

REGISTRATION FORM

MANAGING FRONT OFFICE OPERATIONS



5 COURSES SPECIALIZATION

Ability to obtain the diploma in Rooms Division Management

Participants: Front Office or Rooms Division Manager, Head Receptionist or Supervisor.

Instructors: Taught by distinguished instructors, the mentoring of Certified Trainers (CHT) AHLEI

The Course:

This course aims to help participants develop management skills in planning, organizing, implementing and controlling the whole housekeeping process.

Been a housekeeper, shows what it takes to direct day-to-day operations of this department, from big-picture management issues to technical details for cleaning each area.

The program focuses on management and leadership practices, including Enviromental Management, the importance of human relations, recruitment technics, training, motivation and performance evaluation.

This course is ideal, completed, reflecting the extensive changes in the hotel industry.

TOPICS:

- Hotel Organization
- Front Office Operations
- Fundamentals of Management
- Reservations
- Registration
- Communications and Guest Services
- Security and the Lodging Industry
- Front Office Accounting
- The Role of Housekeeping in Hospitality Operations
- The Front Office Adult
- Planning and Evaluating Operations
- Revenue Management
- Managing Human Resttources

DURATION: 42 HOURS | 7 SESSIONS

INITIAL COST: €950.00 + V.A.T. (€180.50)

AFTER SUBSITY: €236.00 + V.A.T. (€180.50)

DATES: 23Feb / 2, 9, 16, 23, 30 Mar / 13 Apr 2018

TIME: 09:00 - 16:00

TRAINERS: Dr. Eleni Asprogenous



Participants will take examinations to obtain an international recognition certificate from



PARTICIPANTS INFORMATION

Full Name	Position	Telephone	Email
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____
4. _____	_____	_____	_____

COMPANY INFORMATION

Company Name: _____ Contact Person: _____

Email: _____ Telephone: _____ Fax: _____

INFORMATION - REGISTRATIONS

Tel: +357 25109025 Fax: +357 25104450

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