

	<b>RESOURCE LIBRARY - FRONT OFFICE</b> <b>Training Topics</b>	<i>CODE:</i> 03.03.011 <i>EDITION:</i> 1 <i>PAGE</i> 1 OF 2
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- 1 Reception Layout
- 2 Room types and location
- 3 System Usage Value
  - Opera (Fidelio)
  - CRM
  - RMS keycards
    - \* How to produce a key
    - \* How to produce more than one
    - \* How to cut a duplicate key
    - \* How to cut a new key
  - Updating guest profiles
  - Amending guest preferences
  - Follow up on daily traces, skips and sleeps
- 4 Daily preparations / tasks
- 5 Pre-registration for arrivals
- 6 Welcome letters
- 7 Individual arrival preparation
- 8 Group arrival preparation
- 9 Check-in procedures
  - Greeting and welcoming the guest
    - \* Guest with reservation
    - \* Walk-in guest
    - \* Return guest
    - \* VIP guest
    - \* Clubroom guest
    - \* Day use guest
    - \* Group check in
  - Locating the reservation
  - Completing the registration card
  - Confirmation of room type, bed type, view and rate with guest
  - Allocating the room and upsell
  - Establishing method of payment
    - Credit card payment and authorization
    - TA Voucher
    - Charge to company
- 10 Handling messages
- 11 Room rate change
- 12 Request to change room
- 13 Handling guest requests / inquiries
  - Request for additional services
- 14 Handling complaints
- 15 Equipment rentals
  - Charging / reminding



## RESOURCE LIBRARY - FRONT OFFICE

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#### 16 Real life scenarios

- Forgotten adaptor (laptop / mobile etc.)
- Broken suitcase
- Currency exchange
- Pro forma invoice
- Baby sitting
- Gift certificate