



SSA201-Front Desk Representative® AH&LEI

To perform well, an employee needs to know about the lodging property, his or her department, and his or her position. The manual used in this guest services session continues to re-enforce standards, as it becomes the 'employees' manual' on the job. Session may include field trips to hotels and/or resorts, if not on site already.

The first part, Employee Job Knowledge, includes;

- Knowledge for All Representatives; property specific and general employee
- Knowledge for All Front Desk Employees; department specific information such as telephone courtesy, guestroom types, security, recycling procedures, safe work habits, personal appearance, employee policies and the American Disabilities Act.
- Knowledge for Front Desk Representatives; position specific information such as computer system, room rates terms and VIP's.

The second session, Employee Job Skills, includes;

- Task List specific to the job at hand, Job Breakdowns with a list of equipment and supplies needed to perform the task, Use of all front desk technological systems, logbooks, pre-registration setups, guest check in and payment options, sales techniques, use of manual room rack system.
- Processing all room documents, guest mail, credit checks, maintain guest information directories, assistance with special requests and problems, wake up calls, processing no shows, process automatic guest check out systems, preparing current status reports, complete and return shift checklists responding to first aid and emergency situations. Steps, how-to's, and tips, explaining the method of performing the tasks are reviewed throughout the session. Participants will come away with an in-depth knowledge of entry level guest services at the front desk.

Anyone seeking a level entry Guest Services staff position, interested in a career path in hospitality rooms division, and hospitality professionals seeking to cross train in other departments.

Prerequisite: None * may be requirements if taking examination

Class Time: 16 hours

Workbooks: Manual & Certification of Completion



SSA202 Concierge Specific Knowledge® AH&LEI

These job tasks and descriptions are specific to the Concierge servicing the guest at the concierge desk from arrival to departure: Use concierge logbook, post guest charges and payments, order VIP amenities, prepare and place welcome notes in guestrooms, help guests with future reservations, help guests with airlines/railway reservations, rent cars for guests, arrange limousine service and taxi service for guests, help guests arrange business services, arrange tours for guests

Pre-requisite: SSA201 Class Time: 8 hours Manual & Certificate of Completion*

*Requirements to sit for examination

SSA203 PBX Operator Specific Knowledge® AH&LEI

These job tasks and descriptions are specific for PBX Operator servicing the guest at the telephone system which may or may not be visible to guests: Use of switchboard, respond to guest questions about services and events, help guests make International and local calls, process guest telephone charges, process mail, packages, telegrams etc, complete the PBX shift checklist, complete and run reports and forms, keep PBX area organized and clean

Pre-requisite: SSA201 & 202 Class Time: 8 hours Manual & Certificate of Completion*

*Requirements to sit for examination

SSA204 Bell Attendant Specific Knowledge® AH&LEI

These job tasks and descriptions are specific for Bell attendant servicing the guest at his/her station and interacting with the guests from arrival to departure: Use bell stand telephone system, maintain bell stand logbook/ front sheets, load and transport luggage and other articles, provide door service for guests, Assist in rooming guests, assist guests at check out, provide storage for guest luggage, show rooms/ check rooms for occupancy, process room charges, arrange for or hail taxi for guests, Process deliver mail , messages, faxes etc, provide valet parking, deliver guest service equipment and supplies, arrange for service requested by guests, operate property equipment, clean lobby/ bell stand/ luggage carts

Pre-requisite: SSA201, 202, 203 Class Time: 8 hours Manual & Certificate of Completion*Requirements to sit for examination

