

FRONT OFFICE TRAINING AND SCHEDULING

RESPONSIBILITIES

The overall training program for the front office area is generally done by the front office manager. This is not limited to that position, but whomever heads up this responsibility must work in concert with all areas of the hotel to best coordinate the training efforts and energies.

PLANNING THE PROGRAM

Listed below is an overview of the training schedule. The designated manager coordinating the training schedule needs to consider these events when planning the final training schedule.

- Management Fidelio Training - 4 weeks prior to associate training
- Front Office Associate Training - begins 3 weeks prior to opening
- Associate PMS or Fidelio Training - coordinate schedule with the appropriate system representative within the 3 weeks of associate training
- Task Force Arrival - from 10 - 24 days prior to opening, depending on area

Also see the sample pre-opening schedule of important events in this manual.

OTHER NOTES:

- A minimum of 5 days "classroom" training, 10 days computer training (depending on your hotel's system) and 4 days role play (split into shifts) are needed.
- If possible, have uniform fittings and hotel orientation prior to training week.
- Combine classes as much as possible and then have "breakouts" for individual jobs. Try to stay within a 8 hour day.
- Make every minute count. Time is precious!
- Be flexible. No matter how much you plan and organize, everything is subject to change during an opening.

Since each hotel and each situation is unique, there will, of course, be adaptations to the above format. However, the important point to make there is that a minimum of nineteen full days of training has been found necessary for the opening of the front office area in a new hotel, with computer and system-based training needs.

THE FINAL TRAINING PROGRAM

A complete training program should have all of the materials listed on the following pages. The Reporting Times for Associates is helpful to have during the interviewing / hiring process so the hired associates can have an idea of what time commitments they will need to have.

Fidelio Front Office Training Manual

**Charles Edward Cutts Birch
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Table of Contents Fidelio Front Office Training Manual

1. Understanding the eBook Fidelio Front Office Training Manual
 - The Rise of Digital Reading Fidelio Front Office Training Manual
 - Advantages of eBooks Over Traditional Books
2. Identifying Fidelio Front Office Training Manual
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Fidelio Front Office Training Manual
 - User-Friendly Interface
4. Exploring eBook Recommendations from Fidelio Front Office Training Manual
 - Personalized Recommendations
 - Fidelio Front Office Training Manual User Reviews and Ratings

- Fidelio Front Office Training Manual and Bestseller Lists
- 5. Accessing Fidelio Front Office Training Manual Free and Paid eBooks
 - Fidelio Front Office Training Manual Public Domain eBooks
 - Fidelio Front Office Training Manual eBook Subscription Services
 - Fidelio Front Office Training Manual Budget-Friendly Options
- 6. Navigating Fidelio Front Office Training Manual eBook Formats
 - ePub, PDF, MOBI, and More
 - Fidelio Front Office Training Manual Compatibility with Devices
 - Fidelio Front Office Training Manual Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Fidelio Front Office Training Manual
 - Highlighting and Note-Taking Fidelio Front Office Training Manual
 - Interactive Elements Fidelio Front Office Training Manual
- 8. Staying Engaged with Fidelio Front Office Training Manual
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Fidelio Front Office Training Manual
- 9. Balancing eBooks and Physical Books Fidelio Front Office Training Manual
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Fidelio Front Office Training Manual
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Fidelio Front Office Training Manual
 - Setting Reading Goals Fidelio Front Office Training Manual
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Fidelio Front Office Training Manual
 - Fact-Checking eBook Content of Fidelio Front Office Training Manual
 - Distinguishing Credible Sources

13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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