



Head Office: #305, 300 Kings Bay, Lethbridge, Alberta T1K 5G2

Lethbridge Office: 403.329.0179 | Calgary Office: 403.515-0022

[www.wowcommunications.ca](http://www.wowcommunications.ca)

## Front Desk Attendant

*Time frame is flexible based on the property's goals but we recommend this to be a 12 hours session. (two days or four consecutive 3-hour sessions)*

### ***Participant's profile:***

- This session is relevant for those who have just been hired into a Front Desk Attendant position, for those who have been working in that area but have never received any training or for those who have been working for the property in another position and have been advanced to Front Desk.

### ***Learning Objectives:***

- Standards have been set by the Canadian Tourism industry on what is expected of those providing customer service. This session outlines those standards and is based on the Emerit Tourism Training system.

### ***Participant's Value Received:***

- Tourism is one of Canada's largest and most competitive growth industries, but the success of the tourism industry is closely tied to its human component.

### **Outline:**

1. Roles and responsibilities of a Front Desk Agent
2. Interpersonal skills: professionalism, communication skills.
3. Guest Services: property knowledge, tourism information, information services, guest concerns.
4. Reservations and sales.
5. Arrival and departures procedures.
6. Operational skills:
  - a. Front desk equipment
  - b. Communication services
  - c. Telephone calls
  - d. Administrative procedures
  - e. Guest services procedures
  - f. Financial transactions
7. Safety and Security: safety and emergency guidelines
8. Legislation

