

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.

Front Office Training Manual

EW Minium



Front Office Training Manual:

This book delves into Front Office Training Manual. Front Office Training Manual is a vital topic that must be grasped by everyone, ranging from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Front Office Training Manual, encompassing both the fundamentals and more intricate discussions.

1. This book is structured into several chapters, namely:
 - Chapter 1: Introduction to Front Office Training Manual
 - Chapter 2: Essential Elements of Front Office Training Manual
 - Chapter 3: Front Office Training Manual in Everyday Life
 - Chapter 4: Front Office Training Manual in Specific Contexts
 - Chapter 5: Conclusion
2. In chapter 1, this book will provide an overview of Front Office Training Manual. This chapter will explore what Front Office Training Manual is, why Front Office Training Manual is vital, and how to effectively learn about Front Office Training Manual.
3. In chapter 2, the author will delve into the foundational concepts of Front Office Training Manual. The second chapter will elucidate the essential principles that need to be understood to grasp Front Office Training Manual in its entirety.
4. In chapter 3, the author will examine the practical applications of Front Office Training Manual in daily life. This chapter will showcase real-world examples of how Front Office Training Manual can be effectively utilized in everyday scenarios.
5. In chapter 4, this book will scrutinize the relevance of Front Office Training Manual in specific contexts. This chapter will explore how Front Office Training Manual is applied in specialized fields, such as education, business, and technology.
6. In chapter 5, this book will draw a conclusion about Front Office Training Manual. The final chapter will summarize the key points that have been discussed throughout the book.

This book is crafted in an easy-to-understand language and is complemented by engaging illustrations. It is highly recommended for anyone seeking to gain a comprehensive understanding of Front Office Training Manual.

<https://matrix.jamesarcher.co/files/Resources/default.aspx/Global%20Trend%20Emotional%20Intelligence%20For%20Kids.pdf>

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Front Office Training Manual Introduction

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