XCELERATE TRAINING INSTITUTE

your learning & development partner

CUSTOMER SERVICE

Front Office and Guest Relations Excellence Training Course

Creating Outstanding First and Last Impressions

DURATION	LANGUAGE	FORMAT	COURSE CODE
3 days	English or Arabic	Classroom / Online	CS-105

Upcoming dates

Dates	Venue	Format	Fee
18 – 20 Jan 2027	Istanbul	Classroom	€2,600
26 – 28 Apr 2027	Kuala Lumpur	Classroom	€3,900
14 – 16 Jun 2027	Live online	Online (live)	€900
5 – 7 Jul 2027	London	Classroom	€3,200
11 – 13 Oct 2027	Manama	Classroom	€2,600
20 – 22 Dec 2027	Live online	Online (live)	€900

Register or ask a question

Online: x8ti.com/course/front-office-and-guest-relations-excellence-training…

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Front Office and Guest Relations Excellence Training Course

Introduction

The front office is the heart of a hotel and the place where guests form their first and last impressions. Front office and guest relations teams must combine efficient operations with warm, personalised service.

This course develops front office and guest relations skills, from check-in and check-out to handling special requests, complaints and VIP guests.

Learning Objectives

By the end of this course, participants will be able to:

- Understand front office operations and standards
- Deliver warm, efficient check-in and check-out
- Personalise service for different guest needs
- Handle complaints and difficult situations
- Manage VIP and special guests
- Support revenue through upselling

Training Methodology

This course combines short expert presentations with practical exercises, case studies from the Gulf and international organisations, group discussions and work with real templates and tools. Participants are encouraged to bring examples from their own work so that the learning can be applied immediately.

Participants practise front office situations through role plays and service scenarios.

Benefits for Your Organisation

- Higher guest satisfaction scores
- Better online reviews
- Increased upselling revenue
- Professional front office teams

Benefits for You

- Front office skills
- Guest relations techniques
- Complaint handling confidence
- Career progression in hospitality

Who Should Attend

This course is designed for:

- Front office agents and supervisors

- Guest relations officers
- Concierge staff
- Reservations staff
- Hospitality graduates

Course Outline

Day 1: Front Office Operations

- Role of the front office
- Reservations and room allocation
- Check-in and check-out standards
- Property management systems
- Communication with other departments

Day 2: Guest Relations

- Guest expectations and cultural awareness
- Personalising service
- VIP and special guests
- Handling requests
- Upselling techniques

Day 3: Service Recovery

- Handling complaints
- Difficult guest situations
- Online reviews
- Teamwork in the front office
- Role plays and review

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Registration Form

Front Office and Guest Relations Excellence Training Course

Preferred dates: ..... Venue or online: .....

Duration: 3 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

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Email this form
info@x8ti.com

Register online
Open the course page