

Your  to DYNAMIC DELIVERY  
IN  
GUEST SERVICES DELIVERY

<b>TRAINING DIMENSION:</b>	<u>The Professional Front Desk Agent-<b>Skills 2</b></u>
<b>SUITABLE FOR:</b>	Front Desk agents, Concierge, Reservations agent
<b>TRAINING FOCUS:</b>	To conduct in-depth <b>skills</b> training for front office staff which is focused on Practical participation of front office assignments. Hotel's Policies and Procedures may be reviewed in this session as related to accounting practices. Assignments and practice activities will be used to identify and ensure comprehension of tasks being taught.
<b>LEARNING OBJECTIVES:</b>	Review Front Office Overview and Orientation Comprehension and application of Terminology Preparation for Guest Arrival Assigning Guest Rooms Handling Guest Special Requests Safety and Loss Control Posting guest charges/parameters for making adjustments Initiating Guests Check-Out Reviewing Arrivals for following day Shift Audit/Night Audit overview (See Outline for detailed coverage of this training)
<b>DURATION:</b>	16 Hours (Recommend 4 days of 4-hr. sessions each day)
<b>GROUP SIZE *:</b>	Maximum: 12 Minimum: 6
<b>PRESENTATION:</b>	A variety of methods will be used in the teaching of this session including use of video presentations, <b>one on one training</b> , hand-outs, and Front Office Manager's input on his/her expectations. Presenter should have a general knowledge of the property's computer system for portions of this training. (This may also be taught by Front Office manager - Train the Trainer). Time will be allotted to observe proper demonstration of tasks being taught.