

## Scheme of Work

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### OTHM Individual Certificate in Front Office Management

*Recommended delivery 30 hours*

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Session	Subject/Topic
1	The positioning of the front office, the staff and the importance of liaison with other departments. The work carried on at the front office and in the rear office. Good communication and its importance. Appearance, social skills, duties, personal requirements .and working hours.
2	The different types of reservations and the importance of advance reservations and up selling.
3	Checking in, issuing rooms and keys. Completing registration documentation. Dealing with difficult customers and complaints.
4	The importance and management of customer service in front of house operations.
5	In house care and services offered. Problem guests. Service design.
6	The role of IT in front of house management and the opportunities and challenges presented by integrated booking systems
7	Development of income generation through front of house points of sale and role of staff in delivering secondary spend
8	Departures. Booking out procedures, Preparing customer accounts, customer satisfaction surveys and history cards
9	Pricing: differential, seasonal, market based, top down, rate cutting, inclusive – non-inclusive. Prestige: star ratings and their effect on bookings.
10	Undertaking the marketing of venues.

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