

FRONT OFFICE TRAINING AND SCHEDULING

RESPONSIBILITIES

The overall training program for the front office area is generally done by the front office manager. This is not limited to that position, but whomever heads up this responsibility must work in concert with all areas of the hotel to best coordinate the training efforts and energies.

PLANNING THE PROGRAM

Listed below is an overview of the training schedule. The designated manager coordinating the training schedule needs to consider these events when planning the final training schedule.

- Management Fidelity Training - 4 weeks prior to associate training
- Front Office Associate Training - begins 3 weeks prior to opening
- Associate PMS or Fidelity Training - coordinate schedule with the appropriate system representative within the 3 weeks of associate training
- Task Force Arrival - from 10 - 24 days prior to opening, depending on area

Also see the sample pre-opening schedule of important events in this manual.

OTHER NOTES:

- A minimum of 5 days "classroom" training, 10 days computer training (depending on your hotel's system) and 4 days role play (split into shifts) are needed.
- If possible, have uniform fittings and hotel orientation prior to training week.
- Combine classes as much as possible and then have "breakouts" for individual jobs. Try to stay within a 8 hour day.
- Make every minute count. Time is precious!
- Be flexible. No matter how much you plan and organize, everything is subject to change during an opening.

Since each hotel and each situation is unique, there will, of course, be adaptations to the above format. However, the important point to make there is that a minimum of nineteen full days of training has been found necessary for the opening of the front office area in a new hotel, with computer and system-based training needs.

THE FINAL TRAINING PROGRAM

A complete training program should have all of the materials listed on the following pages. The Reporting Times for Associates is helpful to have during the interviewing / hiring process so the hired associates can have an idea of what time commitments they will need to have.

Front Office Training Manual

S. Andrews



Front Office Training Manual:

Front Office Operation Chiranjib Kumar, Ph.d.,2016-07-03 Front Office is one of the major revenue producing department in the hotel Whether hotel is small or big it requires front office to run the business smoothly without any trouble Front office not only sells the rooms of the hotel but also sells other services offered by the hotels It is controlling centre of movement of guest inside the hotel Most of the hospitality and tourism business requires well managed front office to delegate the work in proper way The book is based on extensive research on front office operation in Hospitality and Tourism services It is prepared to meet with requirement of front office personnel in challenging scenario of hotel operation It covers almost all important aspects of Front office operation as per the demand of hotel industry It provides an opportunity to become true Front Office professionals The book contains simplicity in diversity and touches almost all the important points which are required to understand the concept of Front office operation and management that is reservation check in to check out and further leads to the advance stage that is Night Audit Revenue Reports PMS GDS Hotel Statistic Reports Room Forecasting yield management sales promotion resorts and cruise and other aspects It includes various procedures of front office starting from check in to check out and arrival to departure **Hotel Front Office** ,1982 **Hotel Front Office Training Manual** Dr. B.K. Chakravarti,2010-09-24 *Hotel Front Office Training Manual* Chakravarti, **Hotel Front Office Training Manual with 231 SOP** Hotelier Tanji,2013-08-06 Recommended Download Ebook Version PDF of this book from here <http://www.hospitality-school.com/training-manuals-front-office> Front Office or Front Desk of a hotel is the most important place It is treated as the nerve center or brain or mirror of the hotel The first hotel employees who come into contact with most guests when they arrive are members of the front office These people are mostly visible and assumed mostly knowledgeable about the hotel **Hotel Front Office Training Manual with 231 SOP** 1st edition comes out as a comprehensive collection of some must read hotel restaurant and motel front office management Standard Operating Procedures SOP and tutorials written by hospitality school com writing team All contents of this manual are the product of Years of Experience Suggestions and corrections Efforts have been made to make this manual as complete as possible This manual was made intended for you to serve as guide Your task is to familiarize with the contents of this manual and apply it on your daily duties at all times Bonus Training Materials Read 220 Free Hotel Restaurant Management Training Tutorials from Here <http://www.hospitality-school.com/free-hotel-management-training> **Hotel Front Office Training Manual** A. K. Kienast,Michael T. Turner,1994 [Hotel Front Office Training Manual](#) ,2011 **Hotel Front Office** Sudhir Andrews,2013 *Hotel Front Office Training Manual* S. Andrews,2001-09 [Front Office Training Manual](#) Charles Ober,1998 [Front Office Management for the Veterinary Team E-Book](#) Heather Prendergast,2018-12-20 NEW Strategic Planning chapter discusses how to strategically plan for the successful future of the veterinary hospital and will include details on growing the practice planning the workforce meeting consumer needs and increasing the value of the practice NEW The Leadership

Team chapter discusses how leadership affects the paraprofessional staff provides suggestions for effective leadership strategies and methods to set expectations for employees including attracting and retaining employees leveraging empowering and driving employee engagement NEW Standard Operating Procedures provides a checklist of important tasks associated with that chapter that must be addressed completed in the veterinary practice setting **A Front Office Training Manual for Le Meridien Hotel** Baron Robert Ah Moo,1993 *Professional Hotel Management* J M S Negi,2002 This book an essential text for hospitality management students examines the relevance and applications of general management theory and principles to hospitality organizations Using contemporary material and case studies the book indicates ways in which performance may be improved through better use of human resources Rigorous academic theory is related to hospitality practice based on the authors great knowledge of the hospitality industry The text takes a vocational basis and the illustration of the theory with the real life examples of hospitality management in action provides a solid and stimulating introduction to the subject **International Labour Documentation** International Labour Office. Central Library and Documentation Branch,1992 Hotel Front Office Reservations Systems Meg Houghton,Paul Strickland,2006* Instructor Training Manual: Front Office ,1989 Teaching and training material secretary Hotel worker front office basic training Zambia diagram **Lodging** ,1990 Elementary Course in Mechanical Drawing for Manual Training and Technical Schools ... Arthur Wesley Chase,1904 The Publishers' Trade List Annual ,1917 **The Veterinary Receptionist's Handbook** M. T. McClister,Amy Midgely,1995

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