



Consulting and Training | Reach New Heights

Course Name

Front Office Excellence & Guest Flow

Sector Name

Hospitality & Hotel Management

Document Type

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Front Office Excellence & Guest Flow

Course Introduction

The front office sits at the center of the hotel guest journey, connecting reservations, arrivals, room availability, guest requests, internal departments, and departures. During busy operating periods, even small breakdowns in room status, queue management, communication, or handovers can quickly create delays and affect the guest's first and final impressions. Front office excellence therefore depends not only on professional interaction, but also on controlling how guests, information, and service requirements move through the hotel.

Boost Consulting & Training has designed this course to strengthen front office performance through better guest flow and operational control. Participants will examine reservation readiness, arrival planning, check in efficiency, room allocation, guest communication, in-house support, departmental coordination, departure management, and shift control. The program moves beyond basic front desk procedures to address the operational decisions that keep the guest journey smooth during both normal and demanding conditions.

The main concept of this course is to create a controlled and seamless guest flow by connecting front office decisions with room

availability, service coordination, guest needs, and real time hotel conditions.

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Target Audience

- ✓ Front office managers and supervisors
- ✓ Front desk and reception professionals
- ✓ Rooms division professionals
- ✓ Guest services and hospitality operations professionals

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Learning Objectives

- ✓ Manage front office activities across the complete guest stay cycle.
- ✓ Prepare effectively for expected arrivals, departures, and occupancy conditions.
- ✓ Improve check in and check out flow while maintaining service quality.
- ✓ Coordinate room status and allocation with relevant hotel departments.
- ✓ Manage queues, waiting situations, and changing front desk priorities.
- ✓ Strengthen communication and follow up for in-house guest requests.
- ✓ Improve shift handovers and front office operational control.
- ✓ Apply practical improvements that enhance front office efficiency and guest flow.

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Course Outline

✓ DAY 01

Preparing for the Guest Arrival

- ✓ Reading the Day Ahead
- ✓ Reviewing reservations, expected arrivals, departures, occupancy, room availability, and special requirements
- ✓ Identifying early arrivals, groups, VIPs, returning guests, and other situations requiring advance preparation
- ✓ Translating reservation information into clear front office priorities

Aligning Rooms with Arrivals

- ✓ Coordinating expected room availability with housekeeping and other operational teams
- ✓ Managing room allocation according to booking requirements, preferences, and operational conditions
- ✓ Completing an Arrival Readiness Exercise for a high occupancy hotel day

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Course Outline

✓ DAY 02

Managing Arrival & Check in Flow

- ✓ Creating an Efficient Arrival Experience
- ✓ Organizing the check-in process to reduce unnecessary waiting and repeated information
- ✓ Balancing speed, accuracy, personalization, and required front office controls
- ✓ Adapting arrival handling to individual guests, families, groups, and priority guests

Controlling Front Desk Demand

- ✓ Managing queues and competing guest requirements during peak arrival periods
- ✓ Redirecting tasks and resources according to changing front desk conditions
- ✓ Running a Peak Arrival Simulation involving simultaneous operational pressures

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Course Outline

✓ DAY 03

Controlling the In-House Guest Flow

- ✓ Managing Guest Requests
- ✓ Capturing guest requirements accurately and directing them to the appropriate service team
- ✓ Tracking requests that require coordination beyond the front desk
- ✓ Closing the communication loop by confirming completion and guest satisfaction

Connecting the Front Office with Hotel Operations

- ✓ Coordinating with housekeeping, maintenance, food and beverage, concierge, and other services
- ✓ Managing room changes and operational issues without disrupting the wider guest journey
- ✓ Completing an In-House Guest Coordination Challenge involving multiple departments

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Course Outline

✓ DAY 04

Handling Front Office Disruptions

- ✓ Managing Unexpected Guest Situations
- ✓ Responding to unavailable rooms, delayed readiness, booking discrepancies, and sudden changes
- ✓ Managing early arrivals, late departures, extensions, and room movement decisions
- ✓ Communicating difficult operational situations clearly while protecting the guest experience

Maintaining Control During Pressure

- ✓ Prioritizing simultaneous issues according to urgency and guest impact
- ✓ Escalating situations requiring management or departmental intervention
- ✓ Running a Front Office Decision Simulation based on a demanding hotel shift

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Course Outline

✓ DAY 05

Strengthening Front Office Performance

- ✓ Managing Departures & Shift Transitions
- ✓ Coordinating departure activity, account readiness, guest requests, and room release
- ✓ Creating accurate handovers between shifts to maintain service continuity
- ✓ Preventing unresolved issues from transferring unnoticed to the next operating period

Improving Front Office Flow

- ✓ Using waiting times, room readiness, request completion, and other operational indicators to identify performance gaps
- ✓ Identifying practical changes that improve front desk capacity and guest movement
- ✓ Developing a Front Office Guest Flow Improvement Plan for a realistic hotel operation

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Feb. 1, 2027	Feb. 5, 2027	5 days	4250.00 \$	UAE , Dubai
May 9, 2027	May 13, 2027	5 days	4250.00 \$	Bahrain , Manama
July 19, 2027	July 23, 2027	5 days	4950.00 \$	England , London
Oct. 4, 2027	Oct. 8, 2027	5 days	5950.00 \$	USA , Texas

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