

Elevate Your Front Office Team with a Professional Qualification

If you're looking to build a successful career in hospitality, front office operations is one of the most dynamic and customer-focused areas to start. The City & Guilds Level 2 Diploma in Reception is an internationally recognised qualification that prepares you with the core skills, service standards, and professional confidence to excel in this fast-paced environment

Whether you see yourself working in a boutique guesthouse or a large hotel, this programme covers all the essentials of front office operations, including guest relations, reservations, communication, and team coordination. You'll gain the practical experience and knowledge needed to create seamless guest experiences from check-in to check-out

This qualification also creates a clear pathway for growth into related sectors such as hotels, events and conferencing, travel, and tourism

If you're ready to develop front office expertise and open the door to a wide range of hospitality careers, this is the ideal place to begin

CAREER PATHS

Explore a variety of roles across hospitality, travel, gaming and entertainment, each offering unique opportunities to develop your skills and grow your career

Hospitality and Accommodation

Advance as a Front Office Supervisor or Manager in hotels, resorts or lodges. If enhancing guest experience is your passion, roles like Guest Relations Coordinator are ideal. Handling bookings and supporting hotel functions can lead to positions such as Reservation Agent or Hotel Operations Coordinator

Travel and Tourism

Work as a Travel Consultant or Agent advising clients and managing bookings for holidays and business trips. As a Tour Coordinator or Operator, you will design and manage itineraries to create memorable experiences. Opportunities also exist on cruise liners as a Cruise Ship Receptionist or Guest Services Agent, handling front office duties at sea. Alternatively, thrive in aviation as an Airport Customer Service Agent, assisting passengers in a fast-paced environment

Gaming and Entertainment

Manage guest check-ins, loyalty programmes and VIP services as a Casino Front Desk Agent. In theatres, stadiums or event spaces, take on roles such as Event Coordinator or Host to support guest services and event delivery. For those with a flair for high-end service, VIP Services Coordinator roles offer the chance to manage exclusive guest experiences and build relationships with high-profile clients

ADMISSION REQUIREMENTS

18 years of age
Grade 10

INTAKE

February
July

Duration

8 Months
Full-Time

QUALIFICATION

City & Guilds
Level 2 Diploma in
Reception Services



CULINARY MASTERY MEMORABLE HOSPITALITY

GROWTH OPPORTUNITIES

Management and Specialist Roles

Progress into positions such as Front Office Manager, Guest Services Manager, Reservations Manager, Duty Manager or Rooms Division Manager, leading teams and managing daily operations

Entrepreneurship and International Pathways

Start your own bed and breakfast, guesthouse or boutique hotel. Explore roles on cruise ships and luxury resorts abroad, or specialise in corporate hospitality and events reception

COURSE OVERVIEW

- Guest Relations and First Impressions
- Front Desk Operations (reservations, payments, systems)
- Handling Guest Enquiries and Complaints
- Cultural Awareness and Diversity
- Principles of Reception Services
- Hospitality and Customer Excellence
- Health, Safety and Security Procedures
- Work Integrated Learner (WIL)

OPTIONAL SPECIALISATIONS

- Food and Beverage Services
- Event Planning

WHAT IS INCLUDED

- Scarf/Tie, Golf Shirt, Name Badge
- Digital Study Material
- Talent Exchange - Capsicum's Employment Programme
- Workshops: Social Media
- Mastery Modules: Cultural Awareness and Inclusivity

FURTHER STUDIES

- QCTO Certificate: Conference and Events Organiser
- Advanced Professional Chef
- Higher Certificate in Hospitality Management*

*Admission prerequisites are subject to institutional discretion
Capsicum is a division of The Independent Institution of Education (Pty) Ltd.

CONTACT US

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Visit our website for more course information:

capsicumcooking.com

**BOKSBURG - JHB | RUIMSIG - JHB | ROSEBANK - JHB | MENLYN - PTA |
NELSON MANDELA BAY | UMLANGA - DBN | SALT RIVER - CPT**



International Students

Capsicum is not permitted to register you until you have produced your VALID study visa. It could take 6 to 8 weeks for your study visa application to be processed. The study visa has to be issued to study at the institution. Please check the international student admissions requirements for the programme of study you are applying for and ensure you meet the requirements.

NSFAS only provides funding for South African students who plan to study at public universities or Technical and Vocational Education and Training (TVET) institutions.

Capsicum is an accredited skills development provider with the Quality Council for Trades and Occupations (QCTO) and the Culture Arts Tourism Hospitality and Sports Sector Education and Training Authority (CATHSSETA). Capsicum is also an accredited City & Guilds centre.

The qualifications aligned to our programmes of study are accredited, quality assured and certified by the relevant accrediting body as per the above.

Errors and omissions excepted

