

Diploma in Guest Relations Management

Capstone Resource List



Assessment

TLUFD-1-2-4 Diploma in Guest Relations

Resources required for capstone assessment

Resources

Task A

Trainees will require:

- 15 guest feedback forms (Appendix 1). It is recommended a hard copy of these forms is made available for each trainee
- Computer access
- Word processing and spreadsheet software.

Task B

Trainees will require:

- Computer access
- Word processing software
- An audience to present to. This can be made up of other Associate Diploma trainees or college staff.

Task C(i)

Trainees will require:

- Computer access
- Client letter, and response provided (Appendix 2) – this should be provided as a hard copy
- Word processing software to create a summary feedback report and training manual.

Task D

Trainees will require:

- Occupancy per week for previous year (Appendix 3)
- Computer access
- Word processing software to create a summary report.

Task E

Trainees will require:

Beauty sales information (Appendix 4).