Gujarat Technological University (GTU) and Tourism Corporation of Gujarat Limited (TCGL)

announce

A Short Term Certificate Course on Front Desk Associate

Under GTU-Centre for Continuing Education

Course duration: 15 days

Course period: From 25th Feb 2020 to 15th March 2020 (2 hours per day except public holiday)

Who can join?   Minimum 10th standard pass candidate

Certification: From GTU and TCGL

Venue of classes: GTU-Chandkheda Campus

Last date to register : 21st Feb 2020

Contact for more detail:

9824642969, cce@gtu.edu.in

Course fees: The course is sponsored by TCGL so students do not have to pay the fees.

Apply online at: https://forms.gle/Y4KtB5R3vqSVf3d3A

DESK

FRONT ~~OFFICE~~ ASSOCIATE

Lesson plan	Sr. no	Name of the Topic	No. of Hrs
Day-1	1	Introduction to Front Office	1 hr
Day-1	2	Welcoming the guest and	1 hr
Day-2	3	Registration	2 hrs
Day-3	4	Allotting room as per	1 hr
Day-3	5	Upgrade / downgrade	1 hr
Day-4	6	Productivity standards	1 hr
Day-4	7	Achieving guest satisfaction through satisfactorily meeting guest requirements	1 hr
Day-5	8	Delivering message /materials to guest	1 hr
Day-5	9	Invoice / billing	1 hr
Day-6	10	Modes of payment	1 hr
Day-6	11	Interacting with superiors and colleagues	1 hr
Day-7	12	Communicating with customers	1 hr
Day-7	13	Service quality requirements	1 hr
Day-8	14	Achieving customer satisfaction through customer-centric service	2 hrs
Day-9	15	Etiquettes	2 hrs
Day-10	16	Achieving customer satisfaction by being professional	1 hr
Day-10	17	Services and facilities specific to age / gender /special needs	1 hr
Day-11	18	How to behave with women at work place	1 hr
Day-11	19	IPR and Copyright	1 hr
Day-12	20	Cleanliness	1 hr
Day-12	21	Hygiene	1 hr
Day-13	22	Work Hazards	2 hrs
Day-14	23	Safety standards and procedures	1 hr
Day-14	24	Basic knowledge of a English Language	1 hr
Day-15		Conclusion of the course/solving of Queries of the students (MCQ EXAM)	2 hrs
Total Days-15			Total hrs - 30