

**DEPARTMENTAL TRAINING PLAN
Front Office**

Days	Training Topic	Date	Time	Duration	Targeted Employees	Methods		Trainer Name
Day 1	* Introducing other Colleagues * Discussing job Descriptions			2 Hours	Newcomer	Discussion	<input type="radio"/>	
Day 2	* How to answer the phone * How to use the Operator system			2 Hours	Newcomer	Practical	<input type="radio"/>	
Day 3	Briefing about check-in process			2 Hours	Newcomer	Practical	<input type="radio"/>	
Day 4	How to deal with guests requests			2 Hours	Newcomer	Theoretical	<input type="radio"/>	
Day 5	How to use Visa, Master cards machines			2 Hours	Newcomer	Practical	<input type="radio"/>	
Day 6	How to make check-out process			2 Hours	Newcomer	Theoretical	<input type="radio"/>	
Day 7	How to use the Vingcard machine			2 Hours	Newcomer	Practical	<input type="radio"/>	
Day 8	Briefing on how to take a reservation call			2 Hours	Newcomer	Theoretical	<input type="radio"/>	
Day 9	Room categories and amenities			2 Hours	Newcomer	Practical	<input type="radio"/>	
Day 10	The Ideal way of taking a message over the phone			2 Hours	Newcomer	Theoretical	<input type="radio"/>	
Day 11	How to make room assignement to the arrivals			2 Hours	Newcomer	Practical	<input type="radio"/>	
Day 12	How to check the Arrival expected			2 Hours	Newcomer	Practical	<input type="radio"/>	
Day 13	Briefing about STC, Gulf Air cards			2 Hours	Newcomer	Theoretical	<input type="radio"/>	
Day 14	Information about the hotel facilities			2 Hours	Newcomer	Theoretical	<input type="radio"/>	
Day 15	* Newcomers' Feedback * Trainer's Feedback			2 Hours	Newcomer	Theoretical	<input type="radio"/>	

Newcomer Name: _____

Departmental Trainer Name _____

HOD Name _____

Signature _____

Signature _____

Signature _____