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HOTEL FRONT DESK MANAGEMENT *Certification*



Panama International
Tourism Association
and KHDA UAE Ministry

HOTEL FRONT DESK MANAGEMENT

COURSE OVERVIEW:

When it comes to creating positive first impressions, the job of front desk associate is arguably the most important of any hotel staffer. For guests booking online or via third parties, the front desk literally is their first impression. Even for those who have spoken with the reservations team by phone prior to arrival, their front desk arrival experience will set the tone for their entire stay.

WHAT YOU WILL LEARN?

Upon completing this course you will have the skills to:

- Sell the hotel property's features and the attractions surrounding it
- Skillfully answer questions and make helpful recommendations
- Create a positive first impression and win a guest's loyalty
- Handle all front desk operations

COURSE PARTS:

- Interpersonal Skills
- Guest Services
- Reservations & Sales
- Arrivals & Departures
- Departmental Operations
- Safety & Security



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