

Training on

Hotel Front Desk Management



Introduction

The aim of the Front Desk Management Training Program is to introduce the participants to the systems and procedures required for Front Desk Operations. It emphasises the importance of high standards in personal qualities and the provision of customer service.

Participants will develop knowledge and skills in reception procedures as well as understanding the key responsibility that relates to reception procedures. They will also evaluate the suitability of different procedures for a range of hospitality outlets.

Target Audience

Target audience is male and female with minimum secondary education

Expected outcome

At the end of training participants will learn how to deal with clients and handle all front desk matters

Training Course Outline

Course is designed in three different categories that include details

- Creating a lasting first impression
- Customer service and listening skills, including dealing with difficult people
- Telephone communication skills, email etiquette and building rapport through body language
- Handling multiple priorities
- Stress management techniques
- And much more!

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