

OTHM Individual Certificate in Front Office Management

Background

This course introduces the student to the dynamics of the workings of the front office and its duties. It is designed for those who are aged 18 and over, wishing to work in the hotel industry and acquire knowledge and an understanding to facilitate their career progression in this area. The course is also suitable for individuals that have some relevant industry experience but hold no formal qualifications in this area.

Aims and Objectives

The course aims to provide participants with:

- An understanding of the role of the front office in a hotel
- Knowledge of the importance of the receptionist
- An understanding good communication practices
- An understanding of advance bookings
- Knowledge of booking guests in and out
- An understanding of relevant legislation/statutory requirements

Learning Outcomes

At the end of the course, students will be able to:

- Identify the importance of liaison with relevant departments. The work of the front desk and the rear office. The handling of staffing and shift handovers
- Understand the personal requirements of a receptionist. Explain the importance of personal appearance, social skills and accuracy in this role
- Understand how to check in guests, including undertaking the completion of relevant forms. How to handle difficult guests and guests' complaints
- Handle reservations and understand their importance to appropriate organisations
- Deliver the requirements and ensure care of residing guests
- Handle guest departures, account settling and relevant follow-ups
- Explain legal/statutory requirements that relate to the front office