

Your Role as a Receptionist

Key Responsibilities

1

Greeting guests with a friendly and professional demeanor

2

Managing guest check-ins and check-outs efficiently and accurately

3

Answering phone calls and directing them to the appropriate departments or staff

4

Handling guest inquiries and providing information about services and attractions

5

Maintaining guest records and ensuring all information is up-to-date

6

Assisting with reservations and coordinating special requests for guests



Hotel Receptionist Training Manual

Dr. B.K. Chakravarti



Hotel Receptionist Training Manual:

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.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 hospitalityschool.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.hospitalityschool.com/free-hotel-management-training/> **How to be a Hotel Receptionist** Matt Shiells-Jones, 2012-03-15 This book is designed for anyone who works front of house in a hotel from porters to managers and beyond and is an indispensable read that covers almost everything you could encounter from complaint handling and telephone call skills through to dealing with overbooking and room allocations. Comprehensive yet easy to read and conversational in tone, this book provides a great addition to any in-house training. It contains one of the most comprehensive sections on complaint handling both in writing and face to face along with guidelines on best practice sample scenarios and questions to make you think making this a fantastic read to help you get to grips with the reception and front of house role. This book covers a vast array of matters and is suitable for both floor level staff and managers **Hotel Front Office**, 1982 Hotel Front Office Training Manual S. Andrews, 2001-09 Hotel Front Office Training Manual Chakravarti, Trainer Assessment Leslie Rae, 2002 Not only is the trainer's role changing but so are the people doing the training. Line managers, coaches and other facilitators are now involved just as much as people with the title of training manager. How do you measure the skills and abilities of both the full-time and the occasional trainer? The answer is Trainer Assessment which provides a framework for assessing trainer effectiveness along with the tools and techniques that you can use. There is a continuous focus on the effectiveness of training in most organizations; this book looks at the role and influence of every trainer in that process. **Hotel Front Office Training Manual** Dr. B.K. Chakravarti, 2010-09-24 Hotel Front Office Training Manual A. K. Kienast, Michael T. Turner, 1994 *Front Office Operation* Chiranjib Kumar, Ph.D., 2016-07-03 Front Office is one of the major revenue-producing departments 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 the 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 Front Office P. Abbott,S. Lewry,2010-02-17 Designed for all students of hospitality and tourism management the second edition of this best selling text gives a modern approach to front office operations and management using realistic scenarios set in the hotel environment Key features of this essential text user friendly style of writing and accessible page layout enables students to use it as a reference book as well as a textbook updated in the light of recent developments such as global distribution systems and the internet greater focus on increasing yield and expansion of vital management aspects such as staffing and equipment additional extended practical exercise material Front Office reflects the importance of different features of the receptionist s work and is divided into four main sections Procedural aspects Dealing with people Increasing yield Management aspects Front Office is ideal for GNVQ BTEC students those taking the professional exams of the HCIMA and for undergraduates and postgraduates studying hospitality and tourism management and all relevant executive courses

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