



Consulting and Training | Reach New Heights

Course Name

Elite Meet & Greet & Front Desk Excellence

Sector Name

دورات الضيافة والفنادق

Document Type

Generated by Boostlab

[Click Here To Visit Course](#)

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770



Elite Meet & Greet & Front Desk Excellence

Course Introduction

First impressions are not simply moments — they are defining experiences that shape how guests perceive an organization, its professionalism, and its standards. In hospitality and service-oriented environments, the Meet & Greet function represents the frontline of the brand and plays a critical role in guest satisfaction and loyalty.

Hospitality / Meet & Greet Training is developed by Boost Consulting and Training as part of its commitment to elevating service excellence through structured, practical, and impact-driven programs. This course is designed to equip receptionists, front desk staff, guest relations officers, and customer-facing teams with the essential skills required to deliver professional, confident, and memorable first impressions.

The program focuses on communication excellence, professional presence, guest handling protocols, cultural sensitivity, and service consistency.

Rather than being purely theoretical, the training emphasizes real-world scenarios, behavioral practice, and structured service

approaches to ensure participants can confidently manage guest interactions in diverse and dynamic environments.

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)



Elite Meet & Greet & Front Desk Excellence

Target Audience

- ✓ Front Desk & Reception Professionals
- ✓ Customer-Facing Operational Staff

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)



Elite Meet & Greet & Front Desk Excellence

Learning Objectives

- ✓ Understand the strategic importance of first impressions in hospitality
- ✓ Demonstrate professional Meet & Greet protocols
- ✓ Apply effective verbal and non-verbal communication techniques
- ✓ Manage different guest personalities confidently
- ✓ Handle challenging situations with professionalism
- ✓ Represent the organization's brand image consistently

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)



Elite Meet & Greet & Front Desk Excellence

Course Outline

✓ Day 01

Foundations of Hospitality & First Impressions

- ✓ The impact of first impressions on brand perception
- ✓ The role of Meet & Greet staff in organizational reputation
- ✓ Hospitality mindset and service attitude
- ✓ Professional appearance and grooming standards
- ✓ Body language and positive presence
- ✓ Voice tone and professional communication basics
- ✓ Cultural awareness in guest reception
- ✓ Creating a welcoming environment

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Elite Meet & Greet & Front Desk Excellence

Course Outline

✓ Day 02

Professional Communication & Guest Interaction

- ✓ Structured greeting protocols
- ✓ Managing walk-in guests and scheduled visitors
- ✓ Active listening and effective questioning
- ✓ Telephone etiquette and message handling
- ✓ Managing waiting time professionally
- ✓ Handling VIPs and high-profile guests
- ✓ Personalizing the guest experience
- ✓ Managing confidential information appropriately

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Elite Meet & Greet & Front Desk Excellence

Course Outline

✓ Day 03

Managing Difficult Situations & Service Recovery

- ✓ Identifying common guest complaints at reception
- ✓ De-escalation techniques and emotional control
- ✓ Handling late arrivals, delays, and scheduling conflicts
- ✓ Managing dissatisfied or impatient guests
- ✓ Structured complaint handling steps
- ✓ Internal communication during service issues
- ✓ Turning service challenges into positive experiences
- ✓ Maintaining professionalism under pressure

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Elite Meet & Greet & Front Desk Excellence

Course Outline

✓ Day 04

Operational Excellence & Workplace Coordination

- ✓ Front desk organization and workspace standards
- ✓ Visitor registration and access control basics
- ✓ Coordination with internal departments
- ✓ Time management during peak hours
- ✓ Maintaining security awareness at reception
- ✓ Documentation and reporting protocols
- ✓ Professional email and written communication standards
- ✓ Ensuring service consistency across shifts

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Elite Meet & Greet & Front Desk Excellence

Course Outline

✓ Day 05

Service Excellence, Confidence & Brand Representation

- ✓ Building confidence in guest-facing roles
- ✓ Developing a proactive service approach
- ✓ Upselling services where applicable
- ✓ Creating memorable guest experiences
- ✓ Managing stress in customer-facing positions
- ✓ Continuous self-improvement in hospitality roles
- ✓ Personal development plan for Meet & Greet professionals
- ✓ Final practical assessment and performance feedback

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Elite Meet & Greet & Front Desk Excellence

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 20, 2026	Sept. 24, 2026	5 days	4250.00 \$	Oman , Muscat
Aug. 30, 2026	Sept. 3, 2026	5 days	4250.00 \$	Qatar , Doha
Dec. 28, 2026	Jan. 1, 2027	5 days	4250.00 \$	UAE , Dubai

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)

info@boostuae.com info@boostorg.com

Generated by BoostLab •

