

<b>Front Desk Manager – Course Curriculum</b>	
Fundamentals of Front Office Operations	<ul style="list-style-type: none"> <li>• Structure of Front Office Department</li> <li>• Functional Organisation of Front office</li> <li>• Front Desk Layout and Equipment</li> <li>• Accommodation Concept</li> <li>• Reservation Activities</li> <li>• Communicate with Customer and Colleagues</li> <li>• Personal Care &amp; Safety</li> </ul>
Handling Reception	<ul style="list-style-type: none"> <li>• On-Arrival Procedures</li> <li>• Receiving, Greeting, Welcoming a Guest</li> <li>• Assessing The Guest Requirements</li> <li>• Registration &amp; Rooming Procedure</li> <li>• Room Change</li> <li>• Handling Guest Requests</li> <li>• Mail Handling Procedures</li> <li>• Message Handling Procedure</li> <li>• Checkout &amp; Settlement</li> <li>• Maintain IPR of Organisation and Customers</li> </ul>
Check-in & Check-out Process	<ul style="list-style-type: none"> <li>• Front Office Communication</li> <li>• Importance of inter-Departmental Communication</li> <li>• Types &amp; Methods of Communication</li> <li>• Handling of Special Situations</li> <li>• Assist Guest in check-in and Checkout Process</li> <li>• Handling Guest Complaints</li> <li>• Staff Organisation, Duty Rotas &amp; Work Schedule</li> </ul>
Front Office Supervisory Skills	<ul style="list-style-type: none"> <li>• Communicating with Guests</li> <li>• Handling Guest Requests &amp; Guest Complaints</li> <li>• Manual Key Control Procedure</li> </ul>

	<ul style="list-style-type: none"><li>• Left Luggage Procedures</li><li>• Handling of Special Situations Like – VIP / Spat / DG Guests</li><li>• Hotel / Front office Security System</li><li>• Front Office System</li><li>• Train and Supervise Front Office Staff</li></ul>
Front Office Yield Management	<ul style="list-style-type: none"><li>• Yield Management</li><li>• Concept of Yield Management</li><li>• Capacity Management</li><li>• Discount Allocation</li><li>• Measuring Yield</li><li>• Potential Average SGL / DBL Rate</li><li>• Multiple Occupancy Percentage</li><li>• Rate Spread</li><li>• Potential Average Rate</li><li>• Room Rate Achievement Factor</li><li>• Yield Statistic</li><li>• Equivalent Occupancy</li><li>• Required Non-Room Revenue Per Guest</li><li>• Elements of Yield Management</li><li>• Elements of Yield Management</li></ul>
Managing Front Office	<ul style="list-style-type: none"><li>• Planning &amp; Operations</li><li>• Establishing Room Rates</li><li>• Forecasting Room Availability</li><li>• Budgeting for Operations</li><li>• Evaluating Front Office Operations</li></ul>