

Front Office Skills is aimed at all Front Office staff that come into contact with guests including porters, doormen, receptionists, cashiers, concierge and telephonists. It could also include supervisory staff but not management or executive level personnel. Maximum group training numbers are sixteen delegates each day, with a minimum of six.

The **Front Office Skills** programme is split into 6 sessions:

*Introduction* – gives an overview of Upfront! Training and outlines the overall objective of the course, which is that by the end of the day the delegates will be able to rationalise, understand and implement five star luxury service standards for porter's arrival/departure, checking in and out, rooming, guest services/concierge and on the telephone.

*Porters/Valet Desk* – in this session, we discuss the standards relating to porter's arrival and departure, with an emphasis on those standards most commonly omitted, why the standards are important, best practice and what was achieved in the previous hotel audit (if applicable).

*Reception/Cashier* – in this session we discuss the standards relating to check in, check out and rooming the guest on arrival. We emphasise the standards most commonly missed, why they are important, best practice and what was achieved in the previous hotel audit (if applicable).

*Guest Services/Concierge* – in this session we discuss the standards relating to guest services. The use of real experiences from previous quality audits provides ideal case studies and best practice is discussed. The importance of local product knowledge in relation to tourism, entertainment, cuisine and events is emphasised.

*Telephone* – in this session we discuss the standards relating to answering both external and internal calls as well as handling wake-up calls. We emphasise the standards most commonly missed in telephone interactions across all Front Office departments and best practice is also analyzed.

*Consolidation* – occurs at the end of the day and the delegates are asked to demonstrate what they have learnt by means of a fun interactive game. They also commit themselves to a work-based goal-setting exercise aimed at improving performance.

A variety of training techniques will be used during the day including discussions in the group, syndicate work and various activities, all of which are linked to the course material. The atmosphere will be relaxed and conducive to learning. A workbook will be issued at the start of the day with additional handouts distributed during the course. The trainers will also share their real experiences of outstanding, indifferent and poor performance from front office departments, while maintaining hotel confidentiality.

In order to assist the line managers in ensuring that the skills gained during the training are taken back into the workplace, an action plan will be issued to each employee at the end of the day. They will be given a deadline by which to fill out the form, agree the planned improvements with their line manager/head of department and copy it onto the hotel training co-ordinator. Once the agreed improvements have been achieved, the line manager/head of department will sign off the form and it will be sent to our head office via the training co-ordinator. A certificate of achievement will then be issued to the employee.