.
- Counting Errors: Inaccurate physical counts during stocktaking can result from human error, such as miscounting, overlooking items, or recording incorrect quantities.
- Manual Systems: Manual systems are prone to errors and can be time-consuming, especially for businesses with large inventories.
- Lack of Integration: If inventory systems are not integrated with other business systems (e.g., accounting, point of sale), data inconsistencies can occur.
- Theft: Theft of inventory by employees or external parties can lead to discrepancies between recorded and actual stock levels.
- Damage: Damage to inventory due to mishandling, spoilage, or obsolescence can also impact stock accuracy.
- Inadequate training for staff involved in inventory management can lead to errors in stocktaking procedures, data entry, and record-keeping.
- Switching between different inventory valuation methods (e.g., FIFO, LIFO) can affect the opening stock value and make comparisons across periods difficult.
- To mitigate these challenges, businesses can implement robust inventory management systems, provide adequate training to staff, conduct regular stock checks, and reconcile physical counts with recorded inventory levels.

b. How can you create a visually appealing and functional business center layout?

### **Answer**

A well-designed business center can significantly enhance the guest experience and contribute to the hotel's overall image. Here are some key considerations for creating a visually appealing and functional layout:

#### **1. Prioritize Functionality:**

- Zoning: Divide the space into distinct zones for different activities, such as workspaces, meeting rooms, printing/copying areas, and relaxation zones.
- Traffic Flow: Ensure smooth and efficient movement of people within the space. Avoid bottlenecks and create clear pathways.
- Ergonomics: Choose furniture and equipment that promote comfort and productivity. Consider factors like adjustable seating, proper lighting, and adequate workspace.

## 2. Visual Appeal:

- Color Palette: Use a color scheme that is both visually appealing and conducive to a productive work environment. Consider using calming colors like blues and greens, or energizing colors like yellows and oranges.
- Lighting: Utilize natural light whenever possible. Supplement with artificial lighting that provides adequate illumination without causing glare or eye strain. Consider using a combination of ambient, task, and accent lighting.
- Decor: Incorporate elements that reflect the hotel's brand and create a welcoming atmosphere. Consider using artwork, plants, and other decorative elements that are both visually appealing and functional.

## 3. Technology Integration:

- Connectivity: Ensure adequate Wi-Fi coverage and provide easy access to power outlets.
- Equipment: Provide a range of technology options, such as computers, printers, scanners, and audiovisual equipment.
- User-Friendly Interface: Make technology easy to use and accessible to guests of all levels of technical expertise.

## 4. Creating a Welcoming Atmosphere:

- Privacy: Provide private workspaces for guests who need to focus on tasks that require concentration.
- Comfort: Offer comfortable seating options, such as armchairs and sofas, for guests who need to relax or take a break.

- Amenities: Consider offering additional amenities, such as refreshments, snacks, and reading materials, to enhance the guest experience.

By carefully considering these factors, you can create a business center that is both visually appealing and highly functional, providing a productive and enjoyable experience for your guests.

- c. Describe a systematic approach to checking the cleanliness of a business center

### **Answer**

A systematic approach to checking the cleanliness of a business center ensures thoroughness and consistency. Here's a breakdown of a comprehensive method:

#### **1. Develop a Cleaning Checklist**

- Categorize Areas: Divide the business center into zones (e.g., workstations, meeting rooms, printing area, common areas).
- List Specific Tasks: For each zone, list detailed cleaning tasks:

Visual Inspection:

Dusting surfaces (desks, shelves, equipment)

Checking for stains on furniture, carpets, and walls

Inspecting for spills or debris

Assessing overall tidiness and organization

Olfactory Inspection

Checking for any unpleasant odors (e.g., stale air, smoke, food smells)

Tactile Inspection

Touching surfaces to check for stickiness, dampness, or roughness

- Frequency: Determine the frequency of each task (e.g., daily, weekly, monthly).

## 2. Conduct Regular Inspections

- Scheduled Checks: Conduct regular inspections according to the established schedule.
- Unannounced Checks: Perform occasional unannounced checks to ensure consistent cleaning standards.
- Involve Staff: Encourage staff to report any cleanliness concerns or issues.

## 3. Utilize a Cleaning Log

- Record Findings: Document the results of each inspection in a cleaning log.
- Track Issues: Note any issues found (e.g., stains, equipment malfunctions) and their resolution.
- Monitor Trends: Analyze the log to identify recurring issues or areas needing improvement.

## 4. Provide Feedback and Training

- Constructive Feedback: Provide constructive feedback to cleaning staff based on inspection findings.
- Ongoing Training: Conduct regular training sessions to reinforce cleaning procedures and address any concerns.

## 5. Implement Corrective Actions

- Address Issues Promptly: Take immediate action to address any cleanliness issues identified during inspections.
- Review and Adjust: Regularly review and adjust the cleaning checklist and procedures based on feedback and changing needs.



### Points to Remember

- Make sure that your business center remains clean, organized and inviting for all users
- Always Confirm business center that is well stocked and ready to meet the needs of your clients
- Maintain a pleasant and odor-free environment in your business center



### Self-Reflection

1. Ask learners to re-take the self-assessment at the end of the unit. They should then fill in the table in their Trainee's Manual to identify their areas of strength, areas for improvement and actions to take to improve.
2. Discuss with trainees' results with them. Identify any areas that are giving many trainees difficulties and plan to give additional support as needed (ex. use class time before you begin the next learning outcome to go through commonly identified difficult concepts).

## Further Information for the Trainer

1. Takuatung, S. N., & Bussracumpakorn, C. (2024). *Boutique Hotel Service Digitalization: A Business Owner Study*. *Journal of Architectural/Planning Research and Studies (JARS)*, 21(1), 167-184.

2. Singgalen, Y. A. (2024). *Hotel Customer Satisfaction: A Comprehensive Analysis of Perceived Cleanliness, Location, Service, and Value*. *Journal of Business and Economics Research (JBE)*, 5(3), 352-369.

3. Ishak, R. P., Mayasari, D., Skawanti, J. R., & Andani, R. (2024). *The Influence of Service Quality, Facilities and Location on The Decision to Stay at The Bountie Hotel and Convention*

## LEARNING OUTCOME2: HANDLE GUEST NEEDS



## Self-Assessment

1. At the end of this unit, you will assess yourself again. Ask trainees to look at the unit illustration in their Trainee's Manuals and together discuss:
  - a. What does the illustration show?
  - b. What do you think will be topics to be covered under this unit based on the illustration?
2. After the discussion, inform students that this unit is intended to provide them with the knowledge, skills and attitudes to: Handle guest needs. Its covers Welcoming business center guests, Identification of services needed and Delivering requested services.
3. Ask trainees to fill out the self-assessment at the beginning of the unit in their Trainee's Manuals. Explain that:
  - a. The purpose of the self-assessment is to become familiar with the topics in the unit and for them to see what they know or do not know at the beginning
  - b. There are no right or wrong ways to answer this assessment It is for their own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
  - c. They should think about themselves: do they think they have the knowledge, skills or attitudes to do this? How well?
  - d. They read the statements across the top and put a check in column that best represents their level of knowledge, skills or attitudes.
  - e. At the end of the unit, they will do a self-reflection, which includes re-taking the self-assessment and identifying their strengths, areas of improvement and actions to be taken



## Key Competencies:

| Knowledge                                                                                                                                                                                                                                | Skills                                                                                                              | Attitudes                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Understand basic and advanced features, data entry, formulas, functions, charts, and data analysis tools, slide creation, design, animations, and presentation delivery techniques of various offices software and internet browsers. | 1. Utilize basic and advanced features of various office software and internet browsers                             | 1. Genuine interest in and enthusiasm for learning about and exploring different software applications and internet browsers.                           |
| 2. Understand document photocopying technologies.                                                                                                                                                                                        | 2. Identify different paper sizes, print settings, and scanning resolutions.                                        | 2. Pay attention while identifying setting and scanning resolution equipment.                                                                           |
| 3. Knowledge of Wi-Fi networks, VPNs, and troubleshooting internet connection problems                                                                                                                                                   | 3. Utilize and configure Wi-Fi networks ,VPNs for secure remote access and data transmission.                       | 3. A strong desire to staying updated on the latest networking technologies, security protocols, and troubleshooting techniques.                        |
| 4. Identify local businesses, attractions, and transportation options.                                                                                                                                                                   | 4. Find information about local businesses, attractions, and transportation options.                                | 4. Approaching each guest interaction with a positive attitude.                                                                                         |
| 5. Understand the hotel policies regarding business center usage such as:, printing fees, and other relevant guidelines                                                                                                                  | 5. Interpret hotel policies related to business center usage such as: printing fees, and other relevant guidelines. | 5. A strong commitment to upholding and enforcing hotel policies related to business center usage such us printing fees, and other relevant guidelines. |
| 6. Communicate effectively in local and international languages.                                                                                                                                                                         | 6. Address guest needs.                                                                                             | 6. Expressing information and instructions in a way that is easy for guests to understand.                                                              |

| Knowledge                                                  | Skills                                                                               | Attitudes                                                     |
|------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------|
| 7. Analyze guest needs and anticipate potential challenges | 7. Develop creative solutions to meet guest requests and resolve issues efficiently. | 7. Thinking on your feet and adapting to changing situations. |



**Steps:**



### Discovery Activity



#### **Task 14: Questions about finding out business center guest**

1. Using an appropriate methodology such as brainstorming, question and answer in a small group discussions and presentations, and pair groups, guided observations guide trainees to observe and discuss about question 1 in self-assessment and questions provided under task 14 in their Trainee's Manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are given.
2. Using an appropriate methodology such questions and answers in a small group discussions and presentations and pair groups, students present and share their answers to the class. Encourage all students to give their views.
3. After the presentations/sharing session, inform students that this activity was not intended for them to give the right answers but to give them a picture of what they will cover in the unit 2.

## Topic 2.1: Welcoming Business Center guests

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p><b>Objectives:</b></p> <p>By the end of the topic, trainees will be able to:</p> <ol style="list-style-type: none"> <li>Explain correctly the impact of positive guest interactions on customer satisfaction and loyalty.</li> <li>Practice greeting guests warmly and professionally, using appropriate etiquette and language.</li> <li>Demonstrate properly a positive and welcoming attitude towards all guests.</li> </ol>                                                                            |
|    | <p><b>Time Required:</b> 6 hours</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|   | <p><b>Learning Methodology:</b> Presentations with images, videos, quizzes and question and answers sessions ,Role-Playing(scenarios where learners practice greeting), visits to hotel, individual and group work and brainstorming</p>                                                                                                                                                                                                                                                                      |
|  | <p><b>Materials, Tools and Equipment Needed:</b> Projector and Screen, Laptop or Computer Customer, Relationship Management (CRM) Software: to demonstrate how to track guest interactions and preferences and Checklists for evaluating guest interactions, Flip chart, papers, pens, markers and internet connectivity</p>                                                                                                                                                                                  |
|  | <p><b>Preparation:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Stock up on common supplies like printer paper, pens, and notepads.</li> <li><input type="checkbox"/> Be aware of information on local attractions, restaurants, transportation options, and other relevant services.</li> <li><input type="checkbox"/> Be aware of guest preferences and tailor the experience accordingly (e.g., offering specific software or assistance with language translation).</li> </ul> |

§

**Cross Cutting Issues:**

- Ensure gender balance while forming groups, allocating tasks and during presentations
- Inclusive education: Address the specific needs and accessibility requirements of guests with disabilities, ensuring inclusive and welcoming service for all
- Digital Communication(ICT) skills: Incorporate training on digital communication channels, such as online chat, email, and social media, for guest interactions.

**Prerequisites:**

- A general understanding of customer service principles, including active listening, empathy, problem-solving, and communication etiquette
- Customer care and guest satisfaction knowledge

**Activity 1: Problem-Solving****Task 15: Questions about hotel business center guest assistance**

1. Using an appropriate methodology such as individual work, pair-share, small group discussions, guided discussions or large group discussion, guide trainees to analyze the scenario and answer the questions provided under task 15 in their trainee's manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
2. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.
3. After the sharing session, refer students to Key facts 2.1: Welcoming business center guests and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.



## Activity 2: Guided Practice



### Task 16: Questions about giving a warm welcome and assistance to the guest in a business center

1. Using an appropriate methodology such as individual work, pair-share, small group discussions, guided discussions and role play, guide trainees to analyze the scenario and answer the questions provided under task 16, activity 2: Guided practice in their trainee's manuals.
2. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
3. During the task, students should be given a degree of independence to apply the knowledge and skills acquired in activity 1. Your role is to guide them by using probing questions such as Why? What? How? to enable them to come to informed responses.
4. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.
5. After the sharing session, refer students to Key Facts 2.1: Welcoming business center guests and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.
6. Use the checklist below to guide trainee to check guest experience for improving guest satisfaction while Welcoming them in business center

| Indicators                               | Yes | No | Comment |
|------------------------------------------|-----|----|---------|
| <b>Business center guest information</b> |     |    |         |
| Guest interviews is done                 |     |    |         |
| Front Desk Feedback are collected        |     |    |         |

|                                                                                                                          |  |  |  |
|--------------------------------------------------------------------------------------------------------------------------|--|--|--|
| Social Media platforms for guest feedback and complaints are monitored                                                   |  |  |  |
| <b>Analyze guest feedback</b>                                                                                            |  |  |  |
| All collected data are compiled                                                                                          |  |  |  |
| All collected data are organized                                                                                         |  |  |  |
| The data to identify periodic themes and patterns in guest feedback are analyzed                                         |  |  |  |
| The common complaints and frequently requested improvements are identified                                               |  |  |  |
| The guest needs are prioritized                                                                                          |  |  |  |
| The most critical areas for improvement are prioritized                                                                  |  |  |  |
| Research business center layouts and amenities offered by competitor hotels in the region are conducted                  |  |  |  |
| Best practices and innovative solutions are identified                                                                   |  |  |  |
| <b>Resolving guest complaints</b>                                                                                        |  |  |  |
| Guest complaints are addressed promptly and professionally                                                               |  |  |  |
| The guest's concerns are acknowledged and apologized for any inconvenience                                               |  |  |  |
| Clearly and empathetic communication with the guest is effective                                                         |  |  |  |
| With the guest a mutually acceptable resolution is taken                                                                 |  |  |  |
| All guest complaints are documented                                                                                      |  |  |  |
| Guest complaints to identify underlying issues and areas for improvement in service delivery and operations are analyzed |  |  |  |



### Activity 3: Application



#### Task 17: Questions about Welcoming the guest in a business center

1. Using an appropriate methodology such as individual work, pairs group and group discussions trainees read the scenario under task 17, activity 3: in their trainee's manuals and welcome the guest in a hotel business center and guide the guest to the seat and help the guest to access needed business center services.
2. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
3. This activity requires students to work independently with limited support from the trainer. During the task, students should be given a high degree of independence to apply the knowledge, skills and attitudes acquired to real life situations. Your role is to set clear instructions, methodology and timeframe for submitting the report.
4. Use the following Checklist to guide trainee Welcoming a Guest in a Hotel Business Center and Assisting them with services

| Indicators                                                                   | Yes | no | comment |
|------------------------------------------------------------------------------|-----|----|---------|
| <b>1. Welcoming the Guest checklist</b>                                      |     |    |         |
| Greet the guest with a warm smile and a friendly hello is done               |     |    |         |
| Introduce yourself and your role in the business center is done              |     |    |         |
| Address the guest by name, if possible                                       |     |    |         |
| Inquire about the guest's needs are identified                               |     |    |         |
| <b>Guiding the Guest to the Seat and Assisting with Services</b>             |     |    |         |
| Guest's needs about their purpose for using the business center are assessed |     |    |         |
| A workstation or resources that best suits her needs is determined           |     |    |         |
| Ms. Amani is guided to an available workstation                              |     |    |         |
| Assistance with other services is offered                                    |     |    |         |

## Topic 2.2: Identification of services needed

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p><b>Objectives:</b></p> <p>By the end of the topic, trainees will be able to:</p> <ul style="list-style-type: none"><li>a. Identify correctly the core services typically offered in a hotel business center (e.g., computer access, printing, photocopying, faxing, internet access).</li><li>b. Assess properly guest needs and recommend appropriate services based on their requirements.</li><li>c. Understand clearly the importance of providing a high-quality and efficient service experience</li></ul>                                                                 |
|    | <p><b>Time Required:</b> 8 hours</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|   | <p><b>Learning Methodology:</b> Group discussion, practical exercises (individual and group work), trainer guided, demonstration and simulation and brainstorming</p>                                                                                                                                                                                                                                                                                                                                                                                                               |
|  | <p><b>Materials, Tools and Equipment Needed:</b> Whiteboard and Markers ,Flip Charts ,Posters and Diagrams ,Projector and Screen ,Laptop or Computer and Written scenarios</p>                                                                                                                                                                                                                                                                                                                                                                                                      |
|  | <p><b>Preparation:</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Create detailed instructions for staff on how to deliver each service efficiently</li><li><input type="checkbox"/> Have a feedback form for hotel business center guest services?</li><li><input type="checkbox"/> Avail of High-speed internet, printing, photocopying, scanning, video conferencing, remote printing for technology focus</li><li><input type="checkbox"/> Stay updated on emerging technologies and trends in the hospitality and business travel industries</li></ul> |

### Cross Cutting Issues:

- ICT Skills: Discuss the increasing integration of technology into business center services (e.g., video conferencing, cloud printing, online check-in).
- Gender balance education: Ensure gender balance while forming groups, allocating tasks and during presentations
- Financial education: Ensure that all guests are charged fairly for business center services.
- Communication Skills: Good verbal and non-verbal communication skills, including active listening, clear and concise speech, and appropriate body language.



### Prerequisites:

- ✓ Good verbal and non-verbal communication skills, including active listening, clear and concise speech, and appropriate body language.
- ✓ Customer services



## Activity 1: Problem-Solving



### Task 18:

### Questions about the essential services and amenities offered in the business center

1. Using an appropriate methodology such as individual work, pair-share, small group discussions, guided discussions and group presentations, guide trainees to analyze and answer the questions provided under task 18, activity 1 in their trainee's manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used

2. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.
3. After the sharing session, refer students to Key facts 2.2: Identification of services needed and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.



## **Activity 2: Guided Practice**



### **Task 19:**

#### **Questions about Guiding guest to the business center**

1. Using an appropriate methodology such as individual work, pair-share, small group discussions, guided discussions simulations and demonstrations, guide trainees to analyze the scenario and answer the questions provided under task 19, activity2 in their trainee's manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
2. During the task, students should be given a degree of independence to apply the knowledge and skills acquired in activity 1. Your role is to guide them by using probing questions such as why? What? How? To enable them to come to informed responses.
3. During the task, use this opportunity to discuss or address any cross-cutting issues that may arise such as gender, inclusivity, financial education among others. Also attitudes and behavior changes should be handled during this activity.
4. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.  
After the sharing session, refer students to Key Facts 2.2: Identification of services needed discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.

5. Use the following Checklist to guide trainee regarding the assignment given to them

| Assessment indicator                                                                                                        | yes | no | Comment |
|-----------------------------------------------------------------------------------------------------------------------------|-----|----|---------|
| <b>1. Printing</b>                                                                                                          |     |    |         |
| Guidance on printing instructions are given to Mr. Smith                                                                    |     |    |         |
| Assistance with formatting the document for double-sided printing is given                                                  |     |    |         |
| Mr. Smith is assisted with any issues that may                                                                              |     |    |         |
| Mr. Smith is informed on the printing charges                                                                               |     |    |         |
| <b>2. Scanning</b>                                                                                                          |     |    |         |
| Scanning Options is mentioned                                                                                               |     |    |         |
| Instructions to Mr. Smith on how to use the scanner are given                                                               |     |    |         |
| Assistance with adjusting the scanner settings for optimal image quality is done                                            |     |    |         |
| Assistance to Mr. Smith with saving the scanned images/PDF to a USB drive or emailing them to his desired location is given |     |    |         |
| <b>3. Sending Email</b>                                                                                                     |     |    |         |
| Email Address of Mr. Smith's client is confirmed                                                                            |     |    |         |
| Assistance to Mr. Smith with attaching the time-sensitive document to the email is provided                                 |     |    |         |
| Assistance to Mr. Smith with confirming the email sent is done                                                              |     |    |         |
| <b>4. Making International Calls</b>                                                                                        |     |    |         |
| Inquire about Calling Options is done                                                                                       |     |    |         |
| Assistance with Dialing is done                                                                                             |     |    |         |
| Correct international dialing code for the country is provided                                                              |     |    |         |
| Information about Calling Charges is given                                                                                  |     |    |         |
| A professional and courteous manner throughout the interaction is shown                                                     |     |    |         |



### **Activity 3: Application**



#### **Task 20:**

**Questions related to the necessary services and equipment to create a modern and appealing business center**

1. Using an appropriate methodology such as individual work, pairs group team work group and demonstrations trainees read the scenario under task 20, activity3 in their trainee's manual and assist guests using modern business center equipment and make a high speed service delivery to the guest for being more competitor business center
2. Make sure instructions are understood, all the students are actively participating and necessary materials / tools are provided and being used
3. This activity requires students to work independently with limited support from the trainer. During the task, students should be given a high degree of independence to apply the knowledge, skills and attitudes acquired to real life situations. Your role is to set clear instructions, methodology and timeframe for submitting the work done.
4. Use the following checklists to guide trainee to assist guests using modern equipment and high-speed service delivery

#### **Checklist 1: Measure existing space and infrastructure**

- a. Assess total available space and layout
- b. Identify existing furniture, equipment, and workstations
- c. Check power outlets, internet connectivity, and Wi-Fi coverage
- d. Evaluate lighting, ventilation, and temperature control
- e. Ensure accessibility for all guests, including wheelchair access
- f. Identify potential areas for expansion or improvement

#### **Checklist 2: Choose essential services to offer**

- a. Identify core services (e.g., printing, scanning, photocopying, internet access)
- b. Offer value-added services (e.g., document binding, faxing, video conferencing)
- c. Consider guest needs for remote work, meetings, and business travel
- d. Set pricing strategies for paid services and define free service limits
- e. ensure compliance with data security and privacy policies

**Checklist 3: Select Equipment for Modernization**

- a. Replace outdated or slow equipment
- b. Invest in high-speed printers, scanners, and copiers
- c. Upgrade internet bandwidth and network security
- d. Provide ergonomic chairs and desks for guest comfort
- e. Implement self-service kiosks or digital payment systems
- f. Stock sufficient supplies (e.g., paper, ink, USB drives)

**Checklist 4: Design an Attractive and Functional Layout**

- a. Arrange workstations for efficiency and privacy
- b. Ensure proper lighting and ventilation for a comfortable workspace
- c. Use modern and professional décor to enhance aesthetic
- d. Provide clear signage and instructions for easy navigation
- e. Allocate space for meetings or private work sessions
- f. Plan for future scalability and technology upgrades

## Topic 2.3: Delivering Requested services

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                     | <p><b>Objectives:</b></p> <p>by the end of the topic, trainees will be able to:</p> <ul style="list-style-type: none"> <li>a. Describe properly the procedures for fulfilling common guest requests.</li> <li>b. Assist correctly the guests with basic technical issues related to equipment usage.</li> <li>c. Maintain efficiently a professional and courteous manner at all times.</li> </ul>                                                                                       |
|    | <p><b>Time Required:</b> 8 hours</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|   | <p><b>Learning Methodology:</b> Presentations with images, videos, and real-life scenarios , quizzes, question and answers sessions, Role-Playing( realistic scenarios).Feedback and Coaching( constructive feedback), Hands-on Training( the operation of business center equipment) and visits to hotel business centers simulation and brainstorming</p>                                                                                                                              |
|  | <p><b>Materials, Tools and Equipment Needed:</b> Whiteboard and Markers, Flip Charts, Posters and Diagrams Sample Guest Requests, Service Checklists Equipment Manuals, Price lists for various business center service Projector and Screen, Laptop or Computer and internet connectivity</p>                                                                                                                                                                                           |
|  | <p><b>Preparation:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure Equipment Functionality and Readiness</li> <li><input type="checkbox"/> Establish clear standard operating procedures (SOPs) for each service offered, ensuring consistency and efficiency in service delivery.</li> <li><input type="checkbox"/> Ensure the availability of necessary equipment, such as computers, printers, copiers, and sample business center supplies</li> </ul> |

|                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p><b>Cross Cutting Issues:</b></p> <ul style="list-style-type: none"> <li>➤ Ensure gender balance while forming groups, allocating tasks and during presentations</li> <li>➤ Ensure inclusivity while allocating tasks to students and provide facilities/environment that enable/allows participation of all</li> <li>➤ Promote financial education by emphasizing the need/importance of knowing the luggage status</li> </ul> |
|  | <p><b>Prerequisites:</b></p> <ul style="list-style-type: none"> <li>✓ A general understanding of customer service principles, including active listening, empathy, problem-solving, and communication etiquette.</li> <li>✓ A basic understanding of hotel SOPs</li> <li>✓ ICT knowledge</li> </ul>                                                                                                                               |

## **Activity 1: Problem-Solving**

### **Task 21:**

#### **Questions about assistance guest in business center**

1. Using an appropriate methodology such as individual work, feed-back and coaching, pair-share, small group discussions, guided discussions or large group discussion, guide trainees to discuss and answer the questions provided under task 21, activity1 in their trainee's manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
2. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.

3. After the sharing session, refer students to Key facts 2.3: Delivering requested services and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.



## Activity 2: Guided Practice



### Task 22:

#### Questions about business center services

1. Using an appropriate methodology such as individual work, pair-share, small group discussions, guided discussions and hands-on training, guide trainees to analyze the and answer the questions provided under task 22, activity2 in their trainee's manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
2. During the task, students should be given a degree of independence to apply the knowledge and skills acquired in activity 1. Your role is to guide them by using probing questions such as Why? What? How? to enable them to come to informed responses.
3. During the task, use this opportunity to discuss or address any cross-cutting issues that may arise such as gender, environment, financial education among others. Also attitudes and behavior changes should be handled during this activity.
4. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.
5. After the sharing session, refer students to Key Facts 2.3: Delivering requested services and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.
6. Use the following checklist for guiding trainee to assist Mr. Davis at the Business Center

#### Checklist 1: Direct Services That Might Be Beneficial to Mr. Davis

- a. Politely greet Mr. Davis and ask how you can assist him
- b. Offer core business center services:

**checklist 2: Workstation use** (computer rental, typing assistance)

- a. Confirm the guest's specific requirements (e.g., number of copies, file format)
- b. Provide pricing details and estimated wait time
- c. Ensure prompt and professional service

**checklist 3: Use Nonverbal Signs to Show Active Listening**

- a. Maintain **eye contact** to show attentiveness
- b. Nod occasionally to indicate understanding
- c. Use **open body language** (face the guest, avoid crossing arms)
- d. Lean slightly forward to show engagement
- e. Smile warmly to create a welcoming atmosphere
- f. Avoid distractions (e.g., checking phone, looking away)
- g Use gestures (e.g., pointing to available services) to reinforce communication



**Activity 3: Application**



**Task 23:**

**Questions related to assistance of guests with their business needs.**

1. Using an appropriate methodology such as individual work, pairs or team work and field visits trainees read the scenario under task 23 activity 3 in their trainee's manual and assist guests to print some important documents, scan a document, and send a few emails.
2. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
3. This activity requires students to work independently with limited support from the trainer. During the task, students should be given a high degree of independence to apply the knowledge, skills and attitudes acquired to real life situations. Your role is to set clear instructions, methodology and timeframe for submitting the report.
4. Use the following checklist to guide trainee on extra assistances that the guest can receive in hotel business center.

## Checklist for assisting guest in the Business Center

| Assessment indicator                                                                      | yes | no | Comment |
|-------------------------------------------------------------------------------------------|-----|----|---------|
| Greet Ms. Smith inquire about her needs is done                                           |     |    |         |
| Guide Ms. Smith to the printer/scanner station is done                                    |     |    |         |
| Assist her with the printing process is done                                              |     |    |         |
| Help her connect her device to the printer is done                                        |     |    |         |
| Guide her through the printing options (e.g., color/black and white, single/double-sided) |     |    |         |
| Assist with any printing errors or issues                                                 |     |    |         |
| Ensure Ms. Smith has the necessary printing supplies (e.g., paper)                        |     |    |         |
| Assist Ms. Smith with scanning her document                                               |     |    |         |
| Guide her through the scanning process on the multifunction device:                       |     |    |         |
| Assist with saving or sending the scanned document (e.g., to email, to USB drive)         |     |    |         |
| Offer to use a business center computer for sending emails                                |     |    |         |
| Help her connect her device to the printer (e.g., Wi-Fi, USB)                             |     |    |         |
| Guide her through the printing options (e.g., color/black and white, single/double-sided) |     |    |         |
| Guide her through the scanning process on the multifunction device                        |     |    |         |
| Assist with saving or sending the scanned document (e.g., to email, to USB drive)         |     |    |         |
| Offer to use a business center computer for sending emails                                |     |    |         |
| Assist with accessing email accounts and composing emails                                 |     |    |         |
| Ensure Ms. Smith has access to the necessary internet connection                          |     |    |         |
| Ensure Ms. Smith has a positive and productive experience at the business center          |     |    |         |

## **Formative Assessment**

**1. Read the following statement and answer by True is the statement is correct otherwise False**

- a. A warm and friendly greeting is essential when welcoming a business center guest.
- b. It is not necessary to actively listen to a guest's needs.
- c. Offering assistance proactively can enhance the guest experience.

**2 Match the following terms in columns A with their respective explanations in columns B by writing the correct letter in provided answer space.**

| Answer | Match                   | Definition                                                                                                                                                                            |
|--------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| .....1 | 1.Internet Distribution | a. Have A Flat Glass Plate Where You Place The Document. They Are Suitable For Scanning Books, Magazines, And Other Thick                                                             |
| .....2 | 2.Flatbed Scanners      | b. Is An Electronic Device That Converts Physical Documents, Such As Paper Documents Or Photographs, Into Digital Images. These Digital Images Can Then Be Stored, Edited, Or Printed |
| .....3 | 3. email account        | c. Is A Complex System That Manages The Flow Of Internet Traffic Across The Globe                                                                                                     |
| .....4 | 4.scanner               | d. Is A Digital Mailbox That Allows You To Send And Receive Electronic Messages. It Consists Of A Unique Email Address And A Password                                                 |

**Answer**

**A. True**

**B. False**

**C. True**

### Answer

1 ..... a.

2..... b

3..... c

4..... d

### 3. Complete the following sentences with correct missing words

a. A business center attendant should always \_\_\_\_\_ a guest's name to personalize the interaction.

b. positive attitude can help create a \_\_\_\_\_ and \_\_\_\_\_ atmosphere.

### Answer

a. A business center attendant should always **use** a guest's name to personalize the interaction.

b. A positive attitude can help create a **welcoming** and **inviting** atmosphere.

### 4. Provide answers to the following questions

a. How can you create a welcoming and inviting atmosphere in a business center?

### Answer

Here are some tips to create a welcoming and inviting atmosphere in your hotel's business center:

Invest in ergonomic chairs, adjustable desks, and comfortable seating areas.

Maximize natural light by using large windows and skylights.

Provide private workspaces or booths for those who need to focus.

Create a sense of openness and flow with an airy layout.

Use calming and neutral colors that promote focus and relaxation.

Add natural elements with plants to create a sense of tranquility.

Display inspiring or local artwork to add personality.

Designate a quiet zone for those who need complete silence.

Offer fast and reliable Wi-Fi with strong signal strength.

Provide easy-to-use printing and copying services.

Stock up on essential office supplies like pens, paper, and notepads.

Offer complimentary coffee, tea, and snacks.

Have friendly and knowledgeable staff available to assist guests.

**b. What are some strategies for effectively identifying Guest Needs in a Business Center**

**Answer**

The strategies for identifying Guest Needs in a Business Center are:

**Warm Welcome:** Greet guests with a smile and a friendly "Good morning/afternoon!" This sets a welcoming tone and encourages them to feel comfortable asking questions.

**Offer Assistance:** Don't wait for guests to ask. Proactively offer assistance with using the equipment, finding resources, or suggesting local attractions.

**Observe Body Language:** Pay attention to how guests are using the space. Are they struggling with the printer? Looking confused? Offer help before they ask.

**Active Listening:** When guests do ask questions, listen attentively and ask clarifying questions to fully understand their needs.

**Clear Explanations:** Provide clear and concise instructions on how to use the equipment and access resources.

**Personalized Recommendations:** Based on what you learn about the guest's needs, offer personalized recommendations for local restaurants, attractions, or transportation options.

**Guest Feedback Forms:** Collect feedback from guests through online surveys or feedback forms to identify areas for improvement and recurring needs.

**CRM Systems:** Use a customer relationship management (CRM) system to track guest preferences and past interactions. This allows you to anticipate their needs and provide more personalized service.

**Social Media Monitoring:** Monitor social media platforms for mentions of your hotel and business center. This can provide valuable insights into guest experiences and identify areas for improvement.

**Comfortable Seating:** Provide comfortable seating options, including armchairs and sofas, to encourage guests to relax and work comfortably.

**c. How can you ensure that guests are satisfied with the services provided?**

**Answer**

Ensuring Guest Satisfaction in a Hotel Business Center requires to:

**Go the Extra Mile:** Anticipate guest needs and offer assistance before they ask. A proactive approach can significantly enhance their experience.

**Provide Personalized Service:** Use guest information to tailor your service. For example, if you know a guest is a frequent traveler, offer them a quick tour of the business center or suggest local resources they might find useful.

**Offer Unique Amenities:** Consider offering unique amenities that set your business center apart from the competition. This could include things like a dedicated co-working space, a library of business books, or access to local business events.

**Maintain Equipment:** Ensure that all equipment, including computers, printers, and Wi-Fi, is in good working order and regularly updated.

**Provide High-Quality Supplies:** Stock the business center with high-quality office supplies, such as pens, paper, and notepads.

**Offer Reliable Wi-Fi:** Provide fast and reliable Wi-Fi with strong signal strength throughout the business center.

**Maintain Cleanliness:** Keep the business center clean and tidy to create a professional and inviting atmosphere.

**Provide Comfortable Seating:** Offer comfortable seating options, including armchairs and sofas, to encourage guests to relax and work comfortably.

**Add Personal Touches:** Add personal touches like fresh flowers, local artwork, or snacks to create a welcoming and inviting atmosphere

**Collect Feedback:** Regularly collect feedback from guests through online surveys, feedback forms, or in-person interactions.

**Analyze Feedback:** Analyze feedback to identify areas for improvement and implement changes based on guest suggestions.

**Respond to Feedback:** Respond to all feedback, both positive and negative, in a timely and professional manner.

**Provide Ongoing Training:** Provide ongoing training to staff on the latest technology, best practices for customer service, and how to identify and address guest needs.

**Empower Staff:** Empower staff to make decisions and resolve guest issues quickly and efficiently.

**Recognize and Reward Staff:** Recognize and reward staff who go above and beyond to provide excellent service.

**d. What are some common challenges faced by business center attendants, and how can these be addressed?**

**Answer**

The Common Challenges Faced by Business Center Attendants and How to Address Them are:

**1. Technology Issues:**

Challenge: Guests may experience problems with computers, printers, Wi-Fi, or other equipment.

Solution: Provide thorough training on troubleshooting common technical issues, ensure regular maintenance of equipment, and have a clear escalation procedure for more complex problems.

**2. Guest Demands:**

Challenge: Guests may have diverse and sometimes conflicting needs, such as requiring quiet space while others need to print loudly.

Solution: Implement clear policies regarding noise levels and printing etiquette, provide a variety of workspaces to accommodate different preferences, and offer alternative solutions like self-service printing stations.

**3. Time Management:**

Challenge: Balancing multiple tasks, such as assisting guests, maintaining equipment, and managing supplies, can be time-consuming.

Solution: Prioritize tasks based on urgency, delegate tasks when possible, and use time management techniques like scheduling and to-do lists.

**4. Communication Barriers:**

Challenge: Language barriers or cultural differences can sometimes hinder effective communication with guests.

Solution: Provide language training or translation resources, and encourage staff to develop strong intercultural communication skills.

#### 5. Security Concerns:

Challenge: Ensuring the security of guest data and protecting sensitive information can be a concern.

Solution: Implement strict security protocols, such as password protection on computers, secure document shredding, and regular security audits.

#### 6. Stress and Burnout:

Challenge: Dealing with demanding guests, technical issues, and a fast-paced environment can lead to stress and burnout.

Solution: Encourage regular breaks, provide stress management resources, and foster a supportive work environment.

#### 7. Lack of Recognition:

Challenge: Attendants may feel undervalued or underappreciated for their contributions.

Solution: Implement a system of recognition and rewards, provide opportunities for professional development, and create a culture of appreciation.



### Points to Remember

- Make sure that your business center remains clean, organized and inviting for all users
- Maintain a pleasant and odor-free environment in your business center
- Stay up-to-date on the latest technology and services.
- Maintain a positive attitude even in challenging situations.

- Use guest names and preferences to create a personalized experience



### Self-Reflection.

1. Ask learners to re-take the self-assessment at the end the unit. They should then fill in the table in their Trainee's Manual to identify their areas of strength, areas for improvement and actions to take to improve.
2. Discuss with trainees' results with them. Identify any areas that are giving many trainees difficulties and plan to give additional support as needed (ex. use class time before you begin the next learning outcome to go through commonly identified difficult concepts).

### Further Information for the Trainer

1. Adams, D. (2024). *Management accounting for the hospitality, tourism and leisure industries: A strategic approach*.
2. Anisa, N., Amalia, F. R., & Febrian, A. W. (2024). *Design of Standard Sop Table Set Up at Poliwangi Jinggo Educational Hotel*. *Jurnal Ekonomi*, 13(02), 1033-1043.
3. Singh, A. (2024). *Quality of Work-Life Practices in the Indian Hospitality Sector: Future Challenges and Prospects*. *Human Relations Management in Tourism*, 208-224.

## LEARNING OUTCOME 3: PROVIDE BUSINESS CENTER EXTRA SERVICES



### Learning outcome 3: Self-Assessment

1. At the end of this unit, you will assess yourself again. Ask trainees to look at the unit illustration in their Trainee's Manuals and together discuss:
  - a. What does the illustration show?
  - b. What do you think will be topics to be covered under this unit based on the illustration?
2. After the discussion, inform students that this unit is intended to provide them with the knowledge, skills and attitudes top: Provide business center extra services. It covers Identification of extra services, offering extra services and Performing closing activities.
3. Ask trainees to fill out the self-assessment at the beginning of the unit in their Trainee's Manuals. Explain that:
  - a. The purpose of the self-assessment is to become familiar with the topics in the unit and for them to see what they know or do not know at the beginning.
  - b. There are no right or wrong ways to answer this assessment. It is for their own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
  - c. They should think about themselves: do they think they have the knowledge, skills or attitudes to do this? How well?
  - d. They read the statements across the top and put a check in column that best represents their level of knowledge, skills or attitudes.
  - e. At the end of the unit, they will do a self-reflection, which includes re-taking the self-assessment and identifying them strengths, areas of improvement and actions to be taken



## Key Competencies:

| Knowledge                                                                             | Skills                                                                                                                                   | Attitudes                                                                                                     |
|---------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| 1. Determine the hotel's services, such as room service, housekeeping, and concierge. | 1. Prioritize tasks and clean rooms efficiently.                                                                                         | 1. Ensuring cleanliness and orderliness in every area.                                                        |
| 2. Familiarize with local businesses, attractions, and transportation options         | 2. Identify local businesses area                                                                                                        | 2. Genuinely enthusiastic about sharing local knowledge and helping guests discover the best of the area      |
| 3. Understand of operating systems, software applications, and hardware.              | 3. Analyze technical problems, causes, and develop effective solutions.                                                                  | 3. A strong desire to learning about new technologies and staying updated on industry trends                  |
| 4. Knowledge of hotel amenities, room service, dining options, and spa services.      | 4. Organize information effectively and efficiently, such as maintaining up-to-date knowledge of hotel offerings and special promotions. | 4. Genuine enthusiasm for sharing information about the hotel's offerings and promoting the guest experience. |
| 5. Understand of business protocols, etiquette, and cultural nuances.                 | 5. Excellent interpersonal and communication skills.                                                                                     | 5. Collaborating with colleagues to provide excellent service                                                 |

| Knowledge                                                                    | Skills                                                                          | Attitudes                                                                                          |
|------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| 6. Knowledge of various printing and scanning techniques and formats         | 6. scan using different methods and types of scanners                           | 6. A keen interest in exploring and experimenting with different printing and scanning techniques. |
| 7. Use internet browsers and email clients                                   | 7. Customize and utilize browser settings for optimal performance and security. | 7. A willingness to exploring and experimenting with different online tools and resources.         |
| 8. Knowledge of Microsoft Office Suite (Word, Excel, PowerPoint).            | 8. Create, edit, and format documents.                                          | 8. A desire to learning new features and techniques within the Microsoft Office Suite.             |
| 9. Familiarize with hotel policies and procedures related to guest services. | 9. Apply the hotel's rules, regulations, and operational guidelines in hotel.   | 9. Taking initiative to learn and understand hotel policies and procedures.                        |



**Steps:**



**Discovery Activity**



**Task 24:**

**Questions related to the discover extra services found in business center**

1. Using an appropriate methodology such as brainstorming, question and answer in a small group discussions and presentations, and pair groups, guided observations guide trainees to observe and discuss about question 1 in self-assessment and questions provided under task 24, discovery activity in their Trainee's Manuals. *Make sure instructions are understood, all the students are actively participating and necessary materials/tools are given.*
2. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Encourage all students to give their views.
3. After the presentations/sharing session, inform students that this activity was not intended for them to give the right answers but to give them a picture of what they will cover in the unit3.

### Topic 3.1: Identification of extra services

#### Objectives:

By the end of the topic, trainees will be able to:

- a. Describe correctly the features and benefits of each extra service in hotel business center
-  b. Communicate effectively information about hotel business center extra services to guests.
- c. Increase properly the contribution of hotel business center extra services to the guest experience and hotel profitability.



**Time Required:** 3 hours



**Learning Methodology:** Presentations with images, videos, and real-life scenarios, question and answers sessions, brainstorming sessions, Role-Playing (realistic scenarios), Problem-Solving (analyze the case studies), Group Discussions (on best practices) and Industry Experts (invite guest speakers from the hospitality industry)

**Materials, Tools and Equipment Needed:**

Chalk, pen, Whiteboard and Markers, Flip Charts, Posters and Diagrams, Projector and Screen, Laptop or Computer and Written scenarios and internet connectivity.

**Preparation:**

- ☐ Avail all tools and materials include hotel business center guest feedback form.
- ☐ availability of space, staff, technology, and other resources needed to support potential extra services
- ☐ Avail Secretarial services (typing, transcription), Translation services, On-site meeting room rentals, Event planning assistance, Local business referrals

**Cross Cutting Issues:**

- Citizenship education: Discuss the importance of being transparent with guests about pricing and service offerings.
- Gender balance education: Ensure gender balance while forming groups, allocating tasks and during presentations
- Diversity and Inclusion education: Create a learning environment that is inclusive of learners from diverse backgrounds.
- Environmental education: Encourage the use of eco-friendly practices and technologies in business centers, such as energy-efficient equipment and paperless options.

**Prerequisites:**

- ✓ Basic knowledge of hotel additional services
- ✓ Front desk activities
- ✓ Luggage handling
- ✓ Skills in ICT
- ✓ Ability to interact with guests in a professional and courteous manner.
- ✓ Develop strong communication skills, including active listening, clear and concise language, and problem-solving





## Activity 1: Problem-Solving



### Task 25:

#### Questions related to the additional services in hotel business center

1. Using an appropriate methodology such as individual work, pair-share, small group discussions, guided discussions or large group discussion, guide trainees to analyze the scenario and answer the questions provided under task 25, activity1 in their trainee's manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
2. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.
3. After the sharing session, refer students to Key facts 3.1: Identification of extra services and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.



## Activity 2: Guided Practice



### Task 26:

#### Questions related on extra services in business center

1. Using an appropriate methodology such as individual work, pair-share, small group discussions, guided discussions and hands-on training, guide trainees to analyze the and answer the questions provided under task 26, activity2 in their trainee's manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
2. During the task, students should be given a degree of independence to apply the knowledge and skills acquired in activity 1. Your role is to guide them by using

probing questions such as Why? What? How? to enable them to come to informed responses.

3. During the task, use this opportunity to discuss or address any cross-cutting issues that may arise such as gender, environment, financial education among others. Also attitudes and behavior changes should be handled during this activity.
4. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.
5. After the sharing session, refer students to Key Facts 3.1: Identification of extra services and discuss them together while harmonizing their responses provided in the sharing session and answer any questions
6. Use the following checklist for Developing and Implementing a System for Providing Administrative Support Services

#### Checklist for Creating a system for Receiving and Processing Guest Requests

| Assessment indicator                                                        | yes | no | Comment |
|-----------------------------------------------------------------------------|-----|----|---------|
| 1. The scope of administrative support services offered is defined          |     |    |         |
| 2. Detailed SOPs for each service offered is created                        |     |    |         |
| 3. The steps involved in fulfilling each request is outlined                |     |    |         |
| 4. In-Person request is designated within the business center or front desk |     |    |         |
| 5. A dedicated phone line for administrative support requests is installed  |     |    |         |
| 6. Training about answer calls is provided                                  |     |    |         |

| Assessment indicator                                                                       | yes | no | Comment |
|--------------------------------------------------------------------------------------------|-----|----|---------|
| 7. A dedicated email address for administrative support requests is created                |     |    |         |
| 8. The email inbox is monitored                                                            |     |    |         |
| 9. Assign requests to specific staff members is done                                       |     |    |         |
| 10. Store guest preferences and communication history for personalized service is utilized |     |    |         |
| 11. Efficient communication between staff and guests is utilized                           |     |    |         |



### Activity 3: Application



#### Task 27:

#### Questions about extra services which are provided in business center

1. Using an appropriate methodology such as individual work, pairs or small groups trainees read the scenario under task 27 activity 3 and ensure that all bookings are accurately recorded, confirmed and coordinated.
2. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used.
3. This activity requires students to work independently with limited support from the trainer. During the task, students should be given a high degree of independence to apply the knowledge, skills and attitudes acquired to real life situations. Your role is to set clear instructions, methodology and timeframe for submitting the report.
4. Use the following checklist to guide trainee to manager room bookings as extra services in hotel business center.

| Assessment indicator                                                                                                            | yes | no | Comment |
|---------------------------------------------------------------------------------------------------------------------------------|-----|----|---------|
| Use of scheduling is applied                                                                                                    |     |    |         |
| Features availability are offered in Scheduling Software                                                                        |     |    |         |
| Accounts, input meeting room details are determined                                                                             |     |    |         |
| Manual System (Spreadsheet) with columns is designed                                                                            |     |    |         |
| Use of scheduling                                                                                                               |     |    |         |
| Features availability are offered in Scheduling Software                                                                        |     |    |         |
| Accounts, input meeting room details are determined                                                                             |     |    |         |
| Manual System (Spreadsheet) with columns for                                                                                    |     |    |         |
| Method for sending confirmations (email, phone call, internal messaging system) is chosen                                       |     |    |         |
| Confirmation Content: Meeting room name and location, date and time of the meeting, duration of the booking, etc. are indicated |     |    |         |
| Send the confirmation email or notification as soon as the booking is made in the system.                                       |     |    |         |

## TOPIC 3.2: OFFERING EXTRA SERVICE

### Objectives:

By the end of the topic, trainees will be able to:



- Identify correctly a wide range of extra services commonly offered in hotel business centers.
- Handle properly guest inquiries about extra services accurately and efficiently.
- Initiate clearly in promoting and upselling extra services.



**Time Required: 3 hours**



**Learning Methodology:** Group Discussions & Presentations (problem-solving and presentation of solutions). Job -Shadowing (observe experienced staff members interacting with guests), Active Learning (in learning process), Real-World Application (real-world scenarios), Feedback & Evaluation (assess learner progress)



**Materials, Tools and Equipment Needed:** Chalk, pen, Whiteboard and Markers ,Flip Charts ,Posters and Diagrams ,Projector and Screen ,Laptop or Computer and Written scenarios and internet connectivity



**Preparation:**

- ☐ Keep equipment and software up-to-date
- ☐ Clear rules for use, hours of operation, guest policies.
- ☐ Equipment maintenance and troubleshooting procedures



**Cross Cutting Issues:**

- Ensure gender balance while forming groups, allocating tasks and during presentations
- Ensure inclusivity while allocating tasks to students and provide facilities/environment that enable/allows participation of all
- Communication Skills: Develop strong communication skills, including active listening



**Prerequisites:**

- ✓ Basic computer skills, including using email, browsing the internet, and using common office software (word processing, spreadsheets).
- ✓ Reservation activities
- ✓ Customer services and customer care
- ✓ Customer satisfaction activities





## Activity 1: Problem-Solving



### Task 28:

#### Questions about offering extra services in hotel business center

1. Using an appropriate methodology such as individual work, pair-share, small group discussions, guided discussions or large group discussion, guide trainees to analyze the scenario and answer the questions provided under task 28 in their trainee's manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
2. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.
3. After the sharing session, refer students to Key facts 3.2: Offering extra service and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.



## Activity 2: Guided Practice



### Task 29:

#### Questions about Offering business center extra services

Using an appropriate methodology such as individual work, pair-share, small group discussions, guided discussions or large group discussion, guide trainees to analyze the scenario and answer the questions provided under task 29, activity2in their trainee's manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used.

During the task, students should be given a degree of independence to apply the knowledge and skills acquired in activity 1. Your role is to guide them by using probing questions such as why? What? How? to enable them to come to informed responses.

During the task, use this opportunity to discuss or address any cross-cutting issues that may arise such as gender, inclusivity, communication skills among others. Also attitudes and behavior changes should be handled during this activity.

Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.

After the sharing session, refer students to Key Facts 3.2: Offering extra service and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.

Use the following checklist to guide trainee for troubleshooting computers in a hotel business center

#### **Checklist for Troubleshooting Computers**

| Assessment criteria                                                               | yes | no | comment |
|-----------------------------------------------------------------------------------|-----|----|---------|
| Before starting any troubleshooting steps, information from the user are gathered |     |    |         |
| The issue faced by the user is described before starting the troubleshooting      |     |    |         |
| Any loose cables are checked                                                      |     |    |         |
| The computer is plugged in and turned on                                          |     |    |         |
| Any signs of physical damage to the computer is checked                           |     |    |         |
| A simple restart of computer is done                                              |     |    |         |
| Operating System Updates is checked                                               |     |    |         |
| Office Software Updates is checked                                                |     |    |         |
| Run Antivirus Scan is checked                                                     |     |    |         |
| System Restore is checked                                                         |     |    |         |
| Hardware Overheating is checked                                                   |     |    |         |

## **Activity 3: Application**



### **Task 30:**

#### **Questions related to extra services offering to enhance customer experience**

1. Using an appropriate methodology such as individual work, pairs or small groups trainees read the scenario under task 30 activity3 in their trainee's manual and perform well the task to assist with luggage handling and transportation for guests to enhance last impression.
2. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
3. This activity requires students to work independently with limited support from the trainer. During the task, students should be given a high degree of independence to apply the knowledge, skills and attitudes acquired to real life situations. Your role is to set clear instructions, methodology and timeframe for submitting the work done.
4. Use the following checklists to guide trainee to provide hotel business center extra services in DNE hotel.

#### **Checklist 1: Assisting Guests with Business Center Document Services**

- a. Printing, scanning, and photocopying documents
- b. Assisting with email and fax services
- c. Providing binding, laminating, and document organization
- d. Supplying office materials (pens, notepads, paper clips)

#### **Checklist 2: Organizing Meeting Rooms and Business Center Facilities**

- a. Setting up meeting rooms (tables, chairs, projectors, whiteboards)
- b. Managing reservations for meeting rooms and office spaces
- c. Ensuring audiovisual and internet equipment are working properly
- d. Arranging refreshments or catering if requested

#### **Checklist 3: Providing Administrative Support and Business Center Services**

- a. Offering secretarial assistance (typing, document formatting)
- b. Assisting with presentations and report printing
- c. Handling guest inquiries and directing them to relevant hotel services
- d. Helping with online research or travel arrangements if required

### TOPIC 3.3: PERFORMING CLOSING ACTIVITIES

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p><b>Objectives:</b></p> <p>By the end of the topic, trainees will be able to:</p> <ol style="list-style-type: none"> <li>a. Identify correctly the key elements of a successful closing activity in a hotel business center.</li> <li>b. Complete completely all necessary closing procedures efficiently.</li> <li>c. Maintain properly a professional and diligent approach for closing procedures.</li> </ol> |
|   | <p><b>Time Required:</b> 4hours</p>                                                                                                                                                                                                                                                                                                                                                                                |
|  | <p><b>Learning Methodology:</b> Role-play, small group work, video, brainstorming, field visit</p>                                                                                                                                                                                                                                                                                                                 |
|  | <p><b>Materials, Tools and Equipment Needed:</b> Paper, newspaper, photos: Chalk, pen, Whiteboard and Markers ,Flip Charts ,Posters and Diagrams ,Projector and Screen ,Laptop or Computer and Written scenarios and internet connectivity</p>                                                                                                                                                                     |
|  | <p><b>Preparation:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Avail checklist for checking equipment, inventory and cleanliness</li> <li><input type="checkbox"/> Avail security system</li> <li><input type="checkbox"/> Avail all tools and materials rack</li> </ul>                                                                                                               |
|  | <p><b>Cross Cutting Issues:</b></p> <ul style="list-style-type: none"> <li>➤ Ensure gender balance while forming groups, allocating tasks and during presentations</li> <li>➤ ICT skills: Ensuring the safe shutdown of computer systems and the protection of sensitive guest data</li> </ul>                                                                                                                     |

- Environment Sustainability: Turning off lights, computers, and other equipment to conserve energy and minimizing paper waste and recycling whenever possible.
- Citizenship: Understanding and respecting local customs and practices related to closing procedures.



#### **Prerequisites:**

- ✓ Front office closing duties
- ✓ Cleaning method and cleaning agent skills
- ✓ Familiarity with the different report making
- ✓ Understanding the use of checklist



### **Activity 1: Problem-Solving**



#### **Task 31:**

#### **Questions related to the business center closing activities**

1. Using an appropriate methodology such as individual work, pair-share, small group discussions, guided discussions or large group discussion, guide trainees to read the scenario and answer the questions provided under task 31, activity 1 in their trainee's manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
2. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.

3. After the sharing session, refer students to Key facts 3.3: Performing Closing activities and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.



## **Activity 2: Guided Practice**



### **Task 32:**

#### **Questions related to the closing the center for the night, ensuring all equipment is secure, and the area is tidy**

1. Using an appropriate methodology such as individual work, pair-share, small group discussions, guided discussions or large group discussion, guide trainees answer the questions provided under task 32, activity2 in their trainee's manuals. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
2. During the task, students should be given a degree of independence to apply the knowledge and skills acquired in activity 1. Your role is to guide them by using probing questions such as why? What? How? To enable them to come to informed responses.
3. During the task, use this opportunity to discuss or address any cross-cutting issues that may arise such as gender, citizenship, environment sustainability ICT skills among others. Also attitudes and behavior changes should be handled during this activity.
4. Using an appropriate methodology such as question and answer in a large group, pair presentations or small group presentations, students share their answers to the class. Write their responses for reference. Encourage all students to give their views.
5. After the sharing session, refer students to Key Facts 3.3: Performing Closing activities and discuss them together while harmonizing their responses provided in the sharing session and answer any questions they have.
6. Use the following checklists to guide trainee to prepare the following shift

#### **Checklist 1: Preparing the Business Center for the next shift**

- a. Ensure all computers and internet connections are functioning

- b. Restock office supplies (paper, pens, notepads, etc.)
- c. Arrange furniture and clean workstations
- d. Check and refill printer, scanner, and photocopier supplies
- e. Turn off unnecessary electronics and ensure equipment is in standby mode
- f. Update meeting room schedules and prepare reservations
- g. Secure confidential documents and organize files

### **Checklist 2: Handling guest feedback and requests**

- a. Record guest feedback and suggestions in the logbook
- b. Acknowledge and address guest concerns professionally
- c. Communicate unresolved issues to management for further action
- d. Offer alternative solutions if a requested service is unavailable
- e. Follow up with guests to ensure their needs were met satisfactorily



### **Activity 3: Application**



#### **Task 33:**

### **Questions related to the end of shift and closing activities for the business center**

1. Using an appropriate methodology such as individual work, pairs or small groups trainees read the scenario under task 33 activity3 in their trainee's manual and turn off all printers, scanners, and computers properly for maintain security and make financial report.
2. Make sure instructions are understood, all the students are actively participating and necessary materials/tools are provided and being used
3. This activity requires students to work independently with limited support from the trainer. During the task, students should be given a high degree of independence to apply the knowledge, skills and attitudes acquired to real life situations. Your role is to set clear instructions, methodology and timeframe for submitting the report.
4. Use the following checklists to guide trainee for closing hotel business center shift.

### **Checklist 1: Clean and Tidy the Business Center Workplace**

Wipe down desks, chairs, and workstations

Clean computer screens and keyboards

Organize furniture and ensure a neat layout

Dust and sanitize shared surfaces

### **Checklist 2: Organize Equipment and Supplies**

Check and organize printers, scanners, and copiers

Arrange office supplies (papers, pens, staplers)

Ensure all electronic devices are in proper standby mode

### **Checklist 3: Take Inventory of Equipment and Materials**

Count and record office supplies stock

Verify all equipment is functional and in place

Report any missing or damaged items to management

### **Checklist 4: Handle Trash and Recycling**

- a. Empty trash bins and replace liners
- b. Separate recyclables (paper, plastic)
- c. Dispose of waste properly according to hotel policies

### **Checklist 5: Complete the Closing Report**

- a. Document guest usage and service requests
- b. Report any maintenance issues or incidents
- c. Confirm all tasks are completed before leaving the shift

## **Formative Assessment**

Read well the following terminologies in column A related to extra services with their respective meanings in column B. Write the correct answers (the letter only) within indicated answer column.

| Answers | A:<br>Terminology    | B:<br>Meaning                                                   |
|---------|----------------------|-----------------------------------------------------------------|
| 1.....  | Courier Service      | A. Converting physical documents into digital format.           |
| 2.....  | Printing and Copying | B. Providing high-speed internet connection for guests' devices |
| 3.....  | Faxing               | C. Delivering and picking up packages and mail                  |
| 4.....  | Scanning             | D. Sending and receiving documents electronically               |
| 5.....  | Internet Access      | E. Creating hard copies of digital documents                    |

**Answer**

1.....C

2.....E

3..... D

4..... A

5..... B

**2.Read the following Open questions and give their answers**

- a. What are some additional services, beyond the basic ones, that a hotel business could offer to enhance guest satisfaction?

**Answer**

Here are some additional services that a hotel business center could offer to enhance guest satisfaction:

Video Conferencing Facilities: Dedicated rooms or booths equipped with high-quality video conferencing equipment (cameras, microphones, large screens) for seamless virtual meetings.

High-quality color printing: For presentations, marketing materials, etc.

Large format printing: For posters, blueprints, etc.

Finishing services: Binding, laminating, etc.

Mobile Printing & Scanning: Allow guests to print or scan documents directly from their mobile devices.

Express Shipping Services: Partner with courier services to offer on-site shipping and receiving of packages.

Secretarial services : Transcription, document preparation, etc.

Concierge services for business needs: Booking meeting rooms, arranging transportation, etc.

Local business directories and information: Providing resources for local businesses, services, and events.

"Day Pass" Options: Offer flexible access to the business center for non-hotel guests (e.g., local residents or business travelers).

Executive Workspaces: Provide private, high-end workspaces with premium amenities like ergonomic chairs, multiple monitors, and dedicated support staff.

Collaboration Tools: Access to shared workspaces, online meeting platforms, and project management tools.

Sustainability Initiatives: Offer eco-friendly printing options (recycled paper, double-sided printing), and promote responsible energy consumption.

**b. How can you effectively promote these extra services to guests, ensuring they are aware of the options available to them?**

**Answer**

Here are some effective ways to promote extra services to your hotel business center guests:

Check-in: When guests check in, inquire about their travel plans and whether they anticipate needing any business center services.

**Welcome Packet:** Include a brochure or information card in the welcome packet detailing all the business center services available, including pricing and any special offers.

**Personalized Recommendations:** Based on guest profiles (if available) or observed needs, proactively suggest relevant services. For example, if a guest is traveling for a conference, offer to help them print presentations or schedule video conference calls

**Business Center Entrance:** Place clear signage at the entrance to the business center highlighting key services and amenities.

**Within the Center:** Use posters, brochures, and digital displays to showcase available services and their benefits.

**Product Knowledge:** Ensure all staff are well-versed in all the services offered by the business center, including pricing, features, and benefits.

**Sales Techniques:** Train staff on how to effectively communicate the value of these services to guests and answer any questions they may have

**Hotel Website:** Feature a dedicated section on the hotel website showcasing the business center and its services, with high-quality images and detailed descriptions.

**In-Room Technology:** Provide information about business center services on the in-room television or interactive guest directory.

**Mobile App:** If the hotel has a mobile app, include a section on business center services, allowing guests to easily book appointments or request assistance.

**Create attractive packages:** Bundle popular services (e.g., printing, copying, and internet access) at a discounted rate.

**Offer exclusive promotions:** Provide special discounts or complimentary services to loyalty program members or guests staying for extended periods.

**Regularly solicit feedback:** Use guest surveys or feedback forms to gather information on guest satisfaction with existing services and identify any new services that would be of interest.

**Act on Feedback:** Use guest feedback to refine service offerings and improve the overall business center experience.

**c. How can you ensure the security of guest documents and personal belongings while providing business center services?**

**Answer**

Here are some key strategies to ensure the security of guest documents and personal belongings within a hotel business center:

**Secure Storage:** Implement secure storage solutions like locked cabinets, drawers, or safes for guest documents and personal belongings.

**Access Control:** Restrict access to the business center and storage areas using keycards, passcodes, or biometric systems.

**Surveillance:** Install security cameras in and around the business center to deter theft and monitor activity.

**Secure Computers:** Ensure all computers used by guests have up-to-date antivirus and anti-malware software.

**Guest Data Protection:** Implement strict data privacy policies and procedures to protect guest information.

**Secure Wi-Fi:** Provide a secure Wi-Fi network with strong encryption to protect guest data from unauthorized access.

**Confidentiality:** Train staff on the importance of data confidentiality and the proper handling of guest information.

**Security Protocols:** Establish clear security protocols for handling guest documents and belongings, including check-in/check-out procedures and emergency response plans.

**Regular Audits:** Conduct regular security audits to identify and address any potential vulnerabilities.

**Inform Guests:** Clearly communicate security measures to guests, including how their information is protected.

**Encourage Safe Practices:** Encourage guests to take precautions to protect their own belongings, such as locking laptops and not leaving valuables unattended.

**Document Management Systems:** Consider implementing secure document management systems that allow guests to store and access documents electronically.

**Remote Printing:** Offer remote printing services that allow guests to print documents securely from their own devices.

**d. How can you effectively troubleshoot common technical issues, such as printer jams or computer malfunctions, to minimize guest inconvenience?**

**Answer**

I can effectively troubleshooting the common technical issues, such as printer jams or computer malfunctions, to minimize guest inconvenience by implementing the following strategies:

**Regular Checkups:** Schedule regular preventive maintenance for all equipment, including computers, printers, and Wi-Fi routers.

**Software Updates:** Keep all software and operating systems updated with the latest patches and security fixes.

**Help Desk:** Establish a dedicated help desk or point of contact for guests to report technical issues.

**Technical Skills:** Equip staff with basic troubleshooting skills, such as clearing paper jams, restarting computers, and resolving simple connectivity issues.

**Be Proactive:** If a known issue is affecting multiple guests, proactively inform them of the situation and provide an estimated resolution time.

**Remote Support:** Implement remote support tools that allow IT staff to diagnose and resolve technical issues remotely, minimizing downtime for guests.

**Self-Service Options:** Provide self-service options for common issues, such as printing instructions or Wi-Fi passwords, through digital displays or online portals.

**e. What are the key factors to consider when designing a comfortable and functional workspace within the business center?**

**Answer**

When designing a comfortable and functional workspace within a hotel business center, you can be considering these factors:

**Comfortable Seating:** Invest in ergonomic chairs with adjustable features like height, lumbar support, and armrests to ensure guest comfort and prevent back strain.

**Adjustable Desks:** Provide adjustable desks to accommodate different heights and postures, allowing guests to work comfortably whether they prefer sitting or standing.

**Proper Lighting:** Ensure adequate lighting, both natural and artificial, to reduce eye strain and fatigue. Consider task lighting for individual workspaces and ambient lighting for a relaxing atmosphere.

**Private Workspaces:** Offer private workspaces or booths for guests who require focused work or confidential meetings.

**Quiet Zones:** Designate specific areas as quiet zones for those who need complete silence to concentrate.

**Noise Reduction:** Use sound-absorbing materials like carpets, acoustic panels, and plants to minimize distractions from ambient noise.

**High-Speed Internet:** Provide reliable and high-speed Wi-Fi access with strong signal strength throughout the business center.

**Power Outlets:** Ensure ample power outlets are available for laptops, chargers, and other devices.

**Technology Integration:** Incorporate technology into the workspace design, such as wireless printing, digital signage, and interactive displays.

**Color Palette:** Use calming and neutral colors that promote focus and relaxation.

**Natural Elements:** Incorporate natural elements like plants and natural light to create a more inviting and refreshing atmosphere.

**Artwork:** Display inspiring or local artwork to add personality and visual interest.

**f. What are the best practices for closing the business center at the end of the day, ensuring all equipment is secure and the area is clean and organized?**

**Answer**

Here are some best practices for closing the business center at the end of the day:

**1. Equipment Checks:**

- **Power Down:** Power down and unplug all computers, printers, scanners, and other electronic equipment.
- **Printer Checks:** Clear any paper jams, remove unused paper, and ensure printers are properly covered.
- **Check for Faults:** Conduct a quick visual inspection of all equipment for any signs of damage or malfunction.
- **Clean Work Surfaces:** Wipe down all work surfaces, including desks, tables, and countertops, with a disinfectant.

**2. Security Measures:**

- **Lock Up:** Secure all valuable equipment, such as laptops, printers, and scanners, in a locked room or safe.
- **Access Control:** Deactivate any access cards or codes used to enter the business center.
- **Check for Lost Items:** Check for any forgotten guest belongings (laptops, bags, etc.) and store them securely.

### 3. Cleanliness and Organization:

- **Trash Removal:** Empty all trash cans and recycle bins.
- **Organize Supplies:** Refill and organize office supplies, such as pens, paper, and notepads.
- **Vacuum and Sweep:** Vacuum the floors and sweep any debris from under desks and chairs.
- **Straighten Furniture:** Straighten chairs, tables, and other furniture to ensure the space is neat and tidy.

### 4. End-of-Day Checks:

- **Test Alarms:** Test all security alarms and emergency systems to ensure they are functioning correctly.
- **Check Lighting:** Turn off all unnecessary lights and ensure adequate security lighting is in place.

**Lock Doors:** Lock all doors and windows to the business center.



### Points to Remember

- Actively suggest additional services to guests based on their needs
- Ensure all doors and windows are locked, and valuable items are secured
- Update reports and other relevant documentation
- Keep up-to-date of technological advancements and industry trends



## Self-Reflection

1. Ask learners to re-take the self-assessment at the end of the unit. They should then fill in the table in their Trainee's Manual to identify their areas of strength, areas for improvement and actions to take to improve.
2. Discuss trainees' results with them. Identify any areas that are giving many trainees difficulties and plan to give additional support as needed (ex. use class time before you begin the next learning outcome to go through commonly identified difficult concepts).



## Summative assessment

### Integrated situation

Happy time hotel is located in Kigali city. Due to the big number of hotel guests requesting business center services; printing, scanning, photocopying and internet services. The hotel decided to open a new business center and has no business center clerk. As a newly hired skilled clerk, you are requested to provide business center services to the hotel guests and all required tools, materials and equipment are available.

**Tasks:** You are required to perform the following activities within 1 hours

1. Scanning the given document
2. Print out the scanned document
3. Send the copy through email

### Resources

|                        |                                                                                                                             |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Tools                  | Paper tray, Clock, Dust bin, Stapling machine, Internet access, Punching machine, Calculator.                               |
| Equipment              | Telephone, working tables, Office chairs, Printer, Computer, Shelves, Scanning machine, Faxing machine, Photocopy machine   |
| Materials/ Consumables | Pens, Notebooks Paper, Printed guest information, Notepad, post it, Business cards, Brochures, Staples, Stickers, Envelopes |

| Assessable outcomes                               | Assessment criteria<br>(Based on performance criteria)                                                     | Indicator                           | Observation |    | Marks allocation |
|---------------------------------------------------|------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------|----|------------------|
|                                                   |                                                                                                            |                                     | Yes         | No |                  |
| <b>1. Prepare business center workplace (40%)</b> | 1.1. Cleanliness of business center is properly verified according to the business center cleanliness SOPs | Cleanness of Floor is verified      |             |    | 6                |
|                                                   |                                                                                                            | Cleanness of Surface is verified    |             |    |                  |
|                                                   |                                                                                                            | Cleanness of equipment are verified |             |    |                  |
|                                                   |                                                                                                            | Amenities are verified              |             |    |                  |
|                                                   | 1.2. Facilities needed in business center are appropriately collected as per their types                   | Equipment are collected             |             |    | 8                |
|                                                   |                                                                                                            | Tools are collected                 |             |    |                  |
|                                                   |                                                                                                            | Stationaries are collected          |             |    |                  |
|                                                   | 1.3. Opening stock of business center is adequately checked as per services offered by the business center | Photocopying facilities are checked |             |    | 10               |
|                                                   |                                                                                                            | Printing facilities are checked     |             |    |                  |
|                                                   |                                                                                                            | Scanning facilities are checked     |             |    |                  |
|                                                   |                                                                                                            | Internet services are checked       |             |    |                  |
|                                                   |                                                                                                            | layout is arranged                  |             |    | 6                |

|                                    |                                                                                                        |                                      |  |  |    |
|------------------------------------|--------------------------------------------------------------------------------------------------------|--------------------------------------|--|--|----|
|                                    | 1.4. Business center is correctly arranged according to the accessibility of business center inquiries | Workstation is arranged              |  |  |    |
|                                    |                                                                                                        | Equipment positioning is arranged    |  |  |    |
| <b>2. Handle guest needs (40%)</b> | 2.1. Business center guests are appropriately welcomed as per guest welcoming SOPs                     | Eye contact is checked               |  |  | 15 |
|                                    |                                                                                                        | Facial expression is checked         |  |  |    |
|                                    |                                                                                                        | One meter distance is checked        |  |  |    |
|                                    | 2.2. Services needed are correctly identified according to the guest requests                          | Photocopying services are identified |  |  | 15 |
|                                    |                                                                                                        | Printing services are identified     |  |  |    |
|                                    |                                                                                                        | Scanning services are identified     |  |  |    |
|                                    |                                                                                                        | Internet services are identified     |  |  |    |
|                                    | 2.3. The requested services are adequately delivered according to the operational process              | Guest needs are identified           |  |  | 10 |
|                                    |                                                                                                        | Requested services are delivered     |  |  |    |
|                                    |                                                                                                        | Payment is received                  |  |  |    |

|                                              |                                                                                                           |                                          |     |  |    |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------|-----|--|----|
| Provide business center extra services (20%) | 3.1. Extra services offered by the business center are adequately identified according to the guest needs | Front desk activities are identified     |     |  | 10 |
|                                              |                                                                                                           | Administration activities are identified |     |  |    |
|                                              | 3.2. Requested services are properly offered according to the hotel standards                             | Extra service is addressed               |     |  | 10 |
|                                              |                                                                                                           | Extra service is delivered               |     |  |    |
|                                              |                                                                                                           | Feedback is collected                    |     |  |    |
|                                              | 3.3. Closing activities are correctly performed according to the hotel standards                          | Reporting is performed                   |     |  | 10 |
|                                              |                                                                                                           | Working station is rearranged            |     |  |    |
|                                              | Total marks                                                                                               |                                          | 100 |  |    |
| Percentage Weightage                         |                                                                                                           | 100%                                     |     |  |    |
| Minimum Passing line % (Aggregate): 70%      |                                                                                                           |                                          |     |  |    |

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