

	RESOURCE LIBRARY - FRONT OFFICE Training Topics	<i>CODE:</i> 03.03.011
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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

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