

Standard Operating Procedure No: 3

Process :	What are the openings and closing duties of a front desk associate
Objective :	To ensure smooth and efficient operations of the shift
Responsibility :	Front office staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Opening duties of a front desk associate	▪ To report on duty on time and be well groomed ▪ To read log book and acknowledge same by signing the log book ▪ To take key handover from the previous shift ▪ To take message or any specific handover ▪ To go through the arrivals for the day ▪ To check the room blocking for VIP arrivals ▪ To ensure that the desk is equipped with required stationery
2.	Closing duties of a front desk associate To file following reports	▪ To prepare log book handover for next shift ▪ To prepare key handover for next shift ▪ To prepare message or any specific handover for next shift ▪ To update A&D (arrival and departure) register ▪ Arrivals checked in report ▪ Managers report ▪ Shift Checklist

Front Office Operations Training Manual

Lina Raske



Front Office Operations Training Manual:

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 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 to 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 with 231 SOP Hotelier Tanji, 2013-08-06 Recommended Download Ebook Version PDF of this book from here [http www hospitality school com](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 hospitality school com 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 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 hospitality school com](http://www.hospitalityschool.com) free hotel management training

Airline Cabin Crew Training Manual Emmy Arsonval Maniriho, 2022-11-12 Working as cabin crew for international and domestic airlines is a stunning and challenging experience In addition to jetting off to exotic destinations the job also requires a high degree of responsibility and specialization to ensure the safety and comfort of passengers in line with civil aviation industry regulations It takes a lot of time determination and enthusiasm but cabin crew training is also a lot of fun This Airline cabin crew training manual provides with everything a cabin crew staff needs to know before during and after flying moment This manual gives an ideal approach on how to deal with cabin safety and airline services It is designed for the people who like to become an Airhostess and stewards Many young people opt for cabin crew

as a full fledged career prospect because of the high salaries exciting experience of flying and interacting with different kinds of people on board and visiting several countries The liberation of Aviation industry in many countries has created a lot of job opportunities in airline and airport sector This Airline Cabin Crew Training Manual is meant to prepare airline professionals and students to handle the toughest moments in airlines and Airports **Hotel Front Office** ,1982 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 organization front office operations and responsibilities reservations registration accounting check out and settlement the night audit planning and evaluating operations and managing revenue and human resources No dates are noted for earlier editions Annotation copyrighted by Book News Inc Portland OR Hotel Front Office Management Lina Raske,2016-04-01 The front office is the nerve center of a hotel property Communications and accounting are two of the most important functions of a front desk operation Front office reception is the first place where guests customers arrive and come in touch with the staff Front office reception is the mirror of a hotel The function of the front office is to directly get in touch with customers The front office can discover more information about the customer by asking them questions and give answer ask by guest customer also helping the customers out Broadly speaking front office includes roles that affect the right side revenues of trading statement of the business Effective communications with guests employees and other departments of the hotel are paramount in projecting a hospitable image Answering guest inquiries about hotel services and other guests marketing and sales department requests for information on guest room availability and housekeeping department inquiries concerning guest reservations are but a few of the routine tasks performed almost constantly by a hotel front desk in its role as communications hub Accounting procedures involving charges to registered and nonregistered hotel guest accounts are also important in the hospitality field Staff working in the front office can also deal with simple tasks such as sorting emails and helping on printing and typing tasks Front office staff needs to use different skills on technologies too such as using the printers fax machines and phone The book Hotel Front Office Management addresses the demands for instructing future leaders of the hotel industry Educators who are preparing professionals for roles as front office managers and general managers in hotels are required to meet the challenges of operations technology training empowerment and international applications **Hotel Front Office Training Manual** S. Andrews,2001-09 **CTH - Front Office Operations** BPP Learning Media,2009-07-01 BPP Learning Media is proud to be the official publisher for CTH Our CTH Study Guides provide the perfect tailor made learning resource for the CTH examinations and are also a useful source of reference and information for those planning a career in the hospitality and tourism industries Practice Management for the Veterinary Team - E-Book Heather Prendergast,2023-11-09 Comprehensive coverage of practice management skills includes leadership financial management and strategic planning as well as telephone skills appointment scheduling admitting and discharging patients and

communicating with clients Coverage of clinical assisting ranges from examinations and history taking for patients to kennels and boarding procedures Veterinary Ethics and Legal Issues chapter helps you learn to protect the practice and run a practice based on ethical principles and veterinary laws End of chapter review questions reinforce key concepts and measure mastery of the content End of chapter Practice Managers Survival Checklist allows you to review the most essential information Versatile text can be used by practice managers to study for the CVPM exam Updated content highlights important technological and professional updates to the field impacting medical record management New chapters covering telehealth and practice integrative management software are included Current coverage includes a revised Leadership Professional Development and Human Resources chapter and expanded content in Strategic Planning and Marketing chapters

Front Office Management for the Veterinary Team - E-Book Heather Prendergast, 2014-03-14 The only book of its kind Front Office Management for the Veterinary Team focuses on the day to day duties of the veterinary team It offers a complete guide to scheduling appointments billing and accounting communicating effectively and compassionately with clients managing medical records budgeting marketing your practice managing inventory using outside diagnostic laboratory services and much more Written by Heather Prendergast RVT CVPM this manual simplifies essential tasks with step by step instructions Exercises on the Evolve website offer additional practice with front office tasks Interactive working forms give you experience completing sample checks deposit slips patient history forms and incident reports The latest information on electronic banking and tax forms ensures that you adhere to the most current financial guidelines What Would You Do Not Do boxes provide scenarios to expose you to real life situations that occur in veterinary practice and guide you through to an appropriate resolution Review questions test your understanding of concepts presented in each chapter Practice Point boxes highlight practical information to remember while on the job Veterinary Practice and the Law boxes provide essential information about laws that you must know in order to run an ethical practice and to protect the practice Key terms and learning objectives guide you through study of the most important content

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