

# Certified Front Desk Representative



**Front Desk Representatives play a key role in the overall guest experience** at a hospitality establishment. They are the first people to greet guests, check them in, and arrange payments. They are also a guest's first point of contact, and their ability to answer questions and provide services can leave a lasting impression. **This course recognizes the skills and abilities of these professionals, and helps develop them further.**

**As part of the five courses in the Front Office Management Specialization**, and supported by **START (Skills, Tasks, and Results Training) Programs**, this course provides the general knowledge and soft skills needed to succeed in the hospitality industry as a front-line professional.

Successful candidates who complete the START program and pass the certification exam will receive a **certification, lapel pin**, and **global recognition** for their accomplishment.

## What you will gain

- Development of Managerial Skills
- Departmental planning and organizational skills
- Hands-on training on equipment and systems used in a Hotel Reception desk
- Practical knowledge about various guest-related tasks, as well as effective sales and upselling techniques used by Front Desk professionals
- Critical thinking to help solve any situation that may arise on the job

## Benefits For The Hospitality & Catering Businesses

- A certified and highly trained Front Desk Representative who will use knowledge and methodologies to advance and benefit the company
- Companies will proudly employ trained executives with a Diploma awarded by a world-renowned Certification Board

## WHO CAN TAKE THIS COURSE

Front Office Representatives with at least three months of experience in the Hospitality industry.

### INSTRUCTOR



Costas  
Michaelides



Dr Eleni  
Asprogenous

## TOPICS

- All employee knowledge, property standards and policies
- Quality Guest Service and telephone courtesy
- The role of the Front Desk Representative in Hospitality
- Pre-arrival, arrival, check-in
- Occupancy, room changes and charges
- Departures, Checking out, settle accounts
- Two continuous months of hands-on training at a Hotel Reception

**REGISTER NOW!**

**REFER TO NEXT PAGE FOR MORE INFORMATION**

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Email: info@polykarpouhrd.com  
Web: www.polykarpouhrd.com

## Certified Front Desk Representative

Starting Date: **2 March 2021**

### PARTICIPANTS INFORMATION

Full name	Position	Telephone	Email
1. ....			
2. ....			
3. ....			
4. ....			

### COMPANY INFORMATION

Company Name ..... Contact Person .....

Email: ..... Telephone ..... Fax: .....

### COURSE INFORMATION:

**Duration** 3 months      **Hours:** ☉15:00 - 19:00

📍 A combination of Classroom at CHEI & Webinar (On-Line)

**Fees:** €1100

**Exam fees:** €150

**REGISTER NOW!**

### INFORMATION - REGISTRATIONS

Tel: +357 25109025    Fax: +357 25104450  
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