

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 Fidelio Training - 4 weeks prior to associate training
- Front Office Associate Training - begins 3 weeks prior to opening
- Associate PMS or Fidelio 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.

Training Manual For Front Office

A. K. Kienast, Michael T. Turner



Training Manual For Front Office:

Hotel Front Office, 1982 *Hotel Front Office Training Manual* S. Andrews, 2001-09 **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.hospitalityschool.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 the hospitality school 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 a 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.hospitalityschool.com/free-hotel-management-training> [Hotel Front Office Training Manual](#) Dr. B.K. Chakravarti, 2010-09-24

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 the 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, 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 Training Manual* Chakravarti, *Hotel Front Office Training Manual* A. K. Kienast, Michael T. Turner, 1994 [Hotel Front Office Training Manual](#), 2011 **Hotel Front Office** Sudhir Andrews, 2013 [Front Office Training Manual](#) Charles Ober, 1998 **A Front Office Training Manual for Le Meridien Hotel** Baron Robert Ah Moo, 1993 *Hotel Front Office Reservations Systems* Meg Houghton, Paul Strickland, 2006* **Managing Front Office Operations** Michael L. Kasavana, Richard M. Brooks, Charles E. Steadmon, 1991 A textbook for students of hospitality. Explains such aspects as the nature of the lodging industry hotel

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