

FRONT OFFICE ONGOING TRAINING

The following training topics are critical to this department's success. The department manager and supervisors will conduct mandatory monthly training sessions which are required for all Front Office employees. These sessions will be held on the Thursday of the second pay date each month.

Training Topic - 1x/Year	Date	Completed
Posting Charges & Adjustments End of Shift Balancing Procedures		
Phone Etiquette (PBX)		

Training Topic - 2x / Year	Date	Completed
Guest Check-In		
Guest Check-Out		
Reservations & Selling		

Training Topic - Quarterly	Date	Completed
Quality Guest Service & Brand Service Program STAR Performance		

january Quality Guest Service & Brand Service Program STAR Performance	february Guest Check-In	march Guest Check-Out
april Quality Guest Service & Brand Service Program STAR Performance	may Posting Chgs & Adj End of Shift Balancing	june Reservations & Selling
july Quality Guest Service & Brand Service Program STAR Performance	august Guest Check-In	september Guest Check-Out
october Quality Guest Service & Brand Service Program STAR Performance	november Phone Etiquette (PBX)	december Reservations & Selling