



DISC

KHDA UAE Ministry



Panama International
Tourism Association

HOTEL FRONT DESK MANAGEMENT *Certification*



Since 1987

DEVELOPMENT INSTITUTE FOR SCIENCE CENTER

معهد التطوير للعلوم والعلوم
مركز العلوم والتكنولوجيا

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

Inquire Today:

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