

GWOR Academy Level 3 foundation certificate in Front Desk & Reservations Operations Management (13) Course covers all aspects of managing and supervising a hotel's Front Office Department guest reservation management. It is designed for those who have already worked in the hotel industry and want to progress to a higher level of management

This course aims to introduce students to a range of functions within the tourism and hospitality industry i.e., Front Office operations.

. Understand front office operations within a hospitality or tourism business.

- . The role and responsibilities of front office operations (reception, advance reservations, cashiering, guest relations, switchboard, concierge, portering).
- . The links between front office staff and other departments.
- . concept of the “guest cycle” and customers’ varying needs.
- . Use of manual and electronic systems to support reservation, reception and cashiering functions.
- . Banking procedures including the different pre-payment methods for making reservations.
- . Check-in and check-out procedures and settling bills.

Understand destination analysis within the hospitality or tourism industry.

- . Features of different types of destinations and the factors that affect a tourist’s choice of a destination.
- . The social, cultural, and political features that may affect a destination.
- . Information needed to audit a destination.
- . The use and significance of the Tourism Area Life Cycle (TALC).

Understand travel agency and tour guiding operations.

- . The role of a travel agent and tourism-related stakeholders.
- . Range of travel agency products and services.
- . Legal considerations associated with travel agencies.
- . Identify transport issues associated with tourist travel.
- . Identify the features of a successful tour.
- . The role of travel geography and the tourist appeal of different geographical and geological features.

After finishing the course, you will be required to take a test before awarding the GWOR Academy Certificate in Level Front Desk & Reservations Operations Management (13). This ensures that you have fully understood and retained the information presented. The test will assess your knowledge and comprehension of the material covered in the module and may involve a variety of question formats such as multiple choice, true/false, short answer, or essay questions. You will be also required to field a one-on-one session with the course tutor/director where you will be given an assignment based on the module completed.

Your performance on the test will determine whether you are awarded the Certificate of Completion and reference letter of academic attainment.

The GWOR Academy course comes with your fully downloadable modules, PowerPoint presentations, and visual presentations, it is also backed up with access to the course Director for further assistance.

Currently, the GWOR Academy Level 3 Front Desk & Reservations Operations Management (13) Course is offered to limited placings at any given time. The cost of the course is currently at an introductory offer of **€169**.

please contact courses@gworacademy.com should you require any further information.