



## Training guidelines

### Practical development junior management – Front Office

#### Initial situation

At the Hotel Management School of Thun, the students are predominantly taught academics. During their internship they then acquire the practical skills in each department to fulfill the procedures and duties at management level.

With guidance from the management team the junior management interns have the opportunity to get to know the relevant tasks and eventually complete these independently. Hereby the interns learn to gauge their self-competence, acquire valuable social skills in professional guest and staff interaction (social competence) as well as improved work methods (professional competence).

#### Areas of application

- Front office and back office
- Front office and back office in combination with housekeeping, sales, marketing, human resources, finances

#### Requirements until graduation

- If the minimum requirement of hours are not met in the basic areas of front office, service and housekeeping, in case of a combined internship, a confirmation of hours worked must be presented.
- If the minimum requirement of hours is completed in the basic areas, the internship can also take place in other areas of a hotel, restaurant, catering or industry-related establishment (see guidelines "Extended Junior Management Internship")

#### Possible tasks/activities

- Preparation of written quotes and confirmations / general correspondence
- Customer-oriented interaction with guests / handling of complaints
- Usage of phone switchboards and proper use of verbiage during phone conversations
- Knowledge of front office computer programs (room management, customer database, room rack lists etc.)
- Lead goal-oriented sales discussions and process reservations correctly
- Preparation for the arrival of guests and check-in
- Complete preparation of final invoice and check out of guests
- Knowledge of all methods of payment provided (cash register, debit/credit cards, gift certificates etc.)
- Administration of vouchers and gift certificates
- Guest Services (tickets, errands, flight confirmations, assistance with guest events etc.)
- Write and translate menus with provided templates
- Gain know-how and be able to apply this to all available tools of communication (booking platforms, emails, central reservation systems, GDS, hospitality affiliates, social media etc.)
- Daily reports (including statistics and interpretation thereof), daily accounting with individual outlets (restaurant, bar etc.)
- Price adjustments (pricing, revenue management)