

Ravouex Professional Academy

Certificate in Front Office Management

Duration: 4 Months + 2 Months Internship

Eligibility: Plus Two

Certification: American Board of Education

Course Overview

This certificate programme equips students with the practical skills required to manage hotel and hospitality front office operations, guest services, reservations, communication, and customer relationship management through classroom instruction and on-the-job training.

Course Modules

- Overview of Front Office in Hospitality
- Reservation Systems & Procedures
- Check-In and Check-Out Operations
- Customer Service & Guest Handling
- Telephone & Communication Skills
- Cashiering & Night Auditing
- Front Office Technology & Software
- Problem Handling & Complaint Management
- Hospitality Ethics & Professionalism
- On-the-Job Training

Job Prospects

- Front Office Executive
- Front Desk Supervisor
- Guest Relations Officer
- Reservation Supervisor
- Night Auditor
- Lobby Manager
- Reception Manager
- Hotel Concierge
- Guest Service Coordinator
- Customer Service Officer