



# FRONT OFFICE MANAGER COURSE

**6-MONTH DISTANCE LEARNING  
COURSE**

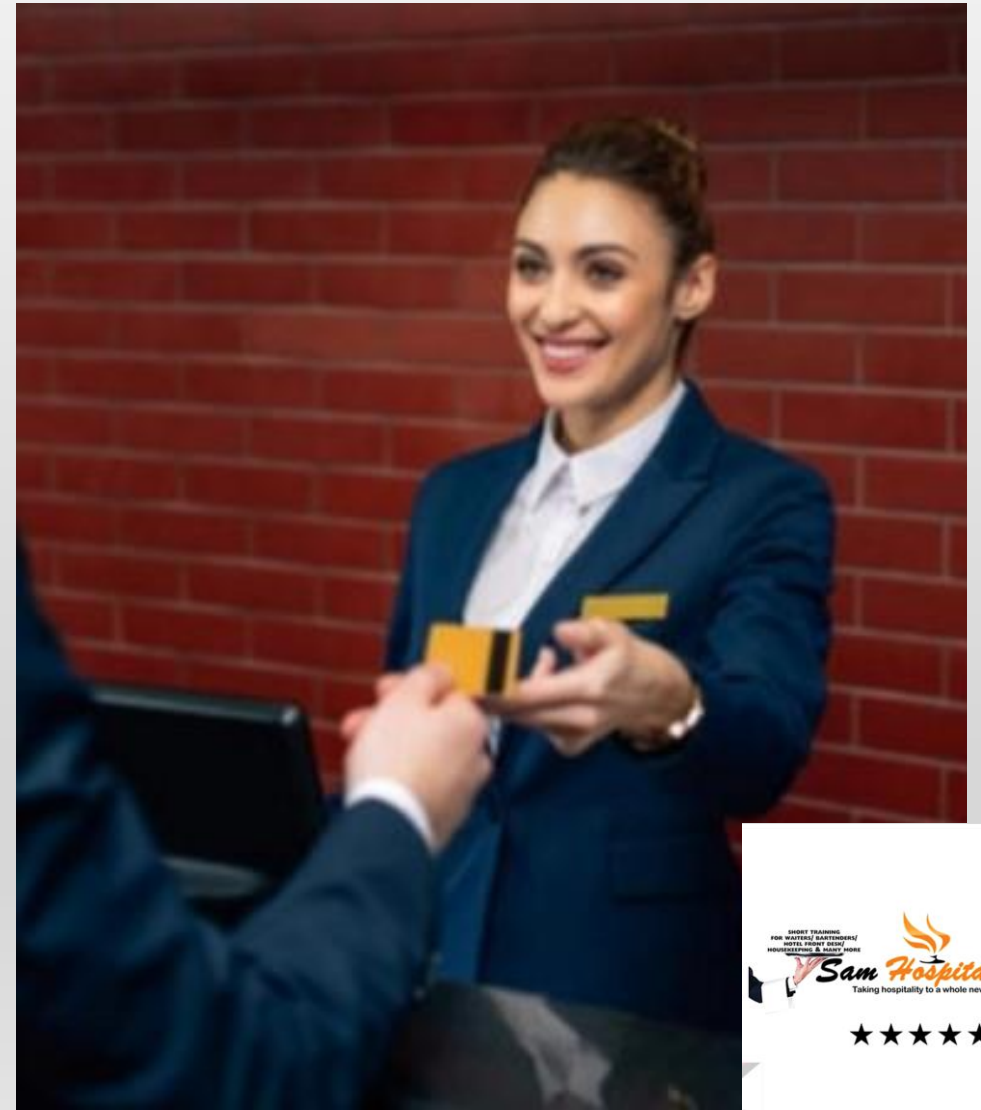
# FRONT OFFICE MANAGER COURSE

- In this certificate course, you will learn how to increase hotel front office efficiency, help sales grow and build high performance Front Office Teams.
- This is a complete professional course to train your staff, as well as for individuals who work or plan to work at the Front Office as a Manager in the hospitality industry. It is suitable for all hotels, resorts, lodges and all other hospitality establishments.
- In 6 months, you will become a phenomenal Front Office Manager. This is a distance learning course; we email you training material and assignments. No travel and accommodation expenses.



# WHAT DOES OUR FRONT MANAGER COURSE COVER?

- Managing the Front Office Department
- Building High performance teams
- Front Office Procedures
- Planning and conducting successful meetings
- Reservations
- Hospitality Sales & Marketing, etc



# MANAGING THE FRONT OFFICE

- Managing Front Office Resources
- Managing equipment and stationery
- Managing time and monitoring appearance
- Managing operation of systems
- Keeping staff informed
- Monitoring performance of staff



# MANAGING THE FRONT OFFICE

- Formal service quality systems
- Informal service quality systems
- Handling quality problems
- Forecasts and objectives
- Maximizing efficiency
- Control systems
- Staffing problems
- Equipment problems



# CREATING HIGH PERFORMANCE TEAMS

- Creating and maintaining a diversified team
- Inspiring others to share the leader's/ organizational vision
- Facilitating open and clear communication among co-workers
- Empowering incumbents to take action
- Providing inspiration to others



# MANAGEMENT CHALLENGES AT WORK

- Achieving a stretch goal
- Bringing out the best in your employees
- Dealing with underperforming employees
- Dealing with outstanding employees
- Hiring the right people
- Responding to a crisis
- Continuous improvement



# LEADERSHIP STYLES

- Authoritarian (autocratic)
- Participative, consultative, democratic
- Delegative (Free reign)
- Situational leadership model
- The managerial grid: Blake and Mouton
- Directive and Supportive behaviours
- Development levels



# LEADERSHIP STYLES

- Telling/ Directing
- Selling/ Coaching
- Participating/ Supporting
- Delegating
- Influencing strategies



# THE SPEED OF TRUST – THE HEART OF LEADERSHIP

- Training people how to think
- Defining trust
- Bling spots
- Communicating with intention
- Preparation
- Mechanics
- Producing the win/win attitude



# ESSENTIALS OF MANAGEMENT

- Elements of management
- Guidelines to ensuring successful planning and implementation
- The process of organizing
- Organizational theories
- Tools of control
- The top ten qualities of an excellent manager



# INTERVIEWING AND SELECTION SKILLS

- Do your homework
- Don't rush to judgment
- Studying behavior
- Changing things up
- Maintaining a consistent evaluation process



# RUNNING EFFECTIVE MEETINGS

- How to prepare for meetings
- Tips on running weekly team meetings
- Preparing documents needed for the meeting
- Picking the right place and time for the meeting
- Arranging meeting venue
- Giving enough warning for the meeting
- Checking matters arising from previous meetings
- Setting time limits for the meeting



# RUNNING EFFECTIVE MEETINGS

- Logistics – planning and organizing your meeting or training
- Standard items of the agenda
- Date and time of the meeting
- Venue, Attendance, Adoption of agenda
- Minutes from last meeting
- Matters arising
- Reports from sub-committees
- Conducting meetings



# SECRETS TO SUCCESSFUL BUSINESS MEETINGS

- Mirroring techniques
- Using the power of silence to win people over
- Positive body movements
- Exploiting unique behavioural patterns to read people's minds



# MANAGING FRONT OFFICE PERFORMANCE

- Performance cycle
- Organizational performance standards
- Level of performance
- Techniques of giving feedback – content, manner, timing, frequency
- Performance management and principle



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- Performance cycle
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- Techniques of giving feedback – content, manner, timing, frequency
- Performance management and principle
- Guidelines for disciplining
- Distinguishing between discipline and punishment



# APPRAISAL SKILLS

- Performance – Ability x Motivation
- Enhancing ability
- Improving motivation
- Creating a performance improvement plan
- Giving effective feedback



# STRETCHING YOUR TEAM TO DEVELOP

- Feelings, values, needs
- Maslow's need hierarchy theory
- Herzberg's motivational maintenance theory
- Why do people work?



# GUIDELINES FOR STRETCHING YOUR TEAM TO DEVELOP THEM FURTHER

- Selecting the best
- Creating a vision and aligning it to people
- Determining which rewards are valued and important to each employee
- Empowering and consulting employees
- Providing opportunities beyond traditional roles
- Enhancing career development
- Recognising contributions
- Providing incentives and rewards



# DECISION MAKING AND DELEGATION SKILLS

- Major pitfalls in delegation
- Benefits of delegation
- Five essential steps of delegation
- Decision making
- Team learning and performance
- Making the most of team learning



# TEAM EVOLUTION STAGES

- Phase 1: Forming
- Phase 2: storming
- Phase 3: Norming - Charting a course)
- Phase 4: Performing – The action stage
- Productivity and morale in team development stages
- Managing remote teams



# COACHING AND MENTORING SKILLS FOR MANAGERS

## Types of mentoring

- Online mentorship programs
- Workplace mentoring
- Eight pillars of coaching and mentoring
- Limitations of mentoring
- Coaching vs Mentoring
- Benefits of coaching
- Limitations of coaching



# COACHING AND MENTORING CONNECTION PROCESS

- Coaching process
- Phase 1: Planning the program's purpose and design
- Phase 2: Identifying potential mentors and mentees
- Phase 3: Facilitating a joint orientation (mentor, mentee and supervisor)
- Phase 4: Matching mentors and mentees



# MANAGING OF CHALLENGING BEHAVIOURS

- Why do people become difficult
- Practical tips to dealing with difficult people



# MANAGING PRESSURE

- Urgency vs Important
- Strategies for different quadrants on the matrix



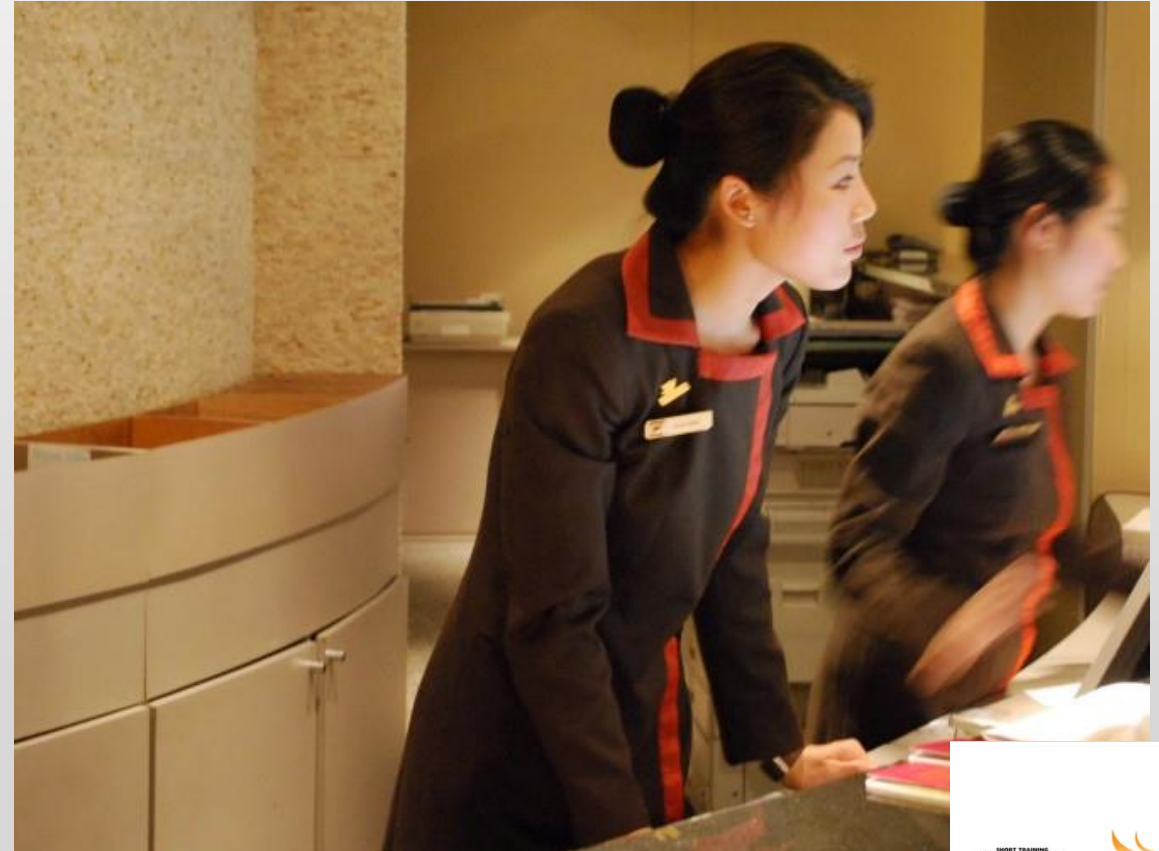
# RESERVATIONS

- Appropriate greeting
- Room types and room codes
- Rate structure of a hotel
- Upgrading and selling from top down
- Group Reservations
- Hotel website and guest reviews



# GUEST CHECK-IN

- Guest with reservation
- Walk-in guest
- Group check-in
- VIP check-in
- Co-ordinating the greeting and assisting of guests on arrival and departure



# SAFETY, COST CONTROLS AND HR

- Emergency procedures
- Key control program
- Staffing and scheduling
- Cash handling procedures
- Petty cash account
- Revenue Management Procedures & meetings
- Calculating room rate spread
- Hotel occupancy percentage



# SAFETY, COST CONTROLS AND HR

- Formula for Average Guest per Room (APR)
- Formula for Average Guest Rate per Room (AGR)
- Formula for Revenue per Available Room (RevPAR)
- Formula for Average Room Rate (ARR)
- Formula for Potential Average Rate (PAR)



# MARKETING PLAN

- How to define hotel missions and goals
- Conducting a marketing audit
- Identifying market segments
- Marketing objectives and medium
- Analyzing and evaluating the marketing plan



# COSTS – R6 500

REGISTRATION FEE: R1 500

MONTHLY INSTALLMENTS – R1 000 X 5

This includes

- 6 months distance learning training
- Training material sent via emails/ WhatsApp
- Virtual training/ assistance whenever needed
- Assignments sent and submitted via email
- Certificate on successful completion

**Prices subject to change without prior notice**





# THANK YOU

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