

FRONT OF HOUSE

**CO-ORDINATE THE
GREETING AND
ASSISTING OF
GUESTS ON
ARRIVAL AND
DEPARTURE**

LEARNER GUIDE

*Co-ordinate the Greeting and Assisting of Guests on
Arrival and Departure*

Learner Information

Details	Please Complete details	
Name of Learner		
Site Name		
Name of Assessor		
Name of Facilitator		
Date started		
Date completion		
Date of completion & Assessment		

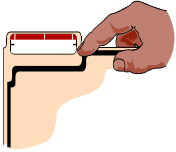
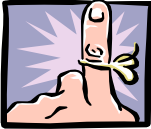




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Keys to Icons

The following icons are used throughout the study guide to indicate specific functions:

	<p>FOLDER ENCLOSURES</p> <p>This includes all examples, handouts, checklists, etc.</p>
	<p>DON'T FORGET/NOTE</p> <p>This icon indicates information of particular importance.</p>
	<p>SELF ASSESSMENT QUESTIONS.</p> <p>Self evaluation for learners to test understanding of the learning material</p>
	<p>ACTIVITY TIPS</p> <p>These help you to be prepared for the learning to follow and must be added to the module content/portfolio of evidence.</p>
	<p>PRACTICAL TASKS</p> <p>An important part of the assessment process is proof of competence. This can be achieved by observation or a portfolio of evidence. These tasks meet this component of assessment.</p>
	<p>EXERCISES</p> <p>Exercises/questions to be complete to demonstrate understanding of module content. Shows transference of knowledge and skill.</p>

Co-ordinate the Greeting and Assisting Guests on Arrival and Departure

Introduction

Purpose	In order to achieve the credits and qualify for this appropriate registered standard, you are expected to have demonstrated specific learning outcomes.
Specific Outcomes	Specific outcomes describe what the learner has to be able to do successfully at the end of this learning experience.
Assessment Criteria	<p>The only way to establish whether a learner is competent and has accomplished the specific outcome, is through the assessment process. Assessment involves collecting and interpreting evidence about the learners' ability to perform a task.</p> <p>This module includes assessments in the form of self-assessments, group exercises, quizzes, projects and a practical training programme whereby you are required to perform tasks on the job and collect as portfolio of evidence, proof signed by your supervisor that you have successfully performed these tasks.</p>
Range of Learning	This describes the situation and circumstance in which competence must be demonstrated and the parameters in which the learner operates.
Responsibility	<p>The responsibility of learning rest with you, so . . .</p> <ul style="list-style-type: none"> • Be proactive and ask questions. • Seek assistance and help from your coach, if required.

Specific outcomes and Range of Learning

<p>Demonstrated Knowledge and Understanding:</p>	<ol style="list-style-type: none"> 1. Explain the importance of taking action when there are communication or language difficulties. 2. Explain the importance of meeting requests for additional services in terms of how this impacts on customer satisfaction. 3. Describe how to assist guests with special needs. 4. Describe how to organise the department to prepare for the arrival of big groups. 5. Explain why the arrival of guests is such an important part of the guest's stay and the importance of being well prepared.
<p>Demonstrated ability to make Decisions about practice and to Act accordingly:</p>	<ol style="list-style-type: none"> 1. Distribute portering tasks according to priority to ensure that luggage and other items are transported to guest's rooms safely and promptly. 2. Distribute work to ensure that individual guests and groups are assisted with parking where appropriate on arrival. 3. Carry out a group check-in following correct procedure. 4. Explain and offer additional guest services and give assistance in accordance with company procedures. (Range of additional services: valet / car wash, chauffeur) 5. Assist guests with luggage on departure. 6. Identify the correct bus for the group and load their luggage safely and efficiently. 7. Given a range of unexpected situations, decide what action to take to deal with the situation and give reasons for that choice. (Range of unexpected situations: accidents / injury, lack of portering staff, late tour bus) 8. Prioritise all work correctly to maximise customer satisfaction.
<p>Demonstrated ability to learn from our actions and to Adapt Performance:</p>	<ol style="list-style-type: none"> 1. Given a situation where the hotel deals primarily with airline crew groups, describe how to co-ordinate the arrival and departure of the groups.



Practical Tasks

As part of this module you will be required to complete the following tasks.

An assessor/supervisor/experienced colleague must be present to observe you as you complete the tasks **OR** you can provide a portfolio of evidence proving your competence.

Practical Task	Task Type	Date Completed	Comments and initials of observer
Task No. 1	<p>Check the establishment for features that assist those with mobility difficulties.</p> <p>Where there are no features like ramps a report must be written on ways this situation can be rectified. Place behind the module.</p>		
Task No. 2	<p>Check the occupancy for the week to follow and specify how many porters will be required per day, taking into account the following:</p> <ul style="list-style-type: none"> • Arrivals and Departures • Group arrivals <p>Draw up a roster taking the above into consideration.</p> <p>Discuss with your assessor and place behind the module.</p>		
Task No. 3	<p>Carry out a group check in. Comment on the procedures used and customer satisfaction.</p> <p>Place behind the module.</p>		

Purpose of this Module

Overall Outcome	The learner will be able to co-ordinate and assist guests on arrival and on departure by checking the number of arrivals and departures for the day, allocation of duties to other departments and assisting
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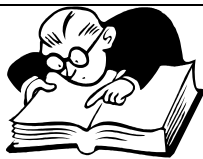
with additional services if required.

1. Planning and Preparation

Specific Outcomes	<ul style="list-style-type: none">• Explain why the arrival of guests is such an important part of the guest's stay and the importance of being well prepared.• Prioritise all work correctly to maximise customer satisfaction.
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1.1 Daily Planning

Daily Planning	<ul style="list-style-type: none">• Each evening after most Arrivals have checked in, obtain the arrivals and departures list for the following day.• Identify the number of group and individual departures. Check the departure times and luggage collection times requested by the groups.• Identify the number of group and individual arrivals, and check their expected arrival times.• Check that the Food and Beverage Department is aware of expected arrival times if welcome drinks are required.• Check what arrangements have been made for any early arrivals:<ul style="list-style-type: none">• Will their rooms be ready?• Will you be required to store their luggage?• Where will guests arriving early wait if their rooms are not yet ready?
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Print an arrivals and departures report for the following day. Identify the following:

- **Group and individual arrivals**
- **Expected arrival times**
- **Group and individual departures**
- **Expected departure times**

From the above identify how many porters you would require. Place all detail of the above behind the module.

1.2 Task allocations

Importance	<p>The first impression that a guest has of an establishment is his / her arrival. If they do not receive great service on arrival they will expect the same from their entire stay. It is therefore very important that the correct number of staff are allocated in accordance with the establishments' occupancy. This will ensure that the highest level of quick, friendly and efficient service is given to customers at all times.</p> <p>(These guidelines are usually based on formulas for calculating the number of staff required to meet customer and operational needs under specified conditions.)</p>
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Staffing Allocation	<ul style="list-style-type: none"> • Refer to your staff roster and check that you have enough staff on duty in the morning and afternoon: • If it appears that you may require additional staff, contact staff members who have been rostered as "Day Off" (by telephone if necessary) and ask them to come in. Reassure them that they will get an alternative day off, thank them for being willing to assist and apologise for the inconvenience. • If you will only require assistance for an hour or so, it may be better to make arrangements for staff from another department (such as Maintenance, Housekeeping or Food and Beverage) to assist you for that time period. Make sure that you request this assistance in advance so that the relevant Head of Department can also plan accordingly.
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Discuss with your colleagues what the result would be if there were not enough porters on duty when a large group arrives? Record your discussion and place behind the module.

1.3 Customer Satisfaction

Preparation for customer satisfaction	<p>Preparation of staffing levels before the arrival of guests ensures that:</p> <ul style="list-style-type: none"> • The number of guest arrivals are known. This ensures personalised treatment and guest satisfaction. • Special requirements can be actioned and communicated to the various departments to ensure guest satisfaction. • Errors can be picked up in advance and sorted out so that the
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	<p>guest is correctly dealt with at the time of arrival.</p> <ul style="list-style-type: none"> • When the guest arrives at the establishment the interaction is quick and professional. • Time wastage is minimised and the guest is not kept waiting. This creates the impression that the organisation is efficient and professional.
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**Can you think of any other reasons that planning is so important to ensure customer satisfaction?
Place behind the module.**

1.4 Efficient work practise

<p>Efficient work practise</p>	<ul style="list-style-type: none"> • Planning is very important for the efficient running of the Portering service. • Work with your Front Office Manager to ensure that your planning is effective, and be supportive towards your colleagues if you want them to be supportive towards you. • Ensure that the Porters Desk is kept tidy, and that it is well stocked with information brochures and relevant stationery.
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Locate a copy of the Porters timetable and make a note of the occupancies next to each day. Analyse whether enough portering staff have been allocated per day.

1.5 Roles in the Department

<p>Roles & Descriptions</p>	<p>There are various roles in the Portering / Concierge function which require continuous co-ordination and management. These are an essential part of the establishment's team. Apart from being among the first members of staff the guests see, they do a range of jobs that make the establishment run smoothly. They are as follows:</p> <ul style="list-style-type: none"> • Concierge: the concierge's desk is the establishment's information centre. A good concierge can answer a guest's questions on almost any aspect of the establishment's services, or facilities in the area. He or she can also organise excursions, theatre tickets, taxis and onward travel, and supply newspapers. In some establishments, the concierge also
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	<p>keeps the room keys.</p> <ul style="list-style-type: none"> • Porter: unloads vehicles, assists guests with check-in and check-out, and distribute luggage. Also delivers goods around the establishment, and sets up function rooms. • Bellboy: a junior porter found only in large international establishments. Distributes luggage and delivers messages. • Doorman: also employed only in larger establishments. Work includes keeping the door, welcoming guests, security control, as well as helping guests with parking and taxis. • Valet: porters linen and laundry supplies. In some international establishments, also a car parking attendant. • Night porter: not simply a porter, he or she takes over all the responsibilities of the door staff. In quieter establishments, may also handle reception, telephone, guest check-in, basic office work and room service.
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Which of the above roles are represented at your establishment? Place a * next to the relevant roles.

Self-Assessment 01



<p>Instructions</p>	<ul style="list-style-type: none"> • In the following assessment you will be required to answer all questions. • You are required to obtain 100% to pass. • Obtain feedback from your Assessor on the accuracy of your answers. • If you do not obtain the pass mark, revise all the learning material and redo the question.
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Question 1

Explain why the arrival of guests is such an important part of the guest's stay and the importance of being well prepared.

2. Arrival and Departure of Guests

Specific outcomes	<ul style="list-style-type: none"> • Distribute portering tasks according to priority to ensure that luggage and other items are transported to guest's rooms safely and promptly. • Distribute work to ensure that individual guests and groups are assisted with parking where appropriate on arrival. • Carry out a group check-in following correct procedure. • Describe how to organise the department to prepare for the arrival of big groups. • Explain the importance of taking action when there are communication or language difficulties. • Describe how to assist guests with special needs.
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2.1 Greeting and assisting individual arrivals

Allocation of duties - Greeting and Assisting individual arrivals	<p>In allocating duties amongst the portering staff, it is important to ensure that there is always someone available to meet, greet and assist arriving guests as follows:</p> <ul style="list-style-type: none"> • Open car doors, greet and welcome guests • Direct guests to reception; • Offer to have the guest's car parked, or direct the guest to the car park; • Remove luggage from the car and take it into the establishment. • Await the completion of registration formalities and escort guests to their room with the luggage. • While one Porter is escorting guests to their rooms, another Porter should be on the door ready to greet and assist the next arrival. • In establishments that have a Doorman, he will meet and greet guests on arrival, and Porters will assist with luggage. When there is no Porter available, the Doorman may assist to bring the luggage into the establishment lobby.
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How would you co-ordinate the arrival and departure of an airline crew?


Explain your reasons and file behind the module.

2.2 Maintaining standards

Importance	<p>In order to ensure that the standards and procedures are correctly adhered to, the supervisor / manager will have to observe the porters performing their duties on a continuous basis.</p> <p>This will ensure that the guest's luggage and other items are transported to a guest's room safely and promptly.</p>
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	<ul style="list-style-type: none"> • Complete module FH04 - Greet and Assist Guests on Arrival and Departure. • This module covers all the practical procedures relating to a porters function. • Show the completed module to your assessor so it can be shown that you have a full understanding and are able to perform all of the procedures. This will then enable you to co-ordinate these procedures effectively and efficiently.
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2.3 Greeting and assisting Group arrivals

	<p>Locate a copy of your establishment's procedure relating to the <i>Greeting and assisting with Group arrivals</i>. Place behind the module.</p>
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<p>Allocation of duties - Greeting and Assisting Group arrivals</p>	<ul style="list-style-type: none"> • Ensure that sufficient portering staff are available from about 30 minutes before the expected arrival of each group. • When the coach arrives, the group must be assisted as follows: <ul style="list-style-type: none"> • The Doorman or a Senior Porter should open the coach door, greet guests as they alight, and welcome them to the establishment. • While this is happening, the Porters should remove the luggage from the coach and place it on trolleys to be taken into the establishment lobby. • Once all the luggage is in the establishment lobby, the Concierge or Head Porter must co-ordinate the marking of luggage with luggage labels and the room number to which the luggage must be delivered. <ul style="list-style-type: none"> • With the assistance of the group leader, ensure that luggage is marked correctly with the room number to which it must go;
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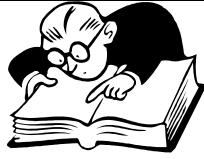
	<ul style="list-style-type: none"> • Luggage going to the same floor must be loaded together on trolleys. • The luggage must be delivered as quickly as possible to the rooms as per the guidelines below. • Ask the group leader what time the luggage should be collected on the morning of departure. This should be between 30 minutes and an hour before the departure of the coach. Ask if guests would kindly place their luggage outside their doors at the appointed time. If the group leader declines this suggestion, assure him or her that the luggage will be collected from inside the rooms at the appointed time.
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Guest satisfaction	Whilst the luggage is being dealt with by the porters the supervisor / manager will look after the guests ensuring they are comfortable and do not have to wait. In certain establishments welcome drinks are offered and served while the check in process is being finalised.
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	<p>Deal with a group arrival in your establishment.</p> <ul style="list-style-type: none"> • State the name and size of the Group • Their luggage requirements • Their arrival and departure date / time <p>Record your findings and place all necessary documentation behind the module.</p>
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2.4 Assist with individual Departures

Individual Departures	<ul style="list-style-type: none"> • When guests telephone the Porters Desk to ask for assistance with their luggage on departure, send a Porter to the relevant room with a trolley. • If you do not have a Porter available immediately, apologise to the guest and inform him or her of the expected delay. Try to be specific about the expected duration of the delay. Don't tell the guest it will be a "few minutes" if you expect the delay to be 10 minutes.
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Print a departures report. On the report indicate the following:

- **Individuals departures**
 - **Group departures.**
- Place behind the module.**

2.5 Co-ordinate Group Departures

Group departures

- At the beginning of the shift, check the luggage collection times and inform the relevant Porters. They will need to know at what time the luggage must be collected, and from what room numbers. They will also need to know whether the luggage will be waiting outside the room, or if it must be collected from inside the room, as this will affect how long it will take to perform the task.
- If more than one group is departing at the same time, it is best to allocate Porters by group rather than by floor, so that there is no danger of luggage ending up on the wrong bus.
- Luggage should be collected from rooms and immediately loaded onto the correct coach. It is the role of the Head Porter or Concierge to identify the correct coach and to give directions to the Porters.



Hold a discussion with the porters to identify if they have any ideas which could be used to simplify their current procedure for group departures.

Record your findings and place behind the module.

2.6 Communication difficulties

Language difficulty

If you are dealing with a guest who has a difficulty with English, request the assistance of a colleague who speaks the guest's language. If there is no such colleague available, attempt to assist the guest by speaking slowly, using pictures, sign language and referring to brochures or other printed material.

Difficulty with hearing	If a guest is hard of hearing, ensure that you enunciate well and that the guest can see your lips when you are speaking.
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Speech impediments	Deal with guests with speech impediments in exactly the same manner as you would any other guest. A common mistake we tend to make when dealing with someone who has a speech impediment is that we look down, or past the guest whilst the guest is speaking to us, that we correct the guest's attempt to communicate with us, or that we finish the guest's sentences. This should never be done.
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Importance	It can be very difficult and uncomfortable for guests that have some form of language or communication difficulty. It is up to us to ensure that they are made to feel comfortable and assistance given in any which way will make it easier to assist the guest. Guests will be grateful and satisfied if we do all we can to ensure that they have understood what is being said.
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Discuss the following with your colleagues:

Imagine you were on holiday in France and nobody spoke English, only French.

How do you think you would feel?

What do you think your experience would be like?

2.7 Special Needs

Mobility difficulties	<ul style="list-style-type: none"> • Provide information about the extent to which the establishment is equipped to handle guests with mobility difficulties if requested. • Establish the nature of the disability - is the person in a wheelchair, or on crutches? • Be completely honest about this matter - it would be foolish to say that the establishment is equipped to deal with a person in a wheelchair if there are no ramps, disabled rooms or disabled toilets. All that will happen is that the guest will experience an unacceptable level of frustration when in the establishment because of a constant need for assistance.
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Self-Assessment 02



Instructions	
	<ul style="list-style-type: none">• In the following assessment you will be required to answer all questions.• You are required to obtain 100% to pass.• Obtain feedback from your Assessor on the accuracy of your answers.• If you do not obtain the pass mark, revise all the learning material and redo the question.

Question 1

Explain the importance of taking action when there are communication or language difficulties.

Question 2

Describe how to assist guests with special needs.

Question 3

Describe how to organise the department to prepare for the arrival of big groups.

3. Additional Services

Specific Outcomes	<ul style="list-style-type: none">• Explain and offer additional guest services and give assistance in accordance with company procedures. (Range of additional services: valet / car wash, chauffeur)• Explain the importance of meeting requests for additional services in terms of how this impacts on customer satisfaction.
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3.1 Requests for additional services

	What additional services does your establishment offer?
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Handling a request	<ul style="list-style-type: none">• The general principle with most establishments is that no guest request is too much trouble (within reason of course). The role of the porter / concierge is to either attend to each request, or to ensure that these requests are attended to by the relevant departments.• Guests do not mind paying for services. However, they do mind if their requests are refused. Most reasonable requests for additional services can be met, even if it takes a little effort. This additional effort pays off because of the resulting guest satisfaction and loyalty.• When guests make requests, the general principle is as follows:<ul style="list-style-type: none">• Make sure that you understand what the guest requires. Ask questions to clarify the request if necessary.• Confirm what you will do for the guest, when you will do it, by what time you will do it, etc. to ensure that you have both agreed on the same actions to be taken.• Take the action.• Check that the guest is satisfied with the action, and take corrective action if necessary.• If a guest makes a request that you cannot satisfy (because it is either unavailable, illegal or you do not know how to handle it), refer the request to your superior to be handled.
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3.2 The Chauffeur Service



Explain your establishment's procedure for dealing with a request for Chauffeur service. Place behind the module.

Chauffeur Service

- If the guest requests to be chauffeur driven to a particular destination, make a note of the time at which he or she wishes to leave and the destination. The following services may be offered, depending on what is available in each establishment:
 - The establishment driver may drive the guest to the appointed destination at the required time in the establishment courtesy bus. If it is a short distance (say, less than 5 kilometres) it may be at no charge. The driver should also ask if the guest wishes to be collected later and at what time. If it is a longer distance, the guest will be charged at the prescribed rate.
 - The establishment may have a regular shuttle service to the desired destination, in which case the guest will be informed of the times at which the shuttle service departs.
 - It may be necessary to order a taxi if the courtesy bus service is not available.
 - The guest may wish to book the services of a local Chauffeur Service, if he or she wishes to have a car at his or her disposal for any length of time (such as for an entire evening).
- In all the above cases, it is the responsibility of the Head Porter or Concierge to ensure that all members of the Porterage staff know what procedures to follow if a guest should make a request for a chauffeur service.

3.3 Valet parking service

Valet service	<ul style="list-style-type: none">• In many establishments, a valet parking service is offered to both residents and dining guests. This task may only be performed by members of staff who are licensed to drive a car, and who are specifically designated with this task in their job descriptions.• When the guest pulls up under the Porte Cochere, the Porter will offer to have the car parked. If the guest accepts, the procedure is as follows:<ul style="list-style-type: none">• Take the car keys;• Ask for the guest's name and write it on a numbered Valet ticket;• Give the guest the tear-off portion of a numbered Valet ticket;• Drive the car to the car park.• Lock it and engage the alarm.• If the guest is resident, attach the other portion of the valet ticket and bring the keys to the pigeon holes at the Porters Desk, where they will be stored under the correct room number.• If it is a dining guest, attach the other portion of the valet ticket and bring the keys to the Porters Desk where they will be locked in a key cupboard, or give them to the parking Security to be locked in a key cupboard.• When the guest wishes to have his or her car brought to the front, request the guest's portion of the valet ticket, obtain the correct keys and have a driver bring the car to the front of the establishment for the guest.• If the guest wishes to park his or her own park, clear directions to the car park must be given.
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**If your establishment did not offer valet service and a guest requested valet, what procedure would you follow to ensure safety and security of their vehicle?
Place your procedure behind the module.**

Self-Assessment 03



Instructions	<ul style="list-style-type: none">• In the following assessment you will be required to answer all questions.• You are required to obtain 100% to pass.• Obtain feedback from your Assessor on the accuracy of your answers.• If you do not obtain the pass mark, revise all the learning material and redo the question.
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Question 1

Explain the importance of meeting requests for additional services in terms of how this impacts on customer satisfaction.


4. Unexpected situations

Specific Outcomes	<ul style="list-style-type: none">• Given a range of unexpected situations, decide what action to take to deal with the situation and give reasons for that choice. (Range of unexpected situations: accidents / injury, lack of portering staff, late tour bus)
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4.1 Accidents / Injuries

Prevention	<ul style="list-style-type: none">• Prevent accidents and injuries by ensuring that Porters have the correct skills and equipment to do their job.
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	<ul style="list-style-type: none"> • Check that enough trolleys are available, and take action if there are not enough by informing your Supervisor. • Ensure that trolleys are in good working order, and have them properly maintained. • Train Porters to pick up heavy and bulky items properly to prevent injury to themselves. • If items to be picked up and transported are too heavy for one person, ensure that the correct number of people carry out the task.
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	<p>Locate the following and place behind the module:</p> <ol style="list-style-type: none"> 1. First aiders in the establishment 2. Procedures for dealing with an accident 3. Emergency telephone numbers
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Accident or Injury	<ul style="list-style-type: none"> • In the event of an accident or injury it is important that you assist the person concerned. • Once the accident has been cleared up and the injured person attended to, you will have to assist the Personnel Manager to complete an Accident Report, and Incident Report, and to attend to the required Workman's Compensation formalities. While the completion of these is the responsibility of the Personnel Manager, your assistance and that of the people involved in the injury or accident is required. • In the event of an injury to a guest, provide whatever assistance you can and contact the Safety Officer and the General Manager immediately.
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4.2 Insufficient Porterage Staff

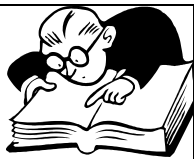
Insufficient portering staff	<ul style="list-style-type: none"> • It is important to build and maintain healthy and co-operative relationships with other Heads of Department, as there will be times when you need their support and assistance. • When you are unexpectedly short of Porterage staff - e.g. when
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	<p>you have more arrivals or departures at one time than you expected - contact the head of a department that is not likely to be busy at that particular time and ask for assistance.</p>
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<p>Importance of planning</p>	<ul style="list-style-type: none"> • Ensure that you check rosters against expected occupancies each week. • Check staff attendance against the rosters at the start of each shift. If any members of staff are absent, establish what impact this will have on the shift. If it is necessary to call in a staff member who is on a day off, do so, but be polite and considerate. Only ask members of the previous shift to stay on if it is absolutely necessary. It is not good for the staff member or for service quality to have people who are over-tired.
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4.3 Late tour bus

Tour bus	<ul style="list-style-type: none">• There are various reasons that a tour bus may be late, for example:<ul style="list-style-type: none">• The bus driver received incorrect directions and has resulted in getting lost• The group left later than expected from the previous destination• The bus has a flat tyre or has broken down• It is important that the manager / supervisor follows up with the tour company the location of the group to check if there is anything the establishment could do to assist.<ul style="list-style-type: none">• If the tour bus has taken the incorrect route the staff member could attempt to get hold of the tour leader and give accurate directions.• If the tour bus has experienced a problem with the bus the establishment could offer to go and assist with the problem or alternatively arrange for a mechanic to meet them at their location.• If the group has changed their schedule the supervisor has sufficient time to rearrange the staffing required for their time of arrival.• If the establishment does establish that there is a problem with the bus and assists the group in arriving at the establishment the group will be extremely grateful and appreciative. They will know that customer service is of utmost importance to the establishment.
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Discuss what you would do in the following situation:

An expected group are an hour late according to their scheduled arrival time. You manage to telephone the tour leader and she states that the bus has broken down 5 miles away?

Place behind the module

**SIGNATURES REQUIRED ON SUCCESSFUL COMPLETION OF THIS
MODULE:**

General comments & review by Assessor	

General comments from Learner	

I (Assessor) hereby certify that I have examined the learners' workbook and that the learner has successfully completed this section of the training programme.

SIGNATURE ASSESSOR

SIGNATURE LEARNER

DATE: _____

DATE: _____