



**SAM
HOSPITALITY**
ENGAGING • AFFORDABLE • EFFECTIVE

WAITER TRAINING
HOUSEKEEPING TRAINING
FRONT DESK TRAINING
SUPERVISOR TRAINING
BUTLER TRAINING
PORTER TRAINING

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Front Desk Training



We are pleased to present our hotel / resort / game lodge receptionists training modules as shown below: Please choose modules that you would like us to deliver to your staff. Please note that our front desk training does not cover PMS.

Minimum 5 staff members and maximum 15 staff members for on-site training.

PROVIDE A CUSTOMER SERVICE

Contains the following elements:

Importance of the Customer

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- Customer as a source of revenue
 - The Impact on the Organisation
 - Customer satisfaction and company profitability
 - Annoying Habits
 - Anticipating Guest Needs
 - Maintaining good customer care
 - Confidentiality of Company and Guest Information
 - Personal Presentation
 - Personal development
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Customer Service

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- Greeting of guests
 - Promoting facilities and services
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- Guest Expectations
 - Guest reaction to poor customer service
 - Guidelines for superior guest care
 - Customer care in other fields and industry
 - Improving customer care
 - Effective Communication
 - Range of Guests
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Customer Complaints

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- Advantages of Complaints/Customer feedback
 - Methods of dealing with customer related issues
 - Range of customer complaints
 - Common Guest Complaints
 - Methods to satisfy irate guests
 - Guest Complaints Procedure
 - Written complaints
 - Documenting Complaints
 - Complaint Follow Up Action
 - Do's and Don'ts of customer complaints
 - Complaints practices / Requirements for Superior Guest Care
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MAINTAIN A HEALTHY, HYGIENIC AND PROFESSIONAL APPEARANCE

Contains the following elements:

- Dress Codes and Personal Hygiene
 - Legislative Procedures
 - Dress Procedures
 - Maintaining Personal Cleanliness and Hygiene
 - Hygiene Standards
 - Professional Appearance
 - Professional Appearance
 - Uniforms
 - Jewellery
 - Hair, Moustaches, Beards and Nails
 - Dress
 - Illness
 - Organisational Policy
 - Common Illnesses and Interaction
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DEALING WITH INCOMING AND OUTGOING CALLS

Contains the following elements:

- Communicating on the Telephone
- Introduction
- The switchboard versus a private phone

- Your voice
 - Body Language
 - Do's and Don'ts
 - Telephone Etiquette
 - Answering Calls
 - Transferring Calls
 - Taking Messages
 - Call Holding
 - Making External Calls
 - Making Internal Calls
 - Cellular Phones
 - Completing Calls
 - Assisting Customers
 - Finding Telephone Numbers
 - Responding to Requests for Information
 - Dealing with Unexpected Situations
 - Dealing with Unexpected Situations
 - Dealing with Abusive Callers
 - Dealing with Telephonic Complaints
 - Telephone Systems
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MAINTAIN A BOOKING SYSTEM

Contains the following elements:

Customer Service

- Efficiency
 - Accurate Information
 - Customer Expectations
 - Range of Customers
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Services and Facilities

- Promotion of Services and Facilities
 - Range of Services and Facilities
 - Alternative Facilities
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Booking Processes

- Range of Bookings
 - Confirmation of Bookings
 - Range of Records
 - Informing Other Departments
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Amendments and Challenges

- Range of Booking Amendments
 - Range of System Failure
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DEALING WITH THE ARRIVAL OF GUESTS

Contains the following elements:

Preparation for Guest Arrival

- Customer Needs
 - Preparation of Guest Documentation
 - Special Requests / Requirements
 - Interdepartmental Communication
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Check-In Processes

- Registration
 - Customer Arrival
 - Promoting Product Services
 - Customers without advance reservations
 - Special circumstances
 - Importance of Accuracy
 - Methods of Payment
 - Completion of Registration Process
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LAYOUT, FACILITIES AND SERVICES

Contains the following elements:

Organisational Layout

- Facilities and Services
 - Departments
 - New Staff
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Product knowledge and Customer Service

- Product Knowledge
 - Professional Conduct
 - Customer Service
 - Selling Services
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CUSTOMER INFORMATION AND SERVICES

Contains the following elements:

Customer Care

- Effective Customer Care
 - Efficient Work Practices
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Customer Information

- Accurate Information
 - General Knowledge
 - Customer Needs
 - Sources of Information
 - Maintaining Information Displays
 - Handling Information Requests
 - Range of Information
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External Services

- Contacting Service Providers
 - Booking External Services
 - Transport Services
 - Restaurant Reservations
 - Delivering Items
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