

Front Desk Essentials Syllabus

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Instuctors Biography (link)

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Born and raised in Bosnia, lived in United States of America for 11 years where I have studied International Business and Finance, but decided to start a carrier in hospitality. Started the Hotel journey in Hilton as a receptionist and moved forward in the industry, from receptionist, to Front Office Supervisor, to an Assistant Front Office Manager, to Front Office Manager, to Rooms Division Manager, and currently a GM at a small Hotel in Sarajevo.

Main info about the course:

Course description:

Essentials of Front Office structure how it works and the main points of Front Office, and going into details of main operations. With a great focus on the guest, being the most important part of all operations.

Goals and expectations

The main goal of the course is to get an understanding of the hospitality as a career, and the Front Office as being the heart of each Hotel, and to advance our knowledge about Front Office. One of the main focuses will be needs of our guests and how to meet all expectations and even exceed them.

Materials needed for this course:

- Flip Chart

Course duration:

6 weeks, 2 times a week (36hours)

Schedule:

Week	Topic	Books	Excesise
Week1	Introduction/Log Books/		

Week	Topic	Books	Excesise
	Check lists/Shift handovers/ Meeting/Phone etiquette		
Week 2	Reservations/Check in/ Check out/Walk-ins/Guest Profiles	Training workbook	Role plays Quiz
Week 3	VIP guests/Group check in/ Charges/Paid outs/ Rebate/ Billing	Training workbook	Role plays Quiz
Week 4	Room assignment/Room move Customer needs/Guest Preferences/complaint handling	Training workbook	Role plays Quiz
Week 5	Concierge/Bellman Communication with other departments	Training workbook	Role plays Quiz
Week 6	Round up final test		Test