



Certificate Course – Basic Proficiency in Front office

Course Name

Certificate Course - Basic Proficiency in Front Office

Certification

NSDC, Sector Skill Council & Emerge Vocational Skill Pvt. Ltd

Course Overview

Emerge Vocational Skills Pvt. Ltd is a renowned network of Educational Institutions dedicated to provide highest level of hospitality Skills Development Training through Top Class Programs. EVS believes in two dimensional focus of 'Technical Knowhow' and 'Hands on Experience' leads to Professional Excellency and Positive Attitude.

The Certificate In Front Office is a program designed to train and develops future hospitality professionals. Certificate in Front Office Service by EVS is certified by NSDC and Sector Skill Councils. The course duration is for 3 MONTHS including one month Industrial Exposure Training (IET) in star or luxury category hotels. The course aims at developing skills required for operations in Front Office Service sector. It also gives students hands on work experience and monitored training through practical classes.

Minimum Entry Requirements

- 12th Appearing / Passed
- Service Sector Workers
- Passionately driven to become an Hospitality Professional / Entrepreneur
- The Minimum Age limit is above 16 years.
- The student should be medically fit; the same should be certified by registered medical officer.

Course Duration

3 MONTHS with practical's, inclusive of Theory Modules & Industrial Exposure Training (IET)

Program Start Dates

The training program will have Multi entry points throughout the year. Registrations for the program are entertained on first-come-first basis.

For further details visit : www.emergeskills.com , www.nsd.com

Aim

This course is specially designed in Specific area of hotel management in which the learner learns how to handle the front office hotel operation .To provide an organized approach that considers how to operate all the functions, activities, and areas of the front office, and are geared towards supporting guest transactions and services. Staff efficiency and personality are of great importance to the realization of the hotels. This course examines the front office department on the approach in handling guest complaints, communication skills [written & verbal], and yield management. Discuss

the Property Management System in the front office. Emphasize the importance of working in a safe & secure work environment.

Course Curriculum

Subject
1. Front Office(Theory)
2. Front Office(Basics) (Practical's)
3. Industrial Exposure Training (IET)
4. Business Communication
5. Personality Development
6. Tutorial

Course Fee Package

Certificate in Front Office

<p>Course & Proficiency Training</p> <ul style="list-style-type: none"> • Certificate in Front Office - NSDC & EVS • Certificate course in Personality Development (PD) - EVS • Certificate Course in Business Communication(BC) – EVS <p>Course Kit</p> <ul style="list-style-type: none"> • Student Work book & CD's (where ever applicable) • Self Learning Tutorial 	
<p>Accommodation</p> <p>Available on request. The cost of Accommodation should be borne by the student</p>	Actual
<p>Industrial Training</p> <p>200 hrs of Industrial Exposure Training (IET) is included in the course duration. Students are placed in national/international chains of hotels, food chains, resorts and QSR's all over India .Students are exposed to standard operations of all front office Service. This training is a hands-on-live experience for students to perform in the actual Industry. The duration of this Training is for 1 month.</p>	FREE

Career & Placement Opportunities

We provide 100% placement assurance to all successful candidates. As per current industry norms, the starting Range of salary is between 6000 INR to 12000 INR.

Global growth and development of tourism have opened up innumerable openings. As a result candidates can look forward to following career opportunities:

Front office Assistants, guest relation executives in Hotels, Cruise lines, Airlines, Public Relations, Events, Restaurant & Corporate houses.

Recent Recruiters

- P&O Cruises
- Norwegian Cruise Liners
- Marriott's
- Hyatt
- Radisson
- Hilton
- Leela
- Taj
- Oberoi
- Trident
- Zuri
- Ramada International
- ITC-Fortune
- InterContinental
- Holiday Inn
- Aviation Industry & Corporate Houses

Course Outcome

This qualification provides the skills and knowledge for an individual to be competent in a range of Front Office functions. Work would be undertaken in various hospitality enterprises where Front office includes in Resorts, hotels, corporate houses Individuals may work with some autonomy or in a team but usually under close supervision.

The course helps students to create a brief idea on various topics that help them perform as Front Office Assistant

Documents to Be Submitted

- 11th/12th / Higher Secondary Mark sheets (Attested Photocopies)
 - 1 Original
 - 1 Attested copy
 - 1 Photocopy
- Birth Certificate
- Transfer Or Leaving Certificate
- ID Proof
- 4 Passport size photographs
- Medical Certificate