



Diploma in Reception Management

Diploma in Front Office is an undergraduate course and the duration of this course varies from 6 months to 2 years depending upon Institutes. The details of this course are mentioned below: -

Diploma in Front Office course means giving knowledge on how to deal with service delivery systems and how to treat the customers. The most common work of a front office executive is to get in touch with the customers and do some internal office work.

This course is popularly known as front office operation, office management, etc. Front office employee is also called as a receptionist where visitors first arrive and then encounter their inquiry.

In a Diploma in Front Office course, students are given training on how to deal with the visitors when they arrive and make sure that they meet the relevant person at the company.

In the role of the front office, the revenues of the business are included. The front office executives are just contrasted with back-office executives. Back Office executives refer to a company's personnel, operations, payroll, accounting, and financial departments and they do not have to deal with customers daily.

The front office executives receive information about the customers and then are responsible for passing the information to the relevant department of the company.

In this course, the company gives training to their front office executive trainees before joining in the office. They are given training about how to deal with the customers the most.



Diploma in Front Office: Syllabus

Subjects of study

Intro to tourism and hospitality sector

Reservation

Reception

Info about the hotel and city postal regulations

Cash billing

Business communication

Hotel accounting

Communication skills

Customer care services and guest care

Computer application

Practical training

