

Front Office Manager / Supervisor Training Schedule

Day One: Front Office Department Orientation

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			New Employee Orientation (BWI – Internal) I Care Training (BWI) CHS (Certified Hospitality Supervisor – BWI) Bed Bug – (must be done within 90 days of hire) Front Desk 101 (BWI) Front Desk 102 (BWI) Service for Guests with disabilities (BWI) Front Office Manager / Supervisor Training Schedule Review: <ul style="list-style-type: none"> ○ Provide Training Packet or Manual ○ Provide Skill Breakdowns ○ Introduction ○ Quality Guest Services ○ Front office Philosophies & Concepts
			Front Office Department Overview & Communication Tools: <ul style="list-style-type: none"> ○ Front Desk PBX, & Reservation Work Stations ○ Equipment Review: PMS Terminals, phones, printers, key machines, credit card swipes, CC imprinters, safety deposit boxes, safe. ○ Bulletin Boards ○ Strategy / daily information boards ○ Employee Mail box ○ Scheduling – Request off Procedures ○ Time Clock ○ Log Book ○ Office ○ Discuss SOP's on website

		Receive User Login & Password information for all systems *BWI _____ _____ *My Best Western _____ *My Portal (Days Inn) _____ *SOP Site _____ *Service Pro _____ *Hotel Effectiveness _____
		Review Uniform & Appearance Standards
		Meetings to Attend, daily, weekly, monthly, quarterly
		Obtain Department Keys
		Review Office: <ul style="list-style-type: none"> ○ Computer & documents ○ Phone & Extension ○ Files

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Day Two: Safety, Cost Controls & HR

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			MOD Program
			Emergency Procedures
			Key Control Program
			Budgeting & Expense Tracking
			Staffing & Scheduling
			Cash Handling Procedures
			Petty Cash Account
			Revenue Management Procedures & Meetings
			Yield strategies and tools
			Employee Interviewing and Hiring

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Day Five: Reservations

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Review reservations work area and equipment
			Review Shift Checklists for specific daily tasks
			Review in detail the Standard Reservation Script including these basic steps: <ul style="list-style-type: none"> ○ Appropriate Greeting ○ Ask Key Question ○ Ask Qualifying Question ○ Present 3 benefit statements ○ Quote Rate ○ Attempt Primary Close ○ Attempt Secondary Close ○ Recap Reservation ○ Closing
			Review Room Types and Room Codes
			Review Rate Structure for the hotel
			Review Upgrading and Selling from Top Down
			Review PMS Login procedures
			Reservations main screens on PMS
			Observe reservations being made and entered into the PMS system
			Make actual reservations and input into PMS
			Group Reservations
			Review Guest Special Requests and modules within the PMS to accommodate special requests during the rez process.
			Providing Directions to your property
			Review Hotel Website(s)

Notes:

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Day Six: Evening Shift - Guest Check-In

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Guest Check – In: Service Component
			Guest Check – In: PMS Function Component
			Different Guest Check-Ins: <ul style="list-style-type: none"> ○ Guest with a reservation ○ Walk-in Guest ○ Group Check-In ○ Early Check-In
			Credit Card Authorization Procedures
			Methods of Payment <ul style="list-style-type: none"> ○ Check In Credit Card ○ Check In Direct Bill ○ Check In Gift Certificate ○ Check In Check / Travelers Checks ○ Check-In Tax Exempt
			Brand Loyalty Program
			How we Handle VIP's at Check-In
			Using the Key Machine: <ul style="list-style-type: none"> ○ Login to the machine ○ Create Guest Room keys for arrival ○ Copy Guest Room Keys ○ Read Guest room Keys ○ Lock out a Guest
			Issuing Guest Keys at Check-In
			Block Guest Room numbers
			Pre-Registration packets
			Using Effective Sales Techniques
			Helping Guests with Special Requests
			Relocating Guests in Sold out situations
			How to process Room Changes / Room Move
			How to process Guaranteed No Shows
			Marketing Alert System – Binder Overview

			<p>Review 3/11 Shift Checklist and specific tasks:</p> <ul style="list-style-type: none">○ Bucket Check○ Credit Limit Reports○ Downtime Reports
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Day Seven: Morning Shift - Guest Check-Out, Posting Charges, Adjustments, End of Shift Balancing

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Guest Check Out – Service Component
			Guest Check Out – PMS Function Component
			Different Types of Checkout: <ul style="list-style-type: none"> ○ Express Check Out ○ Late Check Out ○ Early Check Out ○ Group Check Out ○ Unexpected Stay overs
			Posting Payments
			Posting Charges and Adjustments
			Split Guest Charges
			Transfer Guest Charges
			Refunds
			Incidental Charges
			Routing Charges to Group Master or Master Folio Account
			Handling Guest Complaints
			Reconcile Room Status with Housekeeping for Late Check-outs
			Cash Handling Procedures
			Shift balancing
			Deposit Procedures
			Review 7AM – 3PM Shift Checklist

Notes:

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Day Nine: Night Audit Shift & Procedures

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Review Night Audit Checklist
			Review PMS Login Procedures & Audit Modules
			Go through Checklist and perform all tasks
			Prepare Night Audit Packet
			Back Up system
			Express Checkouts
			Guest Safety & Security
			Prepare Housekeeping Reports in the morning
			Prepare management or accounting reports as assigned

Notes:
