



FRONT OFFICE MASTER

Hospitality Training for Front Office

DATE:	Friday, 10 th March 2017
TIME:	08:30 – 17:00 hrs.
VENUE:	Limassol Chamber of Commerce and Industry 3 rd Floor, Conference Room
LANGUAGE:	English
FACILITATOR:	<i>Mrs. Marianna Neokleous, Training Services Supervisor, World Trade Center Cyprus</i>

Organiser:



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FRONT OFFICE MASTER

Hospitality Training for Front Office

The Front Office Department is usually the “First Impression” of a Hotel.

This training programmer is designed to provide the skills and the knowledge for good customer service that leads to a stronger business and a healthier performance.

LEARNING OBJECTIVES:

The image that all Front Office staff project during their interaction with clients can be a vital essence for guests to return to an establishment. It is therefore important that each Front Office team member:

- Has the same professional approach towards the guest
- Is always a step ahead of clients’ expectations
- Delivers their duties based on the Hotel’s Operating Standards

WHY NEEDED:

To supplement the most important elements for a professional Front Desk Representative who must have:

- Knowledge
- Skill
- Effective Communication

WHO SHOULD ATTEND: Front Office Staff

FACILITATOR:

Mrs. Marianna Neokleous

Marianna holds the position of Training Services Supervisor at World Trade Center Cyprus. Her 15 year experience in the Hospitality & Training industry allows her to provide solutions to businesses for enhancing human effectiveness. She is a Certified Trainer by the Human Resource Development Authority of Cyprus.

PARTICIPATION COST

1st participant: € 85* + VAT
2nd participant or more: € 75* + VAT

(Including coffee breaks, lunch, certificate of attendance, learning material)

Last day of registration: March 3rd, 2017

****Cost is per participant***