



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

RQF LEVEL 5



FRONT OFFICE AND HOUSEKEEPING

FHOBC501

Business Center Activities

TRAINEE'S MANUAL

APRIL 2025



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

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 trainee's manual encompasses all necessary skills, knowledge and attitudes required to **Business Center Activities**. Students undertaking this module shall be exposed to 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 practical opportunities reflecting real life situations.

The trainee's manual is subdivided into units, each unit has got various topics, you will start with a self-assessment exercise to help you rate yourself on the level of skills, knowledge and attitudes about the unit.

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

After these activities, you will learn more about the topics by doing different activities by reading the required knowledge, techniques, steps, procedures and other requirements under the key facts section, you may also get assistance from the trainer. 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 undertake progressive assessments known as formative and finally conclude with your self-reflection to identify your strengths, weaknesses and areas for improvement.

Do not forget to read the point to remember the section which provides the overall key points and takeaways of the unit.

Module Units:

Unit 1: Prepare business center workplace

Unit 2: Handle guest needs

Unit 3: Provide business center extra services

UNIT 1: PREPARE BUSINESS CENTER WORKPLACE



Unit summary

This unit provides you with the knowledge, skills and attitudes required to prepare business center workplace. It covers verification of business center cleanliness, collection of business center Facilities and checking business center Opening stock.

Self-Assessment: Unit 1

1. Look at the unit illustration in the Manuals and answer related questions:
 - 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. Fill out the below self-assessment. Think about yourself: do you think you can do this? How well? Read the statements across the top. Assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquired during the learning process
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe cleanliness of workplace					
Determine cleaning tools and equipment					
Explain business center amenities					
Identify surface polish					
Determine workplace smell					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
identify business center facilities					
Explain business center stock					
Arrangement of business center					
Conducting visual inspection of cleanliness of business center workplace					
check the cleanliness of business center tools and equipment					
Test the business center amenities					
Check the finger marks					
check the smell of the workplace					
Collect of the business center facilities					
Check the opening stock of business center					
Arrange business center workplace					
Pay close attention while conducting inspection to every corner					
Precision in determining tool and piece					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
equipment.					
Pay attention while testing business center amenities					
Pay close attention in identifying surface polish					
Being able to detect subtle odors.					
Collecting items in an orderly and efficient manner					
Ensuring accuracy in inventory counts					
Making a visually appealing and inviting workspace.					



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. Arrangement of business center	8. Arrange business center workplace	8. Making a visually appealing and inviting workspace.



Discovery activity 1:



Task 1

Read the following statement and answer the related questions.

It's a morning, and the business center is expected to be busy with guests, make sure that the cleanliness is done.

1. What do you understand by visual inspection of overall inspection?
2. How often should a visual inspection of common areas and bathrooms be conducted to maintain cleanliness standards?
3. Describe the surface areas to be sanitized for killing germs in business center workplace.
4. What specific areas should be prioritized during visual inspections (e.g., high-traffic areas, shared equipment)?
5. How can we ensure that equipment is regularly cleaned and maintained to prevent malfunctions?
6. What steps can be taken to address and prevent the accumulation of finger marks on surfaces?
7. Discuss on tips for bad odor prevention in business center workplace
8. What are hotel business center office suppliers?
9. What are the key methods used to evaluate inventory in a business center?
10. How can a business center effectively assess and manage its inventory value?
11. What to consider for business center arrangement?

TOPIC 1.1: VERIFICATION OF BUSINESS CENTER CLEANLINESS



Activity 1: Problem Solving



Task 2:

Read the scenario below and answer the questions that follow

You as business center administrator, it is your responsibility to confirm that a hotel's business center is clean. With services including printing, scanning, and high-speed internet, this center is an essential resource for business travelers. The hotel takes great satisfaction in giving its visitors a tidy and cozy stay.

In order to make sure the business center satisfies the hotel's exacting requirements for hygiene and cleanliness; you must perform a comprehensive inspection.

- a. In order to evaluate the general cleanliness of the business center, which particular locations would you prioritize for inspection?
- b. Based on what standards would you assess how clean the desks, seats, and workstations are?
- c. How would you rate the cleanliness of areas like doorknobs, mice, and keyboards that are often touched?
- d. What aspects of the supply cabinets and printer/copier area would you check for cleanliness?
- e. Are there any particular or disagreeable smells in the business area that you would notice? If yes, how would you go about fixing this problem?
- f. How would you ensure that cleaning personnel are using the right cleaning products and according to the correct cleaning protocols?
- g. Do you think that any obvious spills, dust, or debris are signs of inadequate cleanliness?

Key fact 1.1: Verification of business center cleanliness

- **Cleanliness checklist**

Introduction to the Checklist for hotel business center cleanliness: A hotel business center checklist is a tool used to ensure the efficient operation and guest satisfaction of the business center. It typically includes items such as: Equipment functionality, internet connectivity, supplies, cleanliness and staff assistance. By regularly checking these areas, hotel staff can ensure a positive experience for guests using the business center.

- ✓ **Common areas to check**

-  Vacuum or sweep common areas (e.g., hallways, waiting areas).
-  Wipe down any shared surfaces (e.g., counters, doorknobs).
-  Printer/Copier Area: Check for paper jams and replenish paper trays and clean any spilled toner or paper.
-  Supply Area: Restock office supplies (pens, paper, envelopes, etc.).
-  Clean and sanitize computer mice, keyboards, and monitors.
-  Phone handsets should be cleaned and sanitized.
-  Computer Equipment: Clean keyboards, mice, and touchscreens.
-  Wipe down monitors and computer towers.
-  Phone: Clean the phone receiver and handset.
-  Clean any other equipment present (e.g., printers, scanners, fax machines)
-  Tables & Chairs: Wipe down tables and chairs. Ensure chairs are stacked neatly.
-  Whiteboard/Screen: Clean any marks or smudges from the whiteboard/screen.
-  Audiovisual Equipment: Clean remote controls, microphones, and other equipment.

- ✓ **Bathrooms:**

-  Toilets & Sinks: Clean and disinfect toilets, sinks, and countertops.
-  Restock soap, hand towels, and toilet paper.
-  Mirrors: Clean and polish mirrors.

 Floors: Mop the floor.

✓ **Checklist format**

This format provides a clear and concise structure for your hotel business center checklist. You can customize it further by adding specific details relevant to your hotel's needs and equipment.

 Hotel Business Center Checklist Format

Hotel Name: [Hotel Name] **Date:** [Date] **Checked by:** [Name of Checker]

○ **Equipment Functionality**

EQUIPMENT	CHECK	NOTES
Computer number	Power On/Off, Internet Connection, Software Functionality (e.g., MS Office)	Specify any issues
Printer	Power on/of, paper availability, toner levels, test print	Specify any issues
Scanner	Power On/Off, Scanning Functionality (Test Scan)	
Fax Machine	Power On/Off, Paper Availability, Toner Levels, Test Fax	

○ **Supplies**

Suppliers	Check	Notes
Office suppliers (pens, pencils, paper, envelopes, notepads, stapler, staples, tape, scissors)	Sufficient stock	Restock as needed
Printing supplies (extra paper, toner cartridges)	Sufficient stock	Restock as needed

○ **Cleanliness**

Area	Check	Notes
Workstation (desks, chairs, surrounding areas)	Cleanliness, dusting	Specify any issues
Overall areas (floors, carpets, windows)	Cleanliness, trash removal, tidiness	Specify any issues

- **Guest Experience**

Area	check	Notes
Signature	Clear and visible directions to business center	Improve signature if necessary
Staff assistance	Availability of staff to assist guests	Note any issues with staff availability or knowledge
Guest feedback	Check for any guest feedback or complaints	Address any concerns

- **General Notes & Maintenance**

- Space for general notes, observations or maintenance
- Signature for checker

- **Visual inspection**

The cleanliness and usability of the hotel business center should be evaluated as part of a comprehensive visual inspection. This include inspecting the floors and surfaces for spills, stains, and trash. Computers, printers, and other gadgets should all be in good working order and free from damage. It's also important to confirm that supplies like pencils, paper, and envelopes are available and clean. With proper ventilation, temperature, and lighting, the entire space should be convenient.

- ✓ **Business center floor**

A visual inspection of a business center floor involves a careful examination of the floor's condition to identify any potential issues or hazards. This is typically done as part of routine maintenance or before any cleaning or repairs. Here's a breakdown of what to

look for:

✓ **Overall Appearance:**

-  Is the floor clean and free of debris (e.g., paper, food crumbs, spills)?
-  Are there any visible stains or discolorations?
-  Are there any signs of wear and tear, such as scratches, scuffs, or indentations?
-  **Hard Flooring (e.g., tile, wood, laminate):**
-  Check for loose or cracked tiles.
-  Look for any chips or gouges in the flooring.
-  Inspect for water damage or stains.

✓ **Safety Hazards:**

-  Are there any tripping hazards, such as loose carpet edges or uneven surfaces?
-  Are there any spills or other potential slip hazards?
-  Are there any electrical cords or cables that could pose a tripping hazard?

✓ **Business center Equipment**

A visual inspection of hotel business center equipment is a crucial step in ensuring its proper functioning and guest satisfaction. Here's a checklist to guide your inspection:

✓ **Computers:**

-  **Power:** Check if the computers turn on and off properly.
-  **Monitor:** Inspect for any cracks, dead pixels, or flickering.
-  **Keyboard and Mouse:** Check for cleanliness, functionality of keys, and proper mouse movement.
-  **Cables:** Ensure all cables (power, network, peripherals) are neatly organized and not damaged

✓ **Printer:**

-  **Paper Tray:** Check for paper jams, paper availability, and proper paper alignment.
-  **Toner Cartridge:** Inspect toner levels and replace if necessary.
-  **Print Quality:** Perform a test print to check for clarity, sharpness, and color accuracy.

- ✚ External Connections: Ensure proper connection to the network and any other devices

- ✓ **Scanner:**

- ✚ Glass Plate: Check for cleanliness and any scratches.

- ✚ Scanning Functionality: Perform a test scan to ensure proper image capture and quality.

- ✚ Software: Verify that the scanner software is installed and functioning correctly.

- ✓ **Fax Machine:**

- ✚ Paper Tray: Check for paper jams and sufficient paper supply.

- ✚ Toner Cartridge: Inspect toner levels and replace if necessary.

- ✚ Sending/Receiving: Perform a test fax to ensure proper sending and receiving functionality.

- ✓ **Other Equipment:**

- ✚ Copier: Check for paper jams, toner levels, and copy quality.

- ✚ Laminator: Inspect for proper heating and sealing functionality.

- ✚ Binding Machine: Check for proper binding and punching capabilities.

- ✚ Audio Visual Equipment: Inspect projectors, screens, microphones, and speakers for proper functionality and cleanliness.

- ✓ **Business center Amenities**

A visual inspection of hotel business center amenities is essential to ensure their functionality, cleanliness, and overall guest experience. Here's a checklist to guide your inspection:

- ✓ **Office Supplies:**

- ✚ Quantity: Check for sufficient stock of pens, pencils, paper, envelopes, notepads, staples, tape, and other essential supplies.

- ✚ Quality: Ensure the supplies are of good quality and not expired (e.g., sticky notes, markers).

- ✚ Organization: Verify that supplies are neatly organized and easily accessible for guests.

- ✓ **Printing Supplies:**

- ✚ Paper: Check for adequate supply of printer paper in various sizes.

 Toner/Ink: Inspect toner or ink levels in printers and replace as needed.

 Maintenance: Ensure printers are clean and free of paper jams.

✓ **Meeting Room Supplies:**

 Whiteboard Markers: Check for availability and functionality of whiteboard markers.

 Flip Charts: Inspect flip charts for cleanliness and availability of markers.

 Audio Equipment: Visually inspect projectors, screens, microphones, and speakers for any damage or signs of wear and tear.

✓ Proper ventilation and air circulation, No offensive odors **temperature and comfortable levels**

Branding and Signage: Consistent branding and messaging, Legible and clear signage

✓ **Business Center Space**

Workstations must be Well-maintained and orderly. All Working PCs and accessories, sufficient power outlets and Comfortable chair Printing and scanning devices must have Sufficient supplies of paper and toner clean and well operate

✓ **Meeting rooms**

Well-maintained and equipped with functional audiovisual equipment and Comfortable seats with a not dusty projector screen or whiteboard.

We have taken a number of precautions to guarantee the security and safety of our employees and guests. These include routine maintenance and inspections of fire protection devices, like alarms and extinguishers. A strong security system with working cameras and access control systems has also been installed. We also have clearly marked emergency protocols and first aid kits that are well stocked. We maintain appropriate staffing levels with qualified personnel who are prepared to handle a variety of circumstances in order to further improve security

• **Finger marks control**

Finger marks on surfaces like computer monitors, keyboards, and other equipment in a business center can detract from the overall cleanliness and professionalism of

the space. Here are some effective ways to control finger marks:

✓ **Prevention of finger marks**

- ✚ Regular Cleaning: Implement a regular cleaning schedule for all surfaces, including daily wiping down of frequently touched areas.
- ✚ Anti-Glare Screens: Consider using anti-glare screen protectors on computer monitors to reduce fingerprints and glare.
- ✚ Hand Sanitizer Availability: Encourage guests and staff to use hand sanitizer before using equipment to minimize the transfer of oils and dirt.
- ✚ Proper Training: Train staff on proper cleaning techniques and the importance of maintaining a clean and professional environment.

✓ **Removal of finger marks**

- ✚ Microfiber Cloths: Use soft, microfiber cloths to gently wipe away fingerprints.
- ✚ Screen Cleaning Wipes: Use specialized screen cleaning wipes designed for electronics.
- ✚ Avoid using harsh chemicals or abrasive materials that can damage surfaces.
- ✚ Glass Cleaner (for non-coated surfaces): For surfaces like glass or polished metal, a mild glass cleaner can effectively remove fingerprints.

✓ **Recommendations for total eliminate finger marks**

- ✚ Frequent Cleaning: Establish a routine cleaning schedule, stepping up how often you clean high-touch areas.
- ✚ Appropriate Cleaning Methods: To successfully remove finger marks, make sure cleaning personnel are instructed in appropriate cleaning methods.
- ✚ Premium Cleaning Supplies: Make use of cleaning supplies made specially to get rid of smudges and fingerprints.

- ✓ Frequent Inspections: To keep an eye on cleanliness levels and spot places that require more care, do routine inspections.

• **Odor check**

In a hotel business center office, maintaining a fresh and pleasant atmosphere is crucial

for guest comfort. A pleasant and odor-free environment is crucial for a positive guest experience in a hotel business center. Here's how to conduct an odor check

✓ Identifying **the Source of Odor**

A hotel business center must remain clean and odor-free to provide a professional and comfortable environment. If an unpleasant smell is present, follow these steps to identify and eliminate the source.

• **Steps to Identify the Odor Source**

- ✓ Step 1: Walk Around & Sniff Test
 - ✓ Move around the room and check if the odor is stronger in certain areas.
 - ✓ Pay attention to enclosed spaces like corners, under desks, and behind furniture.
- ✓ Step 2: Inspect High-Risk Areas
 - ✓ Check trash bins, carpets, chairs, and curtains for stains or trapped odors.
 - ✓ Look for food crumbs or liquid spills in desk drawers or near workstations.
- ✓ Step 3: Check Air Quality & Ventilation
 - ✓ Ensure the air conditioning system is clean and functioning properly.
 - ✓ If the room feels stuffy, open windows or doors for fresh air.
- ✓ Step 4: Examine Electrical Equipment
 - ✓ Smell printers, copiers, and electronic devices for burning or chemical odors.
 - ✓ Check power cables for overheating or damage.
- ✓ Step 5: Investigate Moisture & Mold Issues

Look for water leaks, damp spots, or mold on walls, ceilings, and floors.

Check if the air smells musty, which could indicate mold growth.

✓ Step 6: Test the Restroom & Drains

Flush toilets, run water in sinks, and check for foul smells from drains.

If necessary, pour a cleaning solution down drains to clear blockages.

✓ **Odor Control Techniques**

Maintaining a fresh and inviting atmosphere in a hotel business center is crucial for guest satisfaction. Here are some effective odor control techniques:

-  Regular Cleaning: Implement a rigorous cleaning schedule to remove dirt, debris, and paper dust.
 -  Proper Ventilation: Ensure adequate ventilation in all areas, especially when using printers and copiers.
 -  Air Filtration: Use high-quality air filters to remove airborne pollutants and odors.
 -  Trash Management: Empty trash cans regularly and keep them clean.
 -  Paper Storage: Store paper in a cool, dry place to prevent deterioration and odor.
- ✓ **Tips for bad odor prevention**
-  Air Purifiers: Use air purifiers with activated carbon filters to absorb odors.
 -  Odor Eliminators: Employ commercial odor eliminators designed to neutralize odors at their source.
 -  Natural Air Fresheners: Utilize natural air fresheners like potpourri, essential oil diffusers, or plants to mask odors.
 -  Ventilation: Open windows and doors to allow fresh air to circulate.
 -  Duct Cleaning: Periodically clean the ductwork to remove dust, debris, and allergens.



Activity 2: Guided Practice



Task 3:

Read the following scenario and do the follow.

In your role as a business center staff member at a luxury hotel, you are tasked with ensuring that the business center meets the highest standards of cleanliness and hygiene.

Fill up cleanliness checklist and ensure that all high-touch surfaces, such as doorknobs and keyboards, are sanitized.



Activity 3: Application



Task 4:

Read the following scenario and do the follow.

You work at the DS Hotel. The hotel's business center is an essential resource for both business and leisure travelers. Recent guest feedback has highlighted some concerns regarding the cleanliness and upkeep of this area.

You have been tasked to develop a comprehensive cleaning and maintenance plan to address these issues and enhance the guest experience.

TOPIC 1.2: COLLECTION OF BUSINESS CENTER FACILITIES



Activity 1: Problem Solving



Task 5:

Read the scenario below and answer the following questions.

The Hub Hotel's business center is experiencing a decline in usage. Guests are increasingly opting for alternative workspaces, such as their own rooms, hotel lobbies, or nearby cafes. This decline is attributed to several factors, including: Slow internet speeds, limited device charging ports, and incompatible equipment are deterring guests from utilizing the center.

- a. Which basic facilities are typically found in a hotel business center?
- b. How can business travelers' needs be satisfied by the business center at the Hotel?

Key facts 1.2: Collection of business center facilities

- **Types of business center facilities**

- ✓ **Equipment**

- **Business center office equipment**

- Computers: For internet access, email, and document creation.
 - Printers: For printing documents and files.
 - Scanners: For digitizing physical documents.
 - Fax Machines: For sending and receiving documents over phone lines.
 - High-Speed Internet: For fast and reliable internet access.
 - Wi-Fi: For wireless internet access on devices.
 - Projector: For presentations and visual displays.
 - Whiteboard: For brainstorming and presentations.
 - Webcam: For video conferencing and online meetings.
 - Headphones: For private audio and video calls.

- **Video Conferencing Equipment**

- Webcam: Captures video of participants.
 - Microphone: Captures audio from participants.
 - Speaker: Plays audio from the remote participants.
 - Monitor: Displays the video feed from the remote participants.
 - Headset: Provides clear audio input and output for individual participants.
 - Conference Phone: Amplifies voices and reduces background noise in larger meetings.
 - Video Conferencing Software: Enables real-time video and audio communication.
 - Projector: Displays the video conference on a larger screen.
 - Remote Control: Controls the projector, webcam, and other devices.
 - High-Speed Internet: Ensures smooth video and audio transmission.

- **Telephone Systems**

- PBX (Private Branch Exchange): This is the central switching system

that manages all internal and external calls within the hotel.

- VoIP (Voice over Internet Protocol): These are digital phones that connect to the network via an Ethernet cable, offering advanced features like voicemail, call forwarding, and conference calling.
- Headsets: These allow hands-free communication, improving productivity and reducing strain on the neck and ears.
- Conference Phones: These devices enable multiple people to participate in a conference call simultaneously.
- Voicemail System: This system allows users to record and retrieve voice messages when they are unavailable
- Private Branch Exchange (PBX): The central switching system that manages all internal and external calls.
- IP Phones: Digital phones that connect to the network via Ethernet, offering advanced features.
- Headsets: For hands-free communication, improving productivity and reducing strain.
- Conference Phones: Enable multiple people to participate in a conference call.
- Voicemail System: Allows users to record and retrieve voice messages.
- Caller ID Display: Shows the caller's phone number on the display.
- Call Waiting: Allows users to hold one call while answering another.
- Call Forwarding: Redirects incoming calls to another number.
- Call Transfer: Transfers a call to another extension or outside line.
- Intercom System: Enables internal communication between different departments or floors.

✓ **Office Supplies and furniture**

-  **Pens:** For writing and signing documents.
-  **Pencils:** For writing and drawing.
-  **Paper:** For printing, writing, and copying.
-  **Envelopes:** For mailing documents.
-  **Sticky Notes:** For reminders and quick notes.

-  **Highlighters:** For highlighting text.
-  **Staplers:** For fastening papers together.
-  **Paper Clips:** For temporarily fastening papers together.
-  **Binder Clips:** For securely fastening multiple sheets of paper.
-  **Calculators:** For performing calculations.
-  **cartridges** are crucial components for various printing and copying tasks.

They come in two main types: toner cartridges and ink cartridge

- **Toner Cartridges:** Toner cartridges are used in laser printers. They contain a fine powder that is electrostatically charged and fused to paper to create text and images. Toner cartridges are known for their high print quality, durability, and efficiency. They are commonly used in business centers for printing high-quality documents, such as reports, presentations, and marketing materials.
- **Inkjet printers or ink cartridges:** it is used to produce text and images; they use liquid ink that is sprayed onto paper. Color printing, photo printing, and printing on speciality paper are common uses for inkjet printers. Even though inkjet printers are typically less expensive than laser printers, ink costs are typically greater for inkjets, particularly when printing in large quantities.
- **Cartridges** are used for printing posters, pamphlets, and papers in color.
creating images of superior quality.

✓ **Office suppliers and furniture**

-  **Desks:** For working and typing.
-  **Chairs:** For comfortable seating.
-  **Tables:** For meetings and collaborative work.
-  **Bookcases or Shelves:** For storing books, manuals, and other materials.
-  **Whiteboard:** For brainstorming and presentations

✓ **Manual tools/ ICT tools**

A hotel business center office provides essential services like printing, scanning,

photocopying, and internet access for guests. To efficiently manage these tasks, both manual tools and ICT (Information and Communication Technology) tools are used



Manual Tools:

- Stapler: Fastens papers together.
- Staple Remover: Removes staples from paper.
- Scissors: Cuts paper, envelopes, and other materials.
- Hole Puncher: Punches holes in paper for binding.
- Paper Cutter: Cuts large sheets of paper into smaller sizes.
- Tape Dispenser: Dispense adhesive tape.
- Pencil Sharpener: Sharpens pencils.
- Rubber Stamp: Stamps dates, logos, or other information.
- Paper Clips: Temporarily fastens papers together.
- Binder Clips: Securely fastens multiple sheets of paper.



ICT Tools:

- Computers: For internet access, email, and document creation.
- Printers: For printing documents and files.
- Scanners: For digitizing physical documents.
- Fax Machines: For sending and receiving documents over phone lines.
- High-Speed Internet: For fast and reliable internet access.
- Wi-Fi: For wireless internet access on devices.
- Projector: For presentations and visual displays.
- Whiteboard: For brainstorming and presentations.
- Webcam: For video conferencing and online meetings.
- Headphones: For private audio and video calls.
- Microphone: For clear audio during presentations and meetings.
- Speakers: For audio output from computers and other devices.
- Power Strips: For multiple device charging and power outlets.
- Surge Protector: Protects electronic devices from power surges.
- USB Hub: For connecting multiple devices to a single USB port.
- External Hard Drive: For storing large files and data backups.

- Tablet: For mobile computing and presentations.
- Smartphone: For communication and mobile productivity.
- Digital Camera: For capturing images and documents.
- Business Card Scanner: For quickly digitizing business cards.

✓ **Steps of checking tools and equipment**



Preparation

- Make a Checklist: Make a thorough checklist that covers every piece of equipment and tool in the business center. The precise items, their locations, and any special inspection criteria should all be covered in detail in this checklist.
- Assemble Necessary Tools: Make sure you have all the instruments needed for the examination, including pliers, screwdrivers, cleaning agents, and a flashlight.



Visual Examination:

- Walk-Through: Visually evaluate all tools and equipment during a comprehensive walk-through of the business center.
- Examine for Damage: Keep an eye out for any physical damage indicators, such as cracks, dents, or broken components.
- Examine Cables and Wires: Look for any damage that would present a safety risk, such as fraying or exposed wires. Verify Functionality: To make sure all tools and equipment are operating as intended, test their fundamental features. This could entail turning on computers, printers, scanners, and other electronics.
- Hygiene and Cleanliness: Evaluate how hygienic the apparatus is. Make sure that commonly touched objects, such as keyboards and mouse, are clear of debris and clean.



Detailed Examination:

- Power Cords and Outlets: Make sure power cords are plugged into outlets securely and inspect them for damage.
- Printer and Scanner: Make sure the devices are operating correctly, the paper trays are full, and the toner levels are adequate.

- Machines and Monitors: Verify that software is current, machines are starting up correctly, and monitors are displaying images appropriately.
- Office Supplies: Verify that enough paper, pens, and staplers are accessible by looking through the inventory furniture: Check for loose screws, worn-out upholstery, and other issues.



Activity 2: Guided Practice



Task6:

Read the following scenario and perform the related tasks

As a new staff at a Seni hotel located in Muyumbu sector in Rwamagana, your supervisor has tasked you with assisting in the organization of the hotel's business center. This center provides essential services to guests, including internet access, printing, photocopying, and access to computers.

- Observe how guests utilize the business center. Note any recurring issues, such as equipment malfunctions, slow internet speeds, or insufficient supplies.
- Assist in organizing and labeling office supplies (pens, paper, envelopes, etc.).



Activity 3: Application



Task 7:

You are hired as Business Center Manager at a Mixed hotel. Your primary responsibility is to ensure the smooth operation of the center and provide excellent service to guests. Provide assistance to guests with equipment usage, software applications, and any other inquiries.

TOPIC 1.3: CHECKING BUSINESS CENTER OPENING STOCK



Activity 1: Problem Solving



Task 8:

Read the following scenario and use it to perform tasks that follow.

You are the Business Center Manager at the IRIZA Hotel. Today is the start of your shift, and your first task is to conduct an opening stock check of the business center

- What are the most critical supplies to check during the opening stock check, and why?
- How would you handle a situation where a critical piece of equipment (e.g., the printer) is found to be malfunctioning during the stock check?
- What steps would you take to ensure the accuracy of the stock check and minimize the risk of errors?
- How would you document and communicate the results of the stock check to your supervisor or relevant departments?
- How would you use the information gathered during the stock check to improve the efficiency and cost-effectiveness of the business center operations?

KEY FACTS 1.3: CHECKING BUSINESS CENTER OPENING STOCK

- **Inventory evaluation**

Opening stock in a business center context typically refers to the initial inventory of office supplies, printing materials, and other consumables at the beginning of an accounting period

- ✓ **Photocopying facilities**

- ✓ **Understanding Opening Stock for photocopying services**

opening stock refers to the value of inventory or supplies a business has on hand at the beginning of an accounting period. for a photocopying facility, this would include items like:



paper: different sizes (a4, a3, etc.) and weights

- ✚ toner cartridges: for black and white and color printers
- ✚ ink cartridges: for inkjet printers
- ✚ cleaning supplies: toner cleaner, paper cleaning solution, etc.
- ✚ Spare parts: Fuser film, drum units, etc.

✓ **Steps to Check Opening Stock**

- ✚ Physical Inventory: This is visual inspection: Physically count and inspect all inventory items to ensure quality and quantity.
- ✚ Check for Expiry Dates: Verify that toner and ink cartridges are not expired.
- ✚ Assess Machine Condition: Ensure photocopying machines are in working order and ready for use.

✓ **Inventory List**

- ✚ Create a detailed list of all inventory items, including:

Item name

Quantity on hand

Unit cost

Total cost

Use a spreadsheet or inventory management software to organize this information.

✓ **Valuation**

- ✚ FIFO (First-In, First-Out): Assumes the oldest items are sold first.
- ✚ LIFO (Last-In, First-Out): Assumes the newest items are sold first.
- ✚ Weighted Average **Cost**: Calculates the average cost of all items in inventory.

Choose a valuation method that best suits your business and accounting practices.

✓ **Record Keeping**

Accurately record the opening stock values in your accounting records.

Maintain detailed records of all purchases, sales, and inventory adjustments.

✓ **Printing facilities**

To accurately assess the opening stock of a business center's printing facilities, a thorough physical inventory should be conducted.

This involves systematically counting and recording all available printing supplies, including paper, toner cartridges, ink cartridges, and specialty paper stocks.

Additionally, the condition and functionality of printing equipment, such as printers, copiers, and scanners, must be verified.

By carefully examining the quantity, quality, and usability of these resources, the business center can accurately determine its starting inventory, identify potential shortages, and plan for future procurement needs. This process ensures efficient operations and helps maintain optimal service levels for customers.

- ✓ **Regular Stock Takes:** Conduct regular physical inventory counts to ensure accuracy.
- ✓ **Inventory Software:** Utilize inventory management software to automate tracking and reporting.
- ✓ **Cost Control:** Monitor usage and implement cost-saving measures, such as bulk purchasing or recycling.
- ✓ **Security:** Implement security measures to protect inventory from theft and damage.

These tools and equipment are designed to provide a productive and efficient work environment for businesses of all sizes.

✓ **Scanning facilities**

A thorough inventory should be carried out in order to determine the opening stock of a hotel business center's scanning facilities. This entails making the following checks:
Physical Stock:

✓ **Scanners**

-  **Count:** Confirm how many scanners are available.
-  **Condition:** Examine the scanning glass for any physical damage, broken

buttons, or other problems.

- ✚ Functionality: Verify that each scanner can reliably scan a range of document sizes and kinds, including books, paper, and plastic cards.

✓ **Cables for scanners**

- ✚ Count: Check how many power cords and USB cables are available.
- ✚ Condition: Inspect for fraying, loose connections, or damage.

✓ **Software for Scanners:**

- ✚ Installation: Verify that the computers in the business center have the required scanner software installed.
- ✚ Functionality: Verify that the software can identify the scanners and carry out simple

✓ **scanning tasks**

- ✚ Quantity: Verify how much cleaning solution is on hand.
- Expiration Date: To guarantee efficacy, confirm the expiration date.

✓ **Cleaning Cloths**

- ✚ Quantity: Determine how many cleaning cloths are on hand.
- Condition: Examine for contaminants or signs of wear and tear.

✓ **Single-sheet documents**

- ✚ Letters: Formal or informal communications sent to individuals or organizations.
- ✚ Invoices: Bills for goods or services provided.
- ✚ Receipts: Proof of purchase or payment.
- ✚ Contracts: Legal agreements between two or more parties.
- ✚ Resumes: Summaries of a person's qualifications and experience.
- ✚ Brochures: Informational documents about products or services.
- ✚ Flyers: Advertisements or announcements.
- ✚ Forms: Standardized documents with specific fields to be filled out.

✓ **Multi-page documents:**

- ✚ Books: Printed works with multiple pages, bound together.
- ✚ Reports: Detailed analyses or summaries of data or events.
- ✚ Magazines: Periodical publications with multiple articles and images.

-  Journals: Academic publications containing research papers.
-  Manuals: Instruction guides for products or software.
-  Presentations: Slide decks used for presentations.
-  Legal Documents: Contracts, legal briefs, court filings.
-  Financial Statements: Balance sheets, income statements, cash flow statements

✓ **Large-format documents:**

-  Architectural blueprints: Detailed plans for buildings and structures.
-  Engineering drawings: Technical diagrams and schematics.
-  Large maps: Geographical maps, city plans, or historical maps.
-  Posters and banners: Large promotional materials.
-  Fine art and photography: Large-format prints, paintings, and photographs.
-  Technical drawings: Diagrams and schematics for engineering, architecture, or other technical fields.

✓ **Types of Photographic materials:**

 Film

Celluloid film: A flexible plastic film base that was widely used in traditional photography.

Polyester film: A more stable and durable film base used in modern photography.

 Photographic paper

Fiber-based paper: A traditional type of paper made from wood pulp or cotton.

Resin-coated paper: A modern type of paper with a smooth, glossy surface.

 Photographic plates

Glass plates coated with a light-sensitive emulsion, used in early photography and specialized applications.

✓ **How Photographic Materials Work:**

-  **Exposure:** When light strikes the light-sensitive emulsion, it triggers a chemical reaction that creates a latent image.
-  **Development:** The latent image is developed using chemical solutions that amplify the image and make it visible.
-  **Fixing:** The image is fixed to prevent further chemical changes.
-  **Washing:** The remaining chemicals are washed away.
-  **Drying:** The photographic material is dried to complete the process.

✓ **Types of scanning services offered by business centers:**

-  **Self-service scanning:** Customers can use the scanning equipment themselves to scan their documents.
-  **Staff-assisted scanning:** Business center staff can scan documents for customers, often with additional services like document indexing or organizing.
-  **High-volume scanning:** For large-scale scanning projects, business centers may offer specialized services with faster turnaround times and additional features like optical character recognition (OCR) for converting scanned documents into editable text.
-  **Document preparation:** Trimming, stapling, and other document preparation tasks.
-  **File format conversion:** Converting scanned documents to various file formats like PDF, JPEG, TIFF, etc.
-  **Cloud storage:** Uploading scanned documents to cloud storage services for easy access and sharing.
-  **Printing and copying:** Additional services like printing and copying scanned documents.

✓ **Internet services facilities**

Hotel business centers are designed to cater to the needs of business travellers, providing a range of services and amenities to facilitate productivity. Among these services, reliable and high-speed internet access is a crucial component.

✓ **Typical Internet Services Offered**

-  **High-Speed Wi-Fi:** Complimentary Wi-Fi access throughout the hotel, including the business center. Strong and consistent signal for seamless connectivity.
-  **Wired Internet:** Ethernet ports for a more stable and secure connection, particularly for large file transfers or video conferencing.
-  **Printing and Scanning:** Access to printers and scanners to print documents, scan important papers, and make copies.
-  **Computer Workstations:** Equipped with high-performance computers for tasks like email, browsing, and document editing.
-  **Teleconferencing Facilities:** Dedicated areas or rooms for video conferencing, with high-quality audio and video equipment.

✓ **Other business center facilities**

The quantity of available, bookable office space at the start of a given time frame is commonly referred to as the "opening stock" of office space in the context of a hotel business center. Depending on the hotel's operational cycle, this could be done every day, every week, or every month.

✓ **Examining the Office Space Opening Stock**

The following actions should be taken into consideration in order to precisely evaluate the opening stock of office space:

- **Verification by physical means**

Walk-through: Examine each office area in person to make sure it is hygienic, operational, and prepared for usage.

Equipment Check: Confirm that necessary pieces of equipment, such as desks, seats, PCs, printers, and Wi-Fi connectivity, are present and operating.

- **Supply Check:** Verify that there is a sufficient amount of paper, stationery, and printer ink available.

- **Review of the Booking System**

Software Check: Confirm that the office space availability is appropriately reflected in

the hotel's booking system.

Reservation Check: Examine any current bookings or reservations to determine which areas are occupied.

Maintenance Schedule: Look for any planned cleaning or maintenance that could momentarily lower the quantity of available spots.

Staff input

Front Desk: **To find out the current status of office space reservations, speak with the front desk employees.**

Housekeeping: **Confirm that all occupied areas have been cleared out and made ready for fresh reservations.**

✓ Understanding Meeting Room "Opening Stock"

The "opening stock" of meeting rooms in a hotel business center is the total number of available, meeting spaces reserved at the start of a given time frame. Depending on the hotel's operational cycle, this could be done every day, every week, or every month.

Examining the Initial Stock:

The following actions should be taken into consideration in order to precisely evaluate the opening stock of meeting rooms:

Verification by physical means

Walk-through: Examine each meeting space in person to make sure it is hygienic, operational, and prepared for usage.

Equipment Check: Confirm that necessary pieces of equipment, such as tables, seats, projectors, screens, and audio-visual systems, are present and operating.

Supply Check: Verify that there is a sufficient amount of paper, stationery, and other required materials.

Review of the Booking System: Software Check: Confirm that the hotel's

booking system appropriately displays the number of meeting rooms available.

Reservation Check: To determine which rooms are occupied, look over any current

 **Reservations or bookings:** Maintenance Schedule: Look for any planned cleaning or maintenance that can momentarily lower the number of rooms available.

 **Employee Input:** Front Desk: To find out the current status of meeting room reservations, speak with the front desk employees.

Housekeeping: Confirm

✓ **Conference Room "Opening Stock"**

Like meeting rooms, a hotel business center's "opening stock" of conference rooms is the total number of available, reserve able conference rooms at the start of a given time frame.

Examining the Initial Stock:

The following actions should be taken into consideration in order to precisely evaluate the opening stock of conference rooms:

Verification by physical means:

Walk-through: Examine each conference room in person to make sure it is hygienic, operational, and prepared for usage.

Equipment Check: Confirm that necessary pieces of equipment, such as tables, seats, projectors, screens, microphones, and audio-visual systems, are present and operating.

Supply Check: Verify that there is a sufficient amount of paper, stationery, and other required materials.

Review of the Booking System:

Software Check: Confirm that the conference room availability is appropriately reflected in the hotel's booking system.

Reservation Check: To determine which rooms are occupied, look over any

current reservations or bookings.

Maintenance Schedule: Look for any planned cleaning or maintenance that can momentarily lower the number of rooms available.

Employee input

Front Desk: To find out the present status of conference room reservations, speak with the front desk employees.

Housekeeping: Confirm that any rooms that are currently occupied have been cleaned and made ready for future reservations.

 **Room Capacity:** For large-scale events, take into account each conference room's ability to accommodate guests.

 **Technical Capabilities:** Confirm that cutting-edge technologies such as simultaneous translation systems, high-speed internet, and video conferencing are available.

 **Catering Services:** To guarantee smooth food and drink service for sizable gatherings, work with the hotel's catering division.

 **Security and Safety:** To guarantee the attendees' safety, put emergency protocols and security measures into place.

 **Peak Times:** The hotel may need to modify the number of conference rooms available to meet increasing demand during busy times of the year or during business gatherings.

✓ **Business Lounges' Opening Stock**

The quantity of available, bookable business lounges at the start of a given time frame is known as the "opening stock" of business lounges at a hotel business center. Depending on the hotel's operational cycle, this could be done every day, every week, or every month.

○ **Verification by physical means**

Walk-through: Examine each business lounge in person to make sure it is hygienic, operational, and prepared for usage.

Equipment Check: Confirm that necessary devices, such as PCs, printers, scanners, and Wi-Fi connectivity, are present and operating.

Supply Check: Verify that there is a sufficient amount of paper, stationery, and other required materials.

Comfort facilities: Verify whether there are beverages, cosy sitting, and other facilities available.

Capacity: Take into consideration how many people each business lounge can hold. **Amenities:** Make sure the lounges have everything guests may possibly need, including cosy chairs, fast internet, and printing capabilities.

Quiet Areas: Locate areas in the lounge where you can work closely.

Peak Times: To meet increased demand, the hotel may need to modify the number of business lounges available at busy times or business gatherings.

Staffing: Assure sufficient personnel to oversee the lounge, help patrons, and keep the space tidy and friendly.

- **Opening Stock of Administrative Support**

The availability of employees who are qualified and prepared to offer administrative services to visitors is referred to as the "opening stock" of administrative assistance in the context of a hotel business center.

Examining the Initial Stock

Take into account the following while evaluating the administrative support's availability staff timetable

Shift Patterns: Examine the staff schedule to see how many employees are available for each shift.

Overtime Capacity: Ascertain whether employees are available to work extra hours if necessary.

Absenteeism: Look for any scheduled or unforeseen absences that could affect the number of employees.

Employee education

Skill Set: Evaluate the employees' proficiency in handling administrative tasks like photocopying, scanning, printing, and document preparation.

Language Proficiency: To accommodate foreign visitors, confirm that the personnel speaks the language. Computer Proficiency: Verify that employees know how to use computer systems and office software.

Evaluation of workload:

Present Workload: To find any possible bottlenecks, assess the administrative staff's present workload.

Peak Times: Take into account the expected workload during busy times of the year or important business occasions.

Resource allocation: Assess whether more resources are required to manage the increased workload, such as temporary employees or outsourcing.

 **Equipment and Supplies:** Availability: Verify that the required supplies (paper, ink, toner) and equipment (computers, printers, scanners, etc.) are easily accessible. Maintenance: To avoid downtime, verify the equipment's maintenance status.

 **IT Support:** High-speed internet access, Wi-Fi, computer workstations, printers, and technical assistance.

 **Telecommunications:** Telephone systems, voice mail, and local/long-distance calling plans.



Activity 2: Guided Practice



Task 9:

Read the below scenario and do the related task

Kalisa has just started his shift as a Business Center Manager at a hotel. His first task is to accurately determine the value of the business center's opening stock

Provided:

- You are given a list of consumable supplies typically found in a hotel business center (e.g., reams of A4 paper, printer cartridges, USB drives, pens, envelopes).
- You are given a table with the following information for each consumable supply:
Item Name, Quantity on Hand (from your physical count), Unit Cost, Date of Purchase.
 - a. Conduct a "physical inventory" by counting the quantity of each item available.
Record the quantities accurately.
 - b. Use FIFO (First-In, First-Out) to calculate the value of opening stock for each item assuming the oldest inventory is sold first.
 - c. Use LIFO (Last-In, First-Out) to calculate the value of opening stock for each item assuming the newest inventory is sold first.



Activity 3: Application



Task 10:

Read the below scenario and execute the required task

You recently graduated and have landed a position as a Business Center Attendant at the prestigious Zenith Hotel. Your initial focus is to contribute to enhancing the guest experience within the business center.

Current Business Center Setup: Ten individual workstations, two small meeting rooms, one large conference room, a shared printer/scanner station.

Referring to the scenario above, perform the following tasks

- a. How would you assess the current needs of business center guests?
- b. What are some potential improvements you could suggest to enhance the guest experience?
- c. How would you ensure the smooth and efficient operation of the business center?
- d. Develop a plan for promoting the business center to hotel guests.

TOPIC 1.4: ARRANGEMENT OF BUSINESS CENTER



Activity 1: Problem Solving



Task 11:

Read the scenario below and answer related questions

The H&P Hotel is hosting a high-profile meeting for a group of prominent business leaders in their grand conference room. You, as the Business Center Manager, are responsible for ensuring the optimal setup and functionality of the business center to support this prestigious event. The conference room is equipped with a large screen, projector, and basic audio-visual equipment. The business center itself has a limited number of workstations, a shared printer/scanner, and a small meeting room.

The meeting will involve presentations, breakout sessions, and informal networking.

You are required to execute the following tasks

- a. Identify any potential limitations or shortcomings of the existing business center facilities in supporting the needs of this high-profile meeting.
- b. Provide a dedicated technical support staff to assist guests with any technical issues.
- c. Suggest upgrades to the existing business center infrastructure (e.g., faster internet, more powerful computers, and improved printing capabilities).

Key facts 1.4: Arrangement of Business center

- **Factors for business center arrangement**

Productivity and customer satisfaction can be greatly increased by having a well-organized business center. Here is a summary of the main factors to take into account for a practical and effective layout:

- ✓ **Hotel Business center Functional layout**

- **Waiting area and reception:**

- **Design:**

- A check-in and information desk at the entrance.

- Cozy seating options for those who are waiting, including couches or chairs.

- Easily accessible informational resources, such as maps and brochures.

- **Area of Workstations**

- **Design:**

- Individual desks with ergonomic seats arranged in rows.

- Every workstation has enough power outlets and USB charging ports.

- Adequate artificial and natural lighting.

- Sufficient distance between workstations to guarantee comfort and seclusion.

- **Meeting Space:**

- **Design:**

- ✓ **A sizable table with cosy chairs.**

- A projector screen or whiteboard for presentations.**

- Audio-visual apparatus, including a sound system, projector, and computer.**

- Enough power outlets for gadgets.**

- **Area for Printing and Copying**

- A multipurpose printer, scanner, and copier.

- Paper supplies and trays.

- **Business Services Counter**

- **Purpose:** Offering additional business services, such as faxing, shipping, and document preparation.

- **Ergonomics:** Ensure that workstations and chairs are ergonomically designed to prevent discomfort and fatigue.
- **Lighting:** Provide adequate lighting, both natural and artificial, to reduce eye strain.
- **Acoustics:** Use sound-absorbing materials to minimize noise distractions.
- **Technology:** Offer reliable Wi-Fi access and ensure that all devices are in good working condition.
- **Security:** Implement security measures, such as surveillance cameras and access control systems.
- **Accessibility:** Design the space to be accessible to guests with disabilities.

Organize workstation

In order to give visitors a productive and comfortable work environment, a hotel business center must have a well-organized workstation. The following are important factors to think about when designing a workstation:

Crucial Components:

- **workstation:** It is crucial to have a stable workstation with lots of work space. To lessen strain, take into account ergonomic designs.
- **Chair:** Comfortable, adjustable seats encourage good posture and reduce tiredness.
- **Monitor:** A top-notch monitor with tilt and height adjustments.
Keyboard and mouse: Repetitive strain injuries can be avoided with ergonomic keyboards and mice.
- **Power Outlets:** Device charging outlets that are conveniently located.
- **Lighting:** To lessen eye strain, good artificial and natural lighting is essential.
Reliable Wi-Fi connection for internet access.
- **Facilities for Printing and Scanning:** Availability of printers and scanners for document requirements

Considerations for Layout

- **Privacy:** Individual Workstations: Arrange desks to reduce distractions and offer a feeling of privacy.
- **Partitions:** Take into account dividing workstations with screens or partitions.
- **Ergonomics:** Monitor Height: To lessen neck strain, make sure the monitor is eye level.
- **Keyboard and Mouse Position:** To avoid discomfort, keep your wrists in a neutral position.
- **Chair Adjustment:** To encourage good posture, modify the chair's height and backrest.
- **Cable Management:** Cable Troughs: To keep cables neat and hidden, use cable troughs.
- **Wireless Connectivity:** Use wireless accessories to reduce the number of cords.
- **Storage:** Drawer or Shelf: Offer a place to keep documents and personal items.
- **Lockers:** Provide safe keeping for valuables.

✓ **Equipment positioning**

 **Accessibility:** Easy Reach: Position frequently used devices, such as printers and scanners, close to workstations for convenient access.

Clear Pathways: To prevent congestion, make sure there are clear paths between workstations and equipment.

 **Ergonomics:** Monitor Height: To lessen neck strain, place displays at eye level.

Keyboard and Mouse Positioning: To prevent repetitive strain injuries, keep keyboards and mice at a comfortable distance from one another.

Chair Height: To guarantee good posture, adjust the chair height.

- **Cable Management:** Cable Troughs: To keep cables neat and avoid trip hazards, use cable troughs.
- **Wireless Connectivity:** Use wireless accessories to reduce the number

of cords.

- **Lighting:** Task Lighting: To lessen eye strain, give workstations enough lighting.
- **Ambient Lighting:** To create a cosy ambiance, use ambient lighting.

Suggestions for Equipment Location:

- **Configuring a Workstation**

Monitor: Position the monitor directly in front of the user, at eye level.

Keyboard and Mouse: Set up the keyboard and mouse so that the user can reach them comfortably.

Power Outlets: Place power outlets close to workstations for convenience.

Phone: Put the phone within easy reach or on the desk.

Equipment Shared:

Printer/Scanner: Position the printer/scanner so that it is conveniently close to every workstation.

Fax Machine: For best operation, place the fax machine close to the printer or scanner
Copier: To reduce noise and distractions, put the copier in a different location.

- ✓ **Aesthetic**

A well-designed hotel business center can greatly improve the overall experience of visitors. It fosters a friendly and motivating atmosphere that promotes both work and leisure. When setting up a hotel business center according to aesthetic principles, keep the following important factors in mind:

Color Palette

- **Neutral Tones:** To create a serene and polished ambiance, use a neutral color scheme that includes whites, greys, and beiges.
- **Accent Colors:** To add visual appeal and individuality, use accent cushions, artwork, or decorative pieces to introduce pops of color.
- **Natural Light:** To create a light and airy atmosphere, make the most of natural light by utilizing skylights or large windows.

Furniture

- **Ergonomic:** Select pleasant and useful furniture that is ergonomic.
- **Modern:** Choose sleek, contemporary furniture that blends in with the entire design.
- **Variety:** To accommodate a range of tastes, provide a selection of seating alternatives, including couches, chairs, and bar stools.

Lighting:

- **Layered Lighting:** To emphasize particular regions and create various moods, combine ambient, task, and accent lighting.
- **Dimmers:** Use dimmers to change the brightness of the lights as necessary.
- **Natural Light:** Use skylights or wide windows to optimize natural light.

Technology:

- **Wi-Fi Internet:** Throughout the business center, offer fast Wi-Fi internet connection.
- **Power Outlets:** Make sure there are enough power outlets so visitors may charge their electronics.
- **Printing and Scanning:** Provide easy access to printing and scanning tools.

Decor:

- **Minimalist:** Maintain a clean, uncomplicated aesthetic.
- **Artwork:** Put on display pieces that enhance the overall design.
- **Plants:** Use plants to enhance the air quality and add a little of nature.



Activity 2: Guided practice



Task 12:

Read the following scenario and perform the related tasks

In these coming holidays Kalisa got internship in SD hotel as trainee at a hotel, and his supervisor has tasked him with assisting in the rearrangement of the hotel's business center. The goal is to create a more user-friendly and efficient space for guests.

- a. observe how guests currently use the business center. Note any bottlenecks, areas of congestion, or instances where guests appear confused or frustrated.
- b. Detect potential problem areas, such as limited workspace, poor lighting, or inadequate power outlets
- c. Check the ways to incorporate technology into the new layout, such as wireless internet access, charging stations, and digital signage



Activity 3: Application



Task: 13:

Carefully read the scenario above and do the following:

As a Business Center Attendant at the luxurious "Grand Oasis" Hotel, you are responsible for ensuring the smooth and efficient operation of the business center. You arrive early each morning to prepare the center for the day's guests.

- a. Test all equipment, including computers, printers, scanners, and fax machines.
- b. Distinguish essential supplies and amenities to offer to the customer
- c. Check the overall appearance of the business center for welcoming atmosphere.



Formative Assessment

1. Read the following statements 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
- B. 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
- C. What is the primary purpose of a business center inventory?**
 - a. To track the number of visitors
 - b. To monitor the usage of facilities
 - c. To ensure adequate supplies and equipment
- 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

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

3. Open-Ended Question:

- a. What are some common challenges in maintaining accurate opening stock records?
- b. How can you create a visually appealing and functional business center layout?
- c. Describe a systematic approach to checking the cleanliness of a business center



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. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience	I don't	I know	I have	I have a lot	I am
Knowledge, skills and attitudes	have any experience doing this.	a little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
Describe cleanliness of workplace					
Determine cleaning tools and equipment					
Explain business center amenities					
Identify surface polish					
Determine workplace smell					
identify business center facilities					

My experience	I don't	I know	I have	I have a lot	I am
Knowledge, skills and attitudes	have any experience doing this.	a little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
Explain business center stock					
Arrangement of business center					
Conducting visual inspection of cleanliness of business center workplace					
check the cleanliness of business center tools and equipment					
Test the business center amenities					
Check the finger marks					
check the smell of the workplace					
Collect of the business center facilities					
Check the opening stock of business center					
Arrange business center workplace					
Pay close attention					

My experience	I don't	I know	I have	I have a lot	I am
Knowledge, skills and attitudes	have any experience doing this.	a little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
while conducting inspection to every corner					
Precision in determining tool and piece equipment.					
Pay attention while testing business center amenities					
Pay close attention in identifying surface polish					
Being able to detect subtle odors.					
Collecting items in an orderly and efficient manner					
Ensuring accuracy in inventory counts					
Making a visually appealing and inviting workspace.					

2. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 2:HANDLE GUEST NEEDS



Unit summary

This unit provides you with the knowledge, skills and attitudes required to Handle guest needs. It covers Welcoming business center guests, Identification of services needed and Delivering requested services.

Self-Assessment: Unit 2

1. Look at the unit illustration in the Manuals and answer related questions:
 - 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. Fill out the below self-assessment. Think about yourself: do you think you can do this? How well? Read the statements across the top. Assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquired during the learning process
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe of various office software (Word, Excel, PowerPoint), email clients, and internet browsers					
Identify different paper sizes, print settings, and scanning					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
resolutions.					
Knowledge of Wi-Fi networks, VPNs, and troubleshooting internet connection problems					
Identify local businesses, attractions, and transportation options.					
Understand the hotel policies regarding business center usage, printing fees, and other relevant guidelines					
Communicate effectively in local and international languages.					
Analyse guest needs and anticipate potential challenges					
Apply basic and					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
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					
Ensure accuracy in tasks like printing and scanning					
Apply basic networking concepts such as IP addresses, routers, switches, and network protocols					
Identify information about local businesses, attractions, and transportation options.					
Interpret hotel policies related to business center usage, printing fees, and other relevant					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
guidelines.					
Communicate effectively in order to address guest needs.					
Develop creative solutions to meet guest requests and resolve issues efficiently.					
Ensure accuracy in tasks like printing and scanning					
Apply basic networking concepts such as IP addresses, routers, switches, and network protocols					
Identify information about local businesses, attractions, and transportation options.					
Interpret hotel policies related to business center usage, printing fees, and other					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
relevant guidelines.					
Communicate effectively in order to address guest needs.					
Thinking on your feet and adapting to changing situations.					



Key Competencies:

Knowledge	Skills	Attitudes
1. Describe of various office software (Word, Excel, PowerPoint), email clients, and internet browsers	1. Apply 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. Genuine interest in and enthusiasm for learning about and exploring different software applications.
2. Identify different paper sizes, print settings, and scanning resolutions.	2. Ensure accuracy in tasks like printing and scanning	2. Pay attention while identifying setting and scanning resolution equipment.

Knowledge	Skills	Attitudes
3. Knowledge of Wi-Fi networks, VPNs, and troubleshooting internet connection problems	3. Apply basic networking concepts such as IP addresses, routers, switches, and network protocols	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. Identify 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, printing fees, and other relevant guidelines	5. Interpret hotel policies related to business center usage, printing fees, and other relevant guidelines.	5. A strong commitment to upholding and enforcing hotel policies related to business center usage, printing fees, and other relevant guidelines.
6. Communicate effectively in local and international languages.	6. Communicate effectively in order to address guest needs.	6. Expressing information and instructions in a way that is easy for guests to understand.
7. Analyse 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.



Discovery activity:



Task 14:

A guest, traveling from overseas, needs to make an international phone call but is having difficulty understanding the instructions for using the hotel's international calling system.

Answer the following questions

1. What are the main categories of guests who use a hotel's business center?
2. How can hotels classify business center guests based on their needs and preferences?
3. What are the standard operational procedures for welcoming guests in a hotel business center?
4. How can a hotel business center ensure a smooth and professional guest reception process?
5. What are tips for greeting guests in business center?
6. Discuss on service offered in hotel business center
7. What are process for photocopying?
8. What are skills that a business center staff should have?
9. What are the importance of scanning services?
10. Give the tips for creating a strong password while creating email.
11. How can you identify the guest needs in business center?
12. What are two strategies for delivering services in business center?
13. Give the role of billing software in business center.
14. what are the popular mode of payment in hotel business center?
15. What are the key communication skills required to effectively handle guest needs in a business center?
16. How can technology be utilized to enhance the guest experience in a business center?
17. What are some common challenges faced by guests using hotel business centers?

TOPIC 2.1: WELCOMING BUSINESS CENTER GUESTS



Activity 1: Problem Solving



Task 15:

Read the scenario below and answer the following questions

You are a Business Center Attendant at the prestigious "S Hotel". A new guest, Mr. David, arrives at the business center seeking assistance with a presentation. You greet him warmly and offer to help.

- What is the importance of a warm and welcoming greeting in a hotel business center?
- How can you create a positive first impression on a guest?
- What are some effective verbal and nonverbal communication techniques to use when interacting with guests?
- How can you identify and address a guest's specific needs and expectations?
- What are some common questions or requests that guests may have in a business center?
- How can you provide efficient and timely assistance to guests?
- What are some tips for handling difficult or demanding guests?
- What are the long-term benefits of providing exceptional customer service in a hotel business center?

Key facts 2.1: welcoming Business Center guests

- **Business center guest and their categories**

It's important for business centers to understand the needs of their different guest categories to provide tailored services and amenities that meet their expectations

- ✓ **Main categories of hotel business center guests**



- Corporate Travelers**

Regular Business Travelers: People who travel regularly for work typically need

dependable, effective business services.

Executives: Senior executives can require cutting-edge services like virtual office solutions or private conference spaces.

Sales Teams: For client presentations and proposals, sales teams may require access to printers, scanners, and a dependable internet connection.

Remote Workers and Digital Nomads

Freelancers: Self-employed individuals who work remotely and need a professional workspace to conduct business.

Digital Nomads: Travelers who work remotely while exploring different destinations.

Event Attendees:

Conference Attendees: Individuals attending conferences or conventions who may need to check emails, print documents, or make urgent calls.

Meeting Planners: Professionals organizing events who may require additional services like meeting room bookings and audiovisual equipment.

Students and Academics:

Students: Students may use the business center to study, research, or complete assignments.

Professors and Researchers: Academics may need access to printing, scanning, and research resources.

Local Residents:

Residents: Locals who may use the business center for occasional needs like printing documents or accessing high-speed internet.

✓ **Internal and external hotel business center Customers**

Internal customers

People who work for the hotel company and depend on the business center for services are known as internal customers. Among them are:

Front desk employees: They could have to use the business center to help guests with business center services, handle administrative duties,

or answer questions from visitors.

Housekeeping Staff: For scheduling, communication, and other operational requirements, they could make use of the business center.

Hotel Management: Meetings, presentations, and administrative duties may be conducted in the business center.

Other Hotel Departments: The business center can be used for a variety of reasons by departments like as marketing, finance, and sales.

External Customers

People or organizations outside the hotel that utilize the business center's services are known as external customers. They consist of: Hotel Guests: This is the main category of outside clients, and it includes:

Travelers on business: For work-related reasons, these visitors frequently need access to PCs, printers, scanners, and fast internet.

Leisure Travelers: During their visit, these visitors might need to print their boarding passes, check their emails, or perform other business-related duties.

Locals: The business center is available to locals for sporadic purposes including high-speed internet access, document printing, and scanning.

Event Attendees: The business center is available for attendees of conferences, seminars, and other events hosted at the hotel to use for email correspondence, presentation preparation, and printing.

- **SOPs of welcoming hotel business center guests**

Standard Operating Procedures (SOPs) for Welcoming Business Center Guests, in business centers create a welcoming and safe environment for guests, ensuring both their comfort and well-being.

- ✓ **Eye Contact**

Eye contact is a powerful tool for creating a positive and welcoming atmosphere in a hotel business center. Here are some effective ways to use eye contact when greeting guests

 **Prompt Greeting:** Greet guests warmly and promptly upon their arrival.

 **Maintain direct eye contact** to show attentiveness and sincerity.

 **Warm Smile:** A genuine smile conveys friendliness and approachability.

 **Personalized Welcome:** If possible, address guests by name to create a personal connection.

 **Offer Assistance:** Actively offer assistance with their needs, such as luggage, directions, or specific services.

✓ **One-Meter Distance**

While maintaining a one-meter distance might seem like a significant barrier, it doesn't have to hinder a warm and welcoming experience in a hotel business center.

 **Maintain** a safe distance of at least one meter from guests, especially during initial interactions.

 **Respect Personal Space:** Be mindful of personal space and avoid invading guests' comfort zones.

 **Adjust Distance Based on Context:** Adapt the distance according to the situation, such as **during** conversations or when providing assistance.

✓ **Facial Expression**

A warm and inviting facial expression can significantly enhance the guest experience in a hotel business center. Here are some key facial expressions to consider.

 **Open Posture:** Maintain an open posture with arms uncrossed to convey openness and receptiveness.

 **Nodding:** Use nodding to show understanding and engagement during conversations.

 **Avoid Negative Body Language:** Refrain from crossing arms, slouching, or fidgeting, as these can convey disinterest or impatience.

 Professional Behaviour

- **Polite and Respectful:** Address guests with politeness and respect, using appropriate language and tone.
- **Clear and Concise Communication:** Speak clearly and concisely, avoiding jargon or overly complex language.
- **Active Listening:** Pay full attention to guests' needs and concerns, actively listening to their requests.

- **Problem-Solving Attitude:** Approach any issues or challenges with a positive and solution-oriented mindset.

- **Tips on how to greet and welcoming hotel business center guests**

A warm and welcoming atmosphere can significantly enhance the guest experience at a business center

- **The First Impression**

First impressions are the initial judgments we form about someone or something upon first encounter. These judgments are often quick, unconscious, and surprisingly influential, shaping our subsequent interactions and perceptions.

- ✓ **Making a Positive First Impression**

Be Mindful of Your Appearance: Dress appropriately for the occasion and maintain good hygiene.

Practice Active Listening: Pay attention to what others are saying and show genuine interest.

Use Positive Body Language: Maintain eye contact, smile, and use open and inviting gestures.

Be a Good Communicator: Speak clearly, confidently, and respectfully.

Be Yourself: Authenticity is key to building genuine connections.

- 🗨️ **A Warm Greeting**

Greet guests with a sincere smile and a friendly "Good morning/afternoon/evening."

Use their name if possible: "Good morning, Mr./Ms. [Guest's Name]."

- 🗨️ **Offer Assistance**

Immediately offer assistance: "How may I help you today?" or "Are you here for a meeting or to use our facilities?"

- 🗨️ **Provide Information**

Be prepared to answer questions about the business center's amenities, hours of operation, and local information.

Have brochures or flyers available to provide additional details.

✓ **Creating a Positive Experience to the guest**

 Efficient Check-in

Have a streamlined check-in process to minimize wait times.

Use technology like tablets or computers to expedite the process.

 Comfortable Waiting Area

Provide comfortable seating, Wi-Fi, and reading materials.

Offer refreshments like coffee, tea, or water.

 Personalized Service

Pay attention to individual needs and preferences.

Remember details about frequent guests, such as their preferred beverage or workspace.

 Problem-Solving

Be proactive in addressing any issues or concerns.

Offer solutions and apologize for any inconvenience.



Activity 2: Guided Practice



Task 16:

Read the below scenario and do the related tasks

A new guest arrives at the business center shortly before closing time. They appear tired and stressed, and they're in need of a quiet workspace to finish an urgent project. Give a warm welcome and assistance to the guest as professional staff in a business center.



Activity 3: Application



Task 17:

Read the below scenario and do the related tasks

A guest arrives at the business center feeling anxious. They are attending an important meeting and need a quiet, calming space to prepare. Welcoming the guests in a hotel business center.

TOPIC 2.2: IDENTIFICATION OF SERVICES NEEDED



Activity 1: Problem Solving



Task 18:

Read the below scenario and answer the related questions

You are the Business Center Manager at the luxurious "Azure Hotel". You are tasked with identifying the essential services and amenities that should be offered in the business center to cater to the diverse needs of your guests.

- a. What are the essential services that a hotel business center should offer?
- b. How can you ensure that the business center is equipped with the latest technology?
- c. What are the factors to consider when selecting office equipment and supplies?
- d. How can you provide efficient and reliable printing and scanning services?
- e. What are the key considerations for offering internet and Wi-Fi access in a business center?
- f. What are the potential benefits of offering additional services like translation and interpretation?

Key facts 2.2: Identification of services needed

- **The service offered in hotel business center**

Hotel business centers are designed to cater to the needs of business travelers and remote workers. Here are some of the common services offered:

- ✓ **Introduction to Technology Services Offered in a Hotel Business Center**

In order to satisfy the demands of business travelers and visitors who need assistance with office-related tasks, hotels in the modern hospitality sector strive to offer not only comfort and elegance but also necessary business services. A hotel business center is a dedicated workstation with contemporary technology services to support professional duties, communication, and efficiency.

These tech-driven solutions, which range from video conferencing and private meeting spaces to high-speed internet and printing services, let visitors stay productive and connected while visiting. Hotel business centers guarantee professionalism and convenience whether for last-minute document preparation, remote work, or business meetings.

This paper examines the main technological services offered by hotel business centers, emphasizing how crucial they are to raising visitor happiness and facilitating corporate operations.

- ✓ **Technology Services offered in hotel business center**

To satisfy the demands of corporate visitors, business travelers, and other tourists who seek office-like amenities, a hotel business center offers a variety of technology services. A hotel business center may provide the following typical services

- **Printing, Scanning, and Photocopying Services**

- High-quality printing for documents, reports, and presentations.
- Scanning services to digitize documents and send them via email.
- Photocopying services for guests who need multiple copies of

documents.

Internet and Wi-Fi Access

- High-speed wired and wireless internet connectivity for guests using personal devices.
- Secure network access for video conferencing, emails, and research.

Computer Workstations

- Desktop computers with updated software for office tasks.
- Access to applications like Microsoft Office (Word, Excel, PowerPoint) and design software.

Teleconferencing and Video Conferencing Services

- Facilities for Zoom, Skype, or Microsoft Teams meetings.
- Webcams and headsets for virtual meetings and presentations.

Faxing Services

- Sending and receiving domestic and international faxes for business communication.

Binding and Laminating Services

- Binding reports, proposals, and business documents.
- Laminating important papers to enhance durability and presentation.

Charging Stations and Adapters

- Charging facilities for laptops, smartphones, and tablets.
- Availability of international power adapters for foreign guests.

Secure Data Storage and USB Access

- USB ports and external hard drives for data transfer.
- Cloud storage access for secure document retrieval.

Private Meeting Rooms

- Conference rooms with projectors and smart TVs for presentations.

- Whiteboards and flip charts for brainstorming sessions.

Secretarial and Administrative Support

- Assistance with document formatting, proofreading, and translations.
- Help with scheduling meetings and travel bookings.

• **Photocopying services**

Photocopying is a process that involves creating identical copies of documents, images, or other printed materials using a photocopier machine.

✓ **Use of Photocopy Machine**

A photocopy machine is an electronic device that uses a combination of light, lenses, and toner or ink to reproduce documents. Here's a basic breakdown of its components:

 **Scanner:** This component scans the original document, converting it into a digital image.

 **Processor:** The processor processes the digital image to optimize it for printing.

 **Printer:** This component transfers the processed image onto paper using toner or ink.

✓ **Photocopying Process**

 **Document Placement:** The original document is placed on the scanner glass or fed into the automatic document feeder (ADF).

 **Scanning:** The scanner captures the image of the document and converts it into digital data.

 **Image Processing:** The digital image is processed to adjust brightness, contrast, and other parameters.

 **Printing:** The processed image is transferred to the printer, where it is printed onto paper using toner or ink.

 **Output:** The final copy is produced and ejected from the machine.

✓ **Key Employable Skills for Photocopying Services**

-  **Machine Operation:** Proficiency in using photocopiers, including basic functions like copying, scanning, and printing.
-  **Document Handling:** Careful handling of documents to avoid damage and ensure clear copies.
-  **Quality Control:** Ability to identify and correct issues with copies, such as poor image quality or paper jams.
-  **Customer Service:** Effective communication with customers to understand their needs and provide timely service.
-  **Basic Troubleshooting:** Knowledge of common issues and solutions to keep the machine running smooth

• **Printing services**

Printing is the process of transferring text or images onto a medium, typically paper. While there are various printing methods, here's a general overview of a common process using a digital printer:

✓ **Digital File Preparation**

-  **Design and Layout:** The desired text and images are created using design software like Adobe Photoshop, Illustrator, or InDesign.
-  **File Format Conversion:** The design is saved in a suitable format for printing, such as PDF or TIFF.

✓ **Printer Setup**

-  **Paper Loading:** The printer is loaded with the appropriate type and size of paper.
-  **Ink or Toner Cartridge Installation:** The printer is equipped with ink or toner cartridges, depending on the technology.

✓ **Printing Process**

A general overview of the printing process involves the following steps:

Digital File Creation

Design and layout of the document using software like Adobe Photoshop, Illustrator, or InDesign.

Conversion of the design into a printable file format (e.g., PDF, TIFF).

Printer Setup

Loading paper into the printer.

Installing or replacing ink or toner cartridges.

Printing

The printer receives the digital file and processes it.

The image is transferred to the printing surface (paper, fabric, etc.).

Ink or toner is applied to create the final printed output.

✓ **Key Employable Skills for Printing Services:**

 **Machine Operation:** Proficiency in using various printing machines.

 **Design and Layout:** Understanding of design principles and software.

 **File Management:** Ability to organize and manage digital files.

 **Colour Management:** Knowledge of color theory and color profiles.

 **Troubleshooting:** Identifying and resolving printer issues.

 **Customer Service:** Effective communication with clients to understand their needs.

• **Scanning services**

✓ **Use of Scanning Machine**

A scanning machine, or scanner, 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.

✓ **Scanning Process**

 **Document Placement:** The physical document is placed on the scanner's glass plate or fed into an automatic document feeder (ADF).

 **Light Source:** The scanner illuminates the document with a light source,

typically a series of LEDs.

 **Image Capture:** A sensor, such as a Charge-Coupled Device (CCD) or a Contact Image Sensor (CIS), captures the reflected light and converts it into electrical signals.

 **Digital Conversion:** The electrical signals are then digitized, meaning they are converted into a series of binary digits (bits).

 **Image Processing:** The digital image may undergo various processing steps, such as color correction, noise reduction, and resolution adjustment.

 **File Format:** The processed image is saved in a digital format, such as JPEG, TIFF, or PDF.

 **Output:** The scanned image can be viewed on a computer screen, printed, or stored electronically.

✓ **Types of Scanners:**

 **Flatbed Scanners:** These scanners have a flat glass plate where you place the document. They are suitable for scanning books, magazines, and other thick documents.

 **Sheet-fed Scanners:** These scanners use a roller mechanism to feed individual sheets of paper into the scanner. They are ideal for scanning large volumes of documents.

 **Handheld Scanners:** These portable scanners are used to scan documents of various sizes, including books, magazines, and photographs.

✓ **Benefits of Scanning Services**

 **Digital Preservation:** Preserving physical documents in a digital format.

 **Benefits of Scanning Services:**

 **Digital Preservation:** Preserving physical documents in a digital format.

 **Efficient Storage:** Saving space by storing digital copies of documents.

 **Easy Access:** Retrieving and sharing documents quickly and easily.

 **Enhanced Search Capabilities:** Using optical character recognition (OCR) to search within scanned documents.

- ✚ Improved Collaboration: Sharing and collaborating on documents with others.

✓ **Key Employable Skills for Scanning Services**

- ✚ **Machine Operation:** Proficiency in using different types of scanners, including flatbed, sheet-fed, and handheld scanners.
- ✚ **Document Handling:** Careful handling of documents to avoid damage and ensure clear scans.
- ✚ **Image Quality Control:** Ability to adjust scanner settings to achieve optimal image quality.
- ✚ **File Management:** Organizing and storing scanned files efficiently.
- ✚ **Customer Service:** Effective communication with clients to understand their needs and provide timely service.

• **Internet services**

Internet services encompass a wide range of online activities and applications that allow users to connect, communicate, and access information globally.

✓ **Internet Distribution Control (Internet Timing)**

Internet Distribution Control, or IDC, is a complex system that manages the flow of internet traffic across the globe. It involves a series of interconnected networks, routers, and servers that work together to ensure efficient and reliable data transmission. It ensures that data packets are routed efficiently and reliably from their source to their destination. This involves:

- ✚ **Network Routing:** Directing data packets through the most optimal path on the internet.
- ✚ **Load Balancing:** Distributing internet traffic across multiple servers to prevent congestion.
- ✚ **Quality of Service (QoS):** Prioritizing certain types of traffic, such as video streaming or online gaming, to ensure smooth performance.
- ✚ **Network Security:** Implementing measures to protect networks from cyber threats, such as hacking and data breaches.

✓ **Email opening**

Email account is a digital mailbox that allows you to send and receive electronic messages. It consists of a unique email address and a password

To create an email account, you'll need to choose an email provider and follow their specific instructions. Once you've completed the account creation process, you'll be able to access your email inbox, send and receive emails, and use other features provided by your email provider.

Choose an Email Provider

○ **Popular Providers:**

Gmail (Google)
Outlook (Microsoft)
Yahoo Mail
iCloud Mail (Apple)

○ **Other Options:**

ProtonMail (for privacy)
Zoho Mail
GMX Mail

○ **Visit the Provider's Website:**

Go to the website of your chosen provider.

Create an e-mail account:

- **Sign Up:** Click on the "Sign Up" or "Create Account" button.
- **Personal Information:** Provide your name, date of birth, and gender.
- **Username and Password:** Choose a unique username and a strong, secure password.
- **Contact Information:** Enter your phone number and recovery email address.
- **Security Questions:** Answer security questions to verify your identity.
- **Terms and Conditions:** Agree to the provider's terms of service and privacy policy.

Verify Your Account

- **Email Verification:** Check your inbox for a verification email and follow the instructions to confirm your account.
- **Phone Verification:** You may need to verify your phone number by entering a code sent via SMS.
- ✓ **Tips for Creating a Strong Password**
 -  **Length:** Aim for at least 12 characters.
 -  **Combination:** Include a mix of uppercase and lowercase letters, numbers, and symbols.
 -  **Avoid Personal Information:** Don't use easily guessable information like birthdays or pet names.
 -  **Unique Passwords:** Use different passwords for each of your online accounts.
 -  **Password Manager:** Consider using a password manager to securely store your passwords.
- ✓ **Email access**

Email access refers to the process of accessing and viewing emails in an email client. This involves:

 -  **Email Client:** Using a software application, such as Outlook, Gmail, or Thunderbird, to manage and read emails.
 -  **Login:** Entering your email address and password to access your email account.
 -  **Inbox:** Viewing a list of received emails, sorted by date or other criteria.
 -  **Email Selection:** Clicking on a specific email to open it.
 -  **Reading:** Viewing the email's content, including the sender, subject, and message body.



Activity 2: Guided Practice



Task 19:

Read the following scenario and perform the tasks related

A business traveler, Mr. Smith, is staying at your hotel for a week-long business conference. He needs to:

- a. Print important documents: He has a 50-page PDF document that he needs to print double-sided.
- b. Scan business cards: He wants to digitize the business cards he collected during the conference.
- c. Send an urgent email: He needs to send a time-sensitive document to a client.
- d. Make international calls: He needs to call his office in the US and his client in Japan.

As a hotel business center attendant, you need to:

1. Assist Mr. Smith: Guide him to the business center and explain the available services.
2. Print documents: Help him set up the printer for double-sided printing and assist with any technical issues.
3. Scan business cards: Show him how to use the scanner and provide him with the scanned documents in a digital format.
4. Send a fax: Help him fill out the fax form and ensure the document is sent correctly.
5. Make international calls: Assist him with making international calls using the business center's phone system.



Activity 3: Application



Task: 20

You as Assistant Manager of a newly renovated hotel. The previous business center was outdated and underutilized. Your task is to identify the necessary services and equipment to create a modern and appealing business center that meets the needs of today's business travelers.

- a. Measure existing space and infrastructure
- b. Choose essential services to offer
- c. Select equipment for modernization
- d. Design an attractive and functional layout

TOPIC 2.3: DELIVERING REQUESTED SERVICES



Activity 1: Problem Solving



Task 21:

Read the following scenario and answer the questions related:

A guest, Mr. Smith, approaches the business center of the "Golden Sands Resort" requesting assistance with preparing a presentation. He needs to print a 20-page document, scan some important documents, and use a computer to finalize his presentation slides.

- What are the key steps involved in fulfilling a guest's request in a hotel business center?
- How can you ensure efficient and timely service delivery?
- What are the best practices for handling multiple guest requests simultaneously?
- How can you provide assistance to guests who may be unfamiliar with computer technology?
- What are the potential ethical considerations when assisting guests with their requests?

Key facts 2.3: Delivering requested services

- **Identification of guest need**

Understanding the diverse needs of your guests is paramount for delivering exceptional service and ensuring their satisfaction. Here are some key strategies to effectively identify and meet those needs.

- ✓ **Active Listening and Observation**

Pay Attention: Maintain eye contact and focus on the guest's words.

Ask Open-Ended Questions: Encourage the guest to elaborate on their needs

Observe Body Language: Non-verbal cues can provide additional insights.

Listen Empathetically: Show understanding and validate the guest's feelings.

✓ **Common Guest Needs in Business Centers**

Workspace: Guests may need a quiet workspace, a meeting room, or access to specific equipment.

Technology: They may require high-speed internet, printing, scanning, or photocopying services.

Administrative Support: Assistance with tasks like document preparation, scheduling, or mailing.

Refreshments: Access to coffee, tea, or other beverages.

Information: Local information, directions, or recommendations.

✓ **Effective Questioning Techniques**

Direct Questions: "What specific task are you working on today?"

Open-Ended Questions: "How can I assist you with your current needs?"

Clarifying Questions: "Do you require any specific software or equipment?"

Probing Questions: "What is the deadline for this project?"

✓ **Tips for Effective Need Identification**

Be Patient: Allow guests to express their needs fully.

Be Attentive to Detail: Pay attention to specific requests and preferences.

Be Proactive: Anticipate potential needs and offer solutions.

Be Flexible: Adapt to changing circumstances and unexpected requests.

Be Knowledgeable: Stay informed about the services and amenities offered by the business center

• **Issuing the requested services**

Once a guest's needs have been identified, the next step is to efficiently and effectively

deliver the requested service. Here are some key strategies to ensure smooth service delivery in a business center

✓ **Prepare the Workspace**

Clean and Tidy: Ensure the workspace is clean, organized, and free of clutter.

Equip with Essentials: Provide necessary equipment like computers, printers, scanners, and office supplies.

Ergonomic Setup: Arrange workstations to promote comfort and productivity.

✓ **Provide Clear Instructions**

Verbal Guidance: Offer clear and concise instructions on how to use equipment and software.

Written Instructions: Provide written guidelines or reference materials for complex tasks.

Demonstrate Usage: If necessary, show guests how to use specific equipment or software.

✓ **Offer Technical Support**

Prompt Assistance: Be ready to assist guests with any technical issues.

Troubleshooting Skills: Have the knowledge to diagnose and resolve common problems.

Remote Support: Offer remote assistance if required.

✓ **Maintain a Professional Manner**

Polite and Courteous: Interact with guests in a friendly and respectful manner.

Confidentiality: Respect guest privacy and confidentiality.

Time Management: Manage time effectively to avoid delays and ensure timely service delivery.

 Address Special Requests

Accommodate Needs: Be flexible and accommodating to special requests.

Communicate Limitations: If a request cannot be fulfilled, explain the reasons politely.

Seek Solutions: Explore alternative options or solutions to meet the guest's needs.

Monitor Service Quality

Regular Checks: Periodically check on guests to ensure their satisfaction.

Gather Feedback: Use surveys or feedback forms to collect guest opinions.

Implement Improvements: Use feedback to identify areas for improvement and make necessary changes.

- **Billing techniques**

Billing is a crucial aspect of running a successful business center. It ensures that services provided are accurately accounted for and payment is received promptly. Here are some key considerations for efficient billing in a business center:

Transparent Pricing

Clear Rate Card: Display a clear rate card detailing the costs of various services, such as hourly rates for workspace, meeting room rentals, printing, scanning, and photocopying.

Itemized Billing: Break down the charges into specific items to ensure transparency.

Value-Added Services: Consider offering packages or bundles to provide better value to customers.

Accurate Record-Keeping

Detailed Logs: Maintain detailed records of services provided, including start and end times, equipment usage, and consumables used.

Time Tracking: Use time-tracking software or manual methods to accurately record time spent on services.

Inventory Management: Keep track of supplies and consumables to accurately

charge for their usage.

Efficient Billing Process

Invoice Generation: Generate invoices promptly after service delivery, including all relevant details.

Multiple Payment Options: Offer various payment methods, such as cash, credit card, and digital payments.

Receipt Issuance: Provide a detailed receipt for each transaction, including a breakdown of charges.

Tax Compliance: Ensure compliance with local tax laws and regulations.

Customer-Friendly Billing

Clear Communication: Explain charges clearly and answer any questions.

Flexible Payment Plans: Offer flexible payment options, such as hourly, daily, or monthly rates.

Prompt Resolution: Address any billing inquiries or disputes promptly.

Technology Integration

Billing Software: Use specialized billing software to automate the process and reduce errors.

Point-of-Sale Systems: Implement point-of-sale systems for quick and accurate transactions.

Online Payment Portals: Provide secure online payment options for remote clients.

• **Modes of payment in a business center**

A business center typically offers a variety of payment methods to cater to the diverse needs of its clients. And for choosing the right payment methods consider targeted customer preferences. The following are some common modes of payment accepted in business centers:

✓ **Traditional Methods**

 **Cash:** This is a straightforward method, but it can be less secure and less convenient for larger transactions.

**Credit Cards:** Widely accepted, credit cards offer flexibility and convenience. However, businesses must have appropriate payment processing systems in place.

✓ **Digital Payments**

**Mobile Money:** This is becoming increasingly popular, especially in regions with high mobile phone penetration. It allows for quick and secure transactions.

**Digital Wallets:** Platforms like Apple Pay, Google Pay, and Samsung Pay offer contactless payment solutions.

**Bank Transfers:** While slower than other methods, bank transfers can be used for larger payments.

✓ **Other payment**

**Vouchers:** Pre-paid vouchers can be used to pay for specific services or a set amount of time.

**Company Accounts:** Businesses can set up corporate accounts to streamline billing and payment processes.

Activity 2: Guided Practice

Task 22:

Read the following scenario and perform the tasks related

Bustling hotel is located in Nyabihu district and hired you as business center attendant. A guest, Mr. Davis, approaches the reception desk and ask for business center services.

- Direct services that might be beneficial to Mr. Davis, such as printing, scanning, or photocopying?

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Activity 3: Application



Task 23:

Read the following scenario and perform the tasks related

You work as a business center attendant at a popular hotel. The center is equipped with computers, printers, scanners, and other office equipment. Your primary responsibility is to assist guests with their business needs.

A guest, Ms. Smith, approaches the business center. She needs to print some important documents, scan a document, and send a few emails.



Formative Assessment

Read the following statement and answer by True or 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

Answer	Match	Definition
.....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

3. Complete the following sentences with correct missing words

- business center attendant should always _____ a guest's name to personalize the interaction.
- positive attitude can help create a _____ and _____ atmosphere.

4. Provide answers to the following questions

- How can you create a welcoming and inviting atmosphere in a business center?
- What are some strategies for effectively identifying a guest's needs?
- How can you ensure that guests are satisfied with the services provided?
- What are some common challenges faced by business center attendants, and how can these be addressed?



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

Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe of various office software (Word, Excel, PowerPoint), email clients, and internet browsers					
Identify different paper sizes, print settings, and scanning resolutions.					
Knowledge of Wi-Fi networks, VPNs, and troubleshooting internet connection problems					
Identify local businesses, attractions, and transportation options.					
Understand the hotel policies regarding business center usage, printing fees, and other relevant guidelines					

My experience	I don't	I	I have	I have a	I am
Knowledge, skills and attitudes	have any experience doing this.	know a little about this.	some experience doing this.	lot of experience with this.	confident in my ability to do this.
Communicate effectively in local and international languages.					
Analyse guest needs and anticipate potential challenges					
Apply 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					
Ensure accuracy in tasks like printing and scanning					
Apply basic networking concepts such as IP addresses, routers, switches, and network protocols					

My experience	I don't	I	I have	I have a	I am
Knowledge, skills and attitudes	have any experience doing this.	know a little about this.	some experience doing this.	lot of experience with this.	confident in my ability to do this.
Identify information about local businesses, attractions, and transportation options.					
Interpret hotel policies related to business center usage, printing fees, and other relevant guidelines.					
Communicate effectively in order to address guest needs.					
Develop creative solutions to meet guest requests and resolve issues efficiently.					
Ensure accuracy in tasks like printing and scanning					
Apply basic networking concepts such as IP addresses, routers, switches, and network protocols					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify information about local businesses, attractions, and transportation options.					
Interpret hotel policies related to business center usage, printing fees, and other relevant guidelines.					
Communicate effectively in order to address guest needs.					
Thinking on your feet and adapting to changing situations.					

1. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 3: PROVIDE BUSINESS CENTER EXTRA SERVICES



Unit summary

This unit provides you with the knowledge, skills and attitudes required to provide business center extra services. It covers the identification of extra services, offering extra service and performing closing activities in business center.

Self-Assessment: Unit 3

1. Look at the unit illustration in the Manuals and answer related questions:

- What does the illustration show?
- What do you think will be topics to be covered under this unit based on the illustration?

2. Fill out the below self-assessment. Think about yourself: do you think you can do this? How well? Read the statements across the top. Assess your level of knowledge, skills and attitudes under this unit.

- There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquired during the learning process
- Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
- Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

3. At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Determine the hotel's services, such as room service, housekeeping, and concierge.					
Familiarity with local businesses, attractions,					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
and transportation options					
Understanding of operating systems, software applications, and hardware.					
Knowledge of hotel amenities, room service, dining options, and spa services.					
Understand of business protocols, etiquette, and cultural nuances.					
Knowledge of various printing and scanning techniques and formats					
Use internet browsers and email clients					
Knowledge of Microsoft Office Suite (Word, Excel, PowerPoint).					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Familiarize with hotel policies and procedures related to guest services.					
Prioritize tasks and clean rooms efficiently.					
Identify local businesses area					
Analyse technical problems, causes, and develop effective solutions.					
Organize information effectively and efficiently, such as maintaining up-to-date knowledge of hotel offerings and special promotions					
Interpersonal and communication skills.					
scan using different methods and types of					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
scanners					
Customize and utilize browser settings for optimal performance and security.					
Create, edit, and format documents.					
Apply the hotel's rules, regulations, and operational guidelines in hotel.					
Ensuring cleanliness and orderliness in every area.					
Genuinely enthusiastic about sharing local knowledge and helping guests discover the best of the area					
A strong desire to learning about new technologies and staying					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
updated on industry trends.					
Genuine enthusiasm for sharing information about the hotel's offerings and promoting the guest experience.					
Collaborating with colleagues to provide excellent service					
A keen interest in exploring and experimenting with different printing and scanning techniques.					
Willingness to exploring and experimenting with different online tools and resources.					
A desire to learn new features and techniques within the Microsoft					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Office Suite.					
Taking initiative to learn and understand hotel policies and procedures.					



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. Familiarity 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.Understanding of operating systems, software applications, and hardware.	3. Analyse technical problems, causes, and develop effective solutions.	3. A strong desire to learning about new technologies and staying updated on industry trends.

Knowledge	Skills	Attitudes
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. Interpersonal and communication skills.	5. Collaborating with colleagues to provide excellent service
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 learn 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.



Discovery activity:



Task 24:

Read the scenario below and answer to the asked questions

Your hotel's business center is a valuable asset for both business and leisure travelers. To further enhance its appeal and provide additional value to guests, you're exploring opportunities to introduce new services.

- a. What are extra services from front desk department?
- b. How to provide hotel information from front front desk activities?
- c. Explain additional services or amenities would make their stay more productive and comfortable?
- d. Determine technological advancements can be incorporated into the business center to improve efficiency and guest experience?
- e. Discuss on How should you price additional services to maximize revenue while remaining competitive?
- f. Explain skills and knowledge do your business center staff need to deliver exceptional service
- g. How does a business center support hotel guests in their administrative?
- h. What are the additional services offered in a hotel business center besides printing?
- i. How does a hotel business center assist guests with travel arrangements and ticket bookings?
- j. What secretarial services are available for business travelers in a hotel business center?
- k. How can a hotel business center support conference and meeting arrangements?
- l. What types of communication services (e.g., fax, email, video conferencing) are available in a hotel business center?
- m. How does a business center help guest with currency exchange and financial transactions?
- n. What extra services can a hotel business center provide to enhance guest experience?
- o. How often should reports be generated in a business center?
- p. What key details should be included in a daily business center report?

- q. What are the main objectives of rearranging the working station?
- r. How will the new arrangement improve workflow and efficiency?

TOPIC 3.1: IDENTIFICATION OF EXTRA SERVICES



Activity 1: Problem Solving



Task 25:

Read the following scenario and answer related questions

The "Azure Hotel" aims to enhance its business center's offerings and attract more business travelers. The management team is considering introducing additional services to differentiate the hotel from its competitors.

- a. What are the factors to consider when identifying potential additional services for a hotel business center?
- b. How can you identify the specific needs and preferences of business travelers?
- c. What are some popular additional services offered by hotel business centers?
- d. What are the potential risks and challenges associated with offering additional services?
- e. How can you measure the profitability of additional services?

Key facts 3.1: Identification of extra services

- **Front desk activities as extra services**

The front desk is the first point of contact for guests at a hotel. It plays a crucial role in ensuring a positive guest experience. Here are some common front desk activities

- ✓ **Providing Hotel Information**



General Information: Providing information about the hotel's facilities, services, and amenities.

-  Local Information: Offering information about local attractions, restaurants, and transportation options.
-  Room Information: Providing details about room types, amenities, and rates.
-  Housekeeping Services: Informing guests about housekeeping services, turndown service, and laundry services.
-  Hotel Policies: Explaining check-in/checkout times, cancellation policies, and other relevant policies.

✓ **Porterage Activities**

-  Luggage Handling: Assisting guests with luggage, including check-in and check-out.
-  Bellhop Services: Delivering luggage to guest rooms.
-  Transportation Arrangements: Assisting guests with transportation needs, such as taxi or car rental services.
-  Courier Services: Handling incoming and outgoing mail and packages.

✓ **Directing Guests**

-  Navigating the Hotel: Guiding guests to their rooms, restaurants, meeting rooms, and other facilities.
-  Providing Directions: Giving directions to local attractions and points of interest.
-  Answering Questions: Addressing guest inquiries and concerns.
-  Resolving Issues: Handling guest complaints and resolving issues promptly.

• **business center service administrative and secretarial services**

To meet the demands of business visitors, a hotel business center provides a variety of secretarial and administrative services. Their overall stay and productivity can be greatly improved by these offerings. Essential Secretarial and Administrative Services are the following

-  **Printing and Copying**
 - Black and white and colour printing
 - Photocopying

- Scanning



Faxing

- Sending and receiving faxes



Internet Access

- High-speed Wi-Fi
- Wired internet connections



Computer Rental

- Laptops and desktop computers



Software Access

- Microsoft Office Suite (Word, Excel, PowerPoint)
- Other business software (e.g., Adobe Acrobat Reader)



Courier Services

- Package pickup and delivery



Mail Services

- Mail receipt and forwarding



Meeting Room Rental

- Fully equipped meeting rooms for various group sizes
- Audio-visual equipment (projectors, screens, microphones)



Document Preparation and Formatting

- Creating professional-looking documents
- Formatting resumes, cover letters, reports, presentations



Transcription Services

- Transcribing audio or video recordings



Translation Services

- Translation of documents and correspondence



Virtual Assistant Services

- Scheduling appointments
- Managing emails and calendars
- Making travel arrangements



Notary Public Services

- Notarizing documents

✓ **Administrative Duties and Functions**



Guest Services:

- Assisting guests with printing, copying, scanning, and faxing documents.
- Providing guidance on using business center equipment.
- Answering guest inquiries and resolving issues promptly.



Scheduling and Reservations

- Managing the booking of meeting rooms and equipment.
- Coordinating with other departments (e.g., front desk, housekeeping) to ensure smooth operations.



Communication

- Maintaining effective communication with guests, colleagues, and management. Providing timely updates and notifications.



Problem-Solving

- Identifying and resolving issues related to equipment malfunctions, service disruptions, or guest complaints.

✓ **Hotel Secretary Duties and Functions**

Hotel Secretaries play a crucial role in supporting the administrative functions of a hotel, often working closely with the front office, management, and other department



Administrative Support

- Managing schedules, appointments, and meetings.
- Handling correspondence, including emails, letters, and faxes.
- Preparing presentations and reports.
- Organizing and maintaining files and records.



Guest Services

- Assisting guests with inquiries and requests.
- Providing information about local attractions, transportation, and dining options.
- Resolving guest complaints and issues.



Event Planning

- Coordinating and organizing meetings, conferences, and other events.

- Booking meeting rooms and arranging catering.
- Managing guest lists and invitations.



Financial Management

- Processing invoices and expense reports.
- Assisting with budgeting and financial reporting.



Human Resources

- Assisting with recruitment and onboarding of new staff.
- Managing employee records and payroll.
- Handling employee inquiries and concerns.

✓ **Administrative Translation**

Administrative translation involves the translation of official documents and correspondence used in business and government. In the context of a hotel business center administrative translation may include the key considerations below



Accuracy: Ensuring precise and accurate translation of legal and financial terms.



Cultural Sensitivity: Understanding cultural nuances and adapting language accordingly.



Confidentiality: Maintaining strict confidentiality of sensitive information.



Timeliness: Meeting tight deadlines and delivering translations promptly.



Quality Assurance: Implementing quality control measures to ensure high-quality translations.



Activity 2: Guided Practice



Task 26:

Read the scenario below and answer to the asked questions

SS Hotel is located at Musanze District and have a business center . it hired you as a new manager of business center . Your goal is to detect potential extra services in business center to increase the member experience and increase revenue.



Task 27:

Read the following scenario and perform the tasks related

Many clients are coming in a business center for office Space, meeting Rooms, high-Speed Internet but sometimes customer may ask extra services. Offer additional services asked by a guest beyond business center office and meeting rooms which is room reservation.

Topic 3.2: Offering Extra Service



Activity 1: Problem Solving



Task 28:

Read the following scenario and answer the asked questions

The "Dne Hotel" has decided to introduce a new service to their business center: a virtual assistant service. This service will provide guests with on-demand assistance for tasks such as scheduling meetings, booking flights, and researching information.

- a. What are the potential benefits of offering a virtual assistant service in a hotel business center?

- b. How can you continuously improve the virtual assistant service based on guest feedback?
- c. What are the ethical considerations for using artificial intelligence in a hotel business center?
- d. How can you balance the use of technology with human interaction in the business center?

Key facts 3.2: Offering extra services

- **List of extra services found in hotel business center**

Hotel business centers often go beyond the basics to offer a range of extra services that enhance the guest experience

- ✓ **Technology Services**

- **Computer and Printer Rentals**

- Computer Rentals: This service allows users to rent computers for short or long periods. This is ideal for those who need a computer for a specific task or project but don't own one.
 - Printer Rentals: This service allows users to rent printers for specific tasks like printing documents or images. It's particularly useful for those who occasionally need printing services.

- **High-Speed Internet Access (Wired and Wi-Fi)**

- Wired Internet: This provides a reliable and fast internet connection through a physical cable. It's suitable for users who need a stable connection, such as professionals who rely on video conferencing or large file transfers.
 - Wi-Fi Internet: This allows users to connect to the internet wirelessly using their devices. It's convenient for mobile users and those who want to move around the business center.

- **Fax and Photocopying Services**

- Fax Services: This service allows users to send and receive faxes, which can be useful for legal documents, financial transactions, and other official communications.
 - Photocopying Services: This service allows users to make copies of

documents, which is essential for various business needs, such as creating handouts, reports, or marketing materials.

USB Charging Stations:

- These stations provide convenient charging points for electronic devices like smartphones, tablets, and laptops.

Mobile Device Charging Stations:

- Similar to USB charging stations, these stations offer dedicated charging points for mobile devices.

Meeting Room Booking and Setup:

- This service allows users to book meeting rooms for specific time slots. The business center staff can also help with room setup, including arranging tables, chairs, and audio-visual equipment.

Audio-visual Equipment Rental

- This service provides rental options for equipment like projectors, screens, microphones, and speakers.
- This is ideal for presentations, seminars, and other events.

IT Support and Troubleshooting

- This service offers technical assistance to users who encounter issues with computers, printers, or network connections.

Virtual Office Services

- Mail Handling: The business center can receive and forward mail on behalf of clients.
- Phone Answering: The business center can answer calls on behalf of clients and take messages or transfer calls.

✓ **Business Services**

Professional Services

- Notary Public Services: A notary public is a legally authorized official who can witness and certify signatures on legal documents. Business centers often partner with notary publics to provide this service on-site.

Translation and Interpretation Services

- This service provides language translation and interpretation for

documents and meetings, especially for international clients or businesses operating in multilingual environments.

Support Services

- Courier Services: This service allows users to send and receive packages and documents. The business center may partner with a courier service or offer in-house delivery services.
- Secretarial Services: This service provides administrative support, including typing, proofreading, and document formatting.
- Document Scanning and Digitization: This service converts physical documents into digital format, making them easier to store, access, and share.

Currency Exchange

- This service allows users to exchange foreign currency, which is convenient for international travelers.

Travel Assistance and Booking Services

- This service helps clients with travel arrangements, including booking flights, hotels, and car rentals.

Lounge Area with Comfortable Seating and Refreshments

- This provides a relaxed space for clients to work, meet, or simply unwind.

Snacks and Beverages for Purchase

- This offers convenient food and drink options for clients.

Access to a fitness center or spa

- This amenity promotes wellness and relaxation.

On-site parking or valet service

- This provides convenient parking options for clients.

Luggage storage

- This service allows clients to store their luggage securely while using the business center's facilities.

Concierge services

- This service offers personalized assistance, such as making reservations, arranging transportation, or providing local information.

Packages

- Business centers often offer package deals that bundle multiple services at a discounted rate. This can be a cost-effective option for clients with various needs.

• **Delivering extra services in a hotel business center**

By offering a wide range of extra services, you can differentiate your hotel from the competition and provide added value to your guests.

Effective delivery of extra services in a hotel business center requires a blend of technology, trained staff, and strategic partnerships.

✓ **Strategies to ensure seamless delivery**

Technology Integration

- **Online Booking Systems:** Implement a user-friendly online system for guests to book meeting rooms, equipment, and other services.
- **Digital Check-in/Check-out:** Streamline the process for guests to access the business center and its services.
- **Mobile App:** Provide a mobile app for guests to access information, make bookings, and request services.
- **Smart Devices:** Utilize smart devices like tablets or touchscreens to provide information, control equipment, and offer self-service options.

Staff Training and Expertise

- **Technical Proficiency:** Ensure staff are well-versed in operating computers, printers, and other equipment.
- **Customer Service Skills:** Train staff to be courteous, efficient, and knowledgeable about the services offered.
- **Problem-Solving Abilities:** Equip staff to handle technical issues and guest inquiries effectively.
- **Language Skills:** Consider training staff in multiple languages to cater to international guests.

Partnerships and Outsourcing

- **Local Businesses:** Partner with local businesses like couriers, printers, and IT support providers to offer a wider range of services.

- Third-Party Service Providers: Collaborate with third-party service providers to offer specialized services like translation, legal assistance, or virtual office solutions

✓ **Courier and parcel service**

Courier and parcel services take place in hotel business center with partnership

- Strategic Alliances: Partner with reputable courier services to offer discounted rates and streamlined processes for guests.
- Direct Pickup and Delivery: Arrange for direct pickup and delivery of packages from the business center, saving guests time and effort.
- Real-time Tracking: Utilize technology to provide real-time tracking of packages, allowing guests to monitor their shipments.

In-House Services

- Package Acceptance and Storage: Provide a secure storage area for incoming packages, ensuring they are safe and accessible to guests.
- Packaging Supplies: Offer packaging supplies like boxes, tape, and bubble wrap for guests to prepare their outgoing shipments.
- Shipping Label Printing: Assist guests in printing shipping labels and customs forms.

Technology Integration

- Online Tracking: Integrate with courier service tracking systems to provide guests with online access to their shipment status.
- Mobile App Notifications: Send notifications to guests via a mobile app about package arrivals, delivery updates, and any issues.
- Self-Service Kiosks: Implement self-service kiosks where guests can print shipping labels, track packages, and schedule pickups.

✓ **Packaging services**

Packaging services can be a valuable addition to a hotel business center in different strategies, especially for guests who need to ship items during their stay.

In-House Packaging Station

- Dedicated Space: Designate a specific area in the business center for

packaging services, equipped with tables, chairs, and necessary tools.

- Packaging Supplies: Stock a variety of packaging supplies, including boxes of different sizes, bubble wrap, tape, markers, and scissors.
- Weighing Scale: Provide a scale for guests to weigh their packages and calculate shipping costs.
- Label Printing: Offer label printing services to help guests with shipping labels and customs forms.
- Box Assembly: Assist guests with assembling boxes and packing their items securely.
- Fragile Item Packing: Provide specialized packaging materials and techniques for fragile items.

✓ **Collecting/ sharing Feedback**

 Collecting Feedback:

- **Guest Feedback Forms**

Purpose: To gather feedback on services, amenities, and overall guest experience.

Questions: Include questions about satisfaction levels, suggestions for improvement, and specific experiences.

Distribution: Place forms at the front desk, in guest rooms, and within the business center itself.

- **Online Surveys**

Purpose: To collect quantitative and qualitative feedback from a wider range of guests.

Distribution: Send survey links via email or SMS to guests after their stay.

Incentives: Offer incentives, such as discounts or loyalty points, to encourage participation.

- **Social Media Monitoring:**

Purpose: To identify guest feedback and sentiment expressed on social media platforms.

Tools: Use social media listening tools to track mentions of the hotel and its business center.

Response: Respond promptly to guest feedback, both positive and negative.

- **Direct Guest Interaction**

Purpose: To gather real-time feedback and address any issues immediately.

Methods: Engage in conversations with guests during their visit, asking open-ended questions about their experience.

 Sharing Feedback

- **Cross-Departmental Sharing**

Purpose: To ensure that feedback is shared across relevant departments.

Methods: Organize regular meetings, use internal communication tools, and create a centralized feedback repository.

Key Information: Share specific feedback, trends, and actionable insights.

- **Staff Training**

Purpose: To empower staff to provide excellent service and address guest concerns.

Methods: Conduct regular training sessions on customer service skills, problem-solving techniques, and handling feedback.

 Performance Reviews

Purpose: To evaluate staff performance based on guest feedback and service metrics.

Methods: Incorporate guest feedback into performance reviews and set goals for improvement.

 Service Improvement Plans

Purpose: To identify areas for improvement and implement specific action plans.

Methods: Analyse feedback data, prioritize issues, and develop strategies to enhance the guest experience.



Activity 2: Guided Practice



Task 29:

Read the below scenario and do the tasks related

Many business travelers are seeking more than just basic business center services. They desire a seamless and productive work experience, coupled with personalized attention

Provide IT support services, such as device troubleshooting or software installation.



Activity 3: Application



Task: 30

Read the following statement, and then do the tasks required.

DNE hotel has an attractive business center whereby guest usually use for their business, as new business center attendant performs well the task by offering additional services to enhance customer stay.

- i. Assisting guest with business center document services
- ii. Organizing meeting rooms and business center facilities
- iii. Providing administrative support and Business center services

Topic 3.3: Performing Closing Activities



Activity 1: Problem Solving



Task 31:

Read the following scenario and answer the asked questions

It's the end of a busy day at the "Dne" hotel business center. As the Business Center Manager, you are responsible for ensuring that all operations are closed down efficiently and securely. You begin by reviewing the day's activities, checking for any outstanding tasks or issues

- a. What are the essential closing procedures for a hotel business center?
- b. How can you ensure that all equipment is turned off and secured properly?
- c. How can you verify that all guest belongings have been removed from the center?
- d. What are the security measures to implement when closing the business center for the night?
- e. How can you maintain a positive and professional attitude during the closing process?
- f. How can you evaluate the effectiveness of the closing procedures and make necessary adjustments?

Key facts 3.3: Performing closing activities

- **Performing and reporting closing activities**

In the context of a hotel business center, reporting performing closing activities refers to the process of documenting and communicating the center's daily operations, performance, and any relevant issues. This involves creating reports that summarize key activities, track usage patterns, identify areas for improvement, and ensure compliance with hotel policies.

✓ **Sales report**

A comprehensive sales report for a hotel business center should include the following key metrics

Revenue Metrics

- Total Revenue: Overall revenue generated from all services.
- Service-wise Revenue: Revenue from specific services like printing, copying, faxing, scanning, internet usage, meeting room rentals, and equipment rentals.
- Package Deal Revenue: Revenue from bundled service packages.

Usage Metrics

- Number of Transactions: Total number of transactions processed.
- Peak Usage Hours: Time periods with the highest number of visitors.
- Average Transaction Value: Average revenue per transaction.

Customer Metrics

- Number of Unique Customers: Number of distinct guests using the business center.
- Repeat Customers: Percentage of customers who use the center multiple times.
- Customer Satisfaction: Feedback and ratings from guest surveys or reviews.

Operational Metrics

- Equipment Utilization: Percentage of time equipment is in use.
- Staff Productivity: Measures of staff efficiency and effectiveness.
- Downtime: Time when equipment is out of service for maintenance or repairs

Sample Sales Report Table

- Sample of daily report for sales in business center closing activities

Service provided	Quantity	Rate per unit	Total revenue (RWF)
Printing	20px	200/page	4000
Photocopying	30pax	200/page	6000

Scanning	10pax	500/page	5000
Internet usage	30pax	1000/hour	30000
Other services (projector rental)	4hr	10000/2hours	30000
Total sales revenues			75000

○ Sample of report for Payment Breakdown

Payment methods	Amount (RWF)
Cash	450000
Credit	300000
Total collected	750000

○ Sample of report for Closing Balances and Reconciliation

Item	Opening balance (RWF)	Sales(RWF)	Closing balance (RWF)
Cash	0	750000	750000
Credit card transactions	0	0	0

✓ **Handover report**

A handover report is typically used to transfer information and responsibilities between shifts or staff members. For a hotel business center, a handover report might include the following:

-  **Cash and Card Transactions:** Details of all cash and card transactions, including receipts, vouchers, and any discrepancies.
-  **Equipment Status:** A checklist of all equipment, their condition, and any maintenance issues.
-  **Inventory Levels:** Current stock levels of supplies like paper, ink cartridges, and

stationery.

 Pending Tasks: A list of tasks that need to be completed, such as printing jobs, scanning documents, or booking meeting rooms.

 Customer Issues or Complaints: Any ongoing issues or complaints from guests that need to be addressed.

 Security Incidents: Any security incidents or suspicious activity that has occurred.

Examples of Handover report

✓ Equipment Status report

Item	Status	Remarks
Printer	Working	No issues
Photocopier	Working	Low on toner
Scanner	Working	No issues
Internet	Working	No issues
Paper Stock	Low	Needs restocking
Ink/Toner	Low	Request sent to procurement

✓ Inventory status

Item	Current Stock	Minimum Required Stock	Status
A4 Printing Paper	reams	5 reams	Sufficient / Low
Toner/Ink (Black)	cartridges	2 cartridges	Sufficient / Low
Toner/Ink (Color)	cartridges	2 cartridges	Sufficient / Low
Photocopy Paper	reams	3 reams	Sufficient / Low
Binding Covers	packs	2 packs	Sufficient / Low
Envelopes	packs	3 packs	Sufficient / Low
USB Flash Drives	units	5 units	Sufficient / Low

✓ Pending Issues & Follow-Ups

Outstanding Payments: projector rental (5,000 remain) pending approval from business center office.

Technical Issues: Photocopier toner is low, needs replacement.

Customer Requests:

A corporate guest requested a large-format print job for tomorrow.

A guest in Room 205 asked for scanned documents to be emailed;
waiting for confirmation.

✓ **Security Checks for closing duties**

Checkpoint	Status (yes/No)	Remarks
Entrance doors properly locked & secured	☐ Yes ☐ No	
Surveillance cameras operational	☐ Yes ☐ No	
Computer systems logged off/shut down	☐ Yes ☐ No	
Cash register secured	☐ Yes ☐ No	
Confidential documents properly stored	☐ Yes ☐ No	
Printer, photocopier, and other devices turned off	☐ Yes ☐ No	
No unauthorized persons present	☐ Yes ☐ No	
Fire extinguishers accessible & functional	☐ Yes ☐ No	
Emergency exits clear & unobstructed	☐ Yes ☐ No	

○ **Signature**

Outgoing Shift Staff Signature

Incoming Shift Staff Signature

- **Rearrangement of business center work station**

Hotel business center staff can ensure a smooth and efficient closing process while maintaining a professional and welcoming environment.

- ✓ **Factors to consider**

Traffic Flow: Equipment Needs must come before, Power Outlets, Lighting and Noise Levels

Layout Ideas: choose any layout among the following according to the room configuration or customer preferences traditional layout, open-plan layout, modular layout and combination layout.

- ✓ **Tips for Rearranging Workstations**

-  **Prioritize Comfort:** Ensure comfortable seating, adequate lighting, and good air circulation.

-  **Optimize Workflows:** Arrange workstations to minimize unnecessary movement and maximize efficiency.

-  **Consider Ergonomics:** Use ergonomic chairs and adjust monitor heights to reduce strain.

-  **Provide Privacy:** Use partitions or screens to create private workspaces

-  **Accommodate Different Needs:** Provide a mix of workstations for solo work, group work, and casual browsing.

-  **Test and Adjust:** Experiment with different layouts and make adjustments as needed.

-  **Signage:** Clear signage can help guests navigate the space and find the services they need.

-  **Storage:** Provide adequate storage for personal belongings, such as lockers or shelves.

-  **Technology:** Ensure reliable Wi-Fi and easy access to power outlets.

 **Aesthetics:** Create a welcoming atmosphere with comfortable furniture, plants, and artwork.

✓ **Front office closing duties**

Closing a hotel business center involves a series of tasks to ensure security, cleanliness, and readiness for the next day closing duties also help to be sure that safety and security is maintained. To perform that different checklist should be used

✓ **Checklist of essential closing activities**

 Security Checks

Lock all doors and windows: Ensure the business center is secure from unauthorized access.

Activate security systems: Engage any alarm systems or surveillance cameras.

Check for any suspicious activity: Inspect the area for any signs of unusual activity.

 Equipment and Supplies

Power down all electronics: Turn off computers, printers, scanners, and other equipment.

Unplug unnecessary devices: Disconnect chargers, USB drives, and other peripherals.

Check ink and paper levels: Replenish supplies as needed.

Clean equipment: Wipe down keyboards, monitors, and other surfaces.

Organize workstations: Tidy up workstations, ensuring everything is in its proper place.

 Cleaning and Maintenance

Clean work surfaces: Wipe down desks, tables, and countertops.

Vacuum the floor: Remove any debris or dirt.

Empty trash cans: Dispose of waste properly.

Sanitize high-touch areas: Clean keyboards, mice, doorknobs, and other frequently touched surfaces.

Check for maintenance issues: Report any malfunctions or damage to the appropriate department.

Administrative Tasks

Balance the cash register: Ensure all transactions are accounted for.

Process credit card payments: Complete any outstanding payments.

Update records: Update any necessary records, such as usage logs or maintenance records.

Prepare for the next day: Set up any necessary equipment or materials for the following day.

Final Checklist

All lights turned off: Verify that all lights are switched off and All doors locked: Ensure all doors are securely locked.

Security system activated: Confirm that the security system is functioning correctly.

Emergency exits clear: Check that emergency exits are unobstructed.

Final walk-through: Conduct a final walk-through to ensure everything is in order.



Activity 2: Guided Practice



Task 32:

Read the below scenario and do the tasks related

It's 10 PM, and you're the night shift attendant at the hotel business center. You're responsible for closing the center for the night, ensuring all equipment is secure, and the area is tidy.

- a. Preparing the Business Center for the Next Shift
- b. Handling Guest Feedback and Requests



Activity 3: Application



Task 33:

Read the following statement, and then do the tasks required.

As a business center attendant at work, this is the end of shift and closing activities for the business center should be performed,

- a. Clean and tidy the business center workplace
- b. Organize equipment and supplies
- c. Take inventory of equipment and materials
- d. Handle trash and recycling
- e. Complete the closing report



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: Terminology	B: Meaning
.....1	1. Courier Service	a. Converting physical documents into digital format.
.....2	2. Printing and Copying	b. Providing high-speed internet connection for guests' devices
.....3	3. Faxing	c. Delivering and picking up packages and mail
.....4	4. Scanning	d. Sending and receiving documents electronically
.....5	5. Internet Access	e. E. Creating hard copies of digital documents

1. Read the following Open questions and give their answers

- a. What are some additional services, beyond the basic ones, that a hotel business center could offer to enhance guest satisfaction?
- b. How can you effectively promote these extra services to guests, ensuring they are aware of the options available to them?
- c. How can you ensure the security of guest documents and personal belongings while providing business center services?
- d. How can you effectively troubleshoot common technical issues, such as printer jams or computer malfunctions, to minimize guest inconvenience?
- e. What are the key factors to consider when designing a comfortable and functional workspace within the business center?
- 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?



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

Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Determine the hotel's services, such as room service, housekeeping, and concierge.					
Familiarity with local businesses, attractions, and transportation options					
Understanding of operating systems, software applications, and hardware.					
Knowledge of hotel amenities, room service, dining options, and spa services.					
Understand of business protocols, etiquette, and cultural nuances.					
Knowledge of various printing and scanning techniques and formats					
Use internet browsers and email clients					
Knowledge of Microsoft Office Suite (Word, Excel, PowerPoint).					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Familiarize with hotel policies and procedures related to guest services.					
Prioritize tasks and clean rooms efficiently.					
Identify local businesses area					
Analyse technical problems, causes, and develop effective solutions.					
Organize information effectively and efficiently, such as maintaining up-to-date knowledge of hotel offerings and special promotions.					
Interpersonal and communication skills.					
scan using different methods and types of scanners					
Customize and utilize browser settings for optimal performance and security.					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Create, edit, and format documents.					
Apply the hotel's rules, regulations, and operational guidelines in hotel.					
Ensuring cleanliness and orderliness in every area.					
Genuinely enthusiastic about sharing local knowledge and helping guests discover the best of the area					
A strong desire to learning about new technologies and staying updated on industry trends.					
Genuine enthusiasm for sharing information about the hotel's offerings and promoting the guest experience.					
Collaborating with colleagues to provide excellent service					
A keen interest in exploring and					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
experimenting with different printing and scanning techniques.					
Willingness to exploring and experimenting with different online tools and resources.					
A desire to learn new features and techniques within the Microsoft Office Suite.					
Taking initiative to learn and understand hotel policies and procedures.					

1. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

Integrated situation

Read the situation below and perform the tasks required

MUNEZERO hotel is located in Kigali city. Due to the big number of hotel guests requesting business center services such as 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 in business center storage.

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.

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