



An Intensive 5-Day Training Course

Proficiency in Front Office Management

Tutor-Led Class @ NGN200,000.00 per Participant

Online @ NGN180,000.00 Per participant

On-Site to make formal request

Venue: Workmanskills Training Centers and Dates: Lagos (Oct. 6 - 10, 2025), Abuja (Oct. 13 - 17, 2025), Port Harcourt (Oct. 20 - 24), and Ota (Oct. 27 - 31, 2025).

Time: 0900Hr - 1600Hr Daily

[Register for this Course Here](#)



Course Overview

This course is designed to equip front office professionals with the necessary skills, tools, and knowledge to efficiently manage front office operations in the hospitality and corporate sectors. Front office management is at the heart of customer interaction and service excellence, playing a pivotal role in shaping the first impressions and overall experience of clients and visitors. In today's fast-paced and competitive business environment, efficient front office management is crucial for maintaining seamless operations and enhancing customer satisfaction. Whether in hospitality, manufacturing, healthcare, corporate offices, or any service-oriented industry, front office managers are responsible for overseeing reception areas, managing client interactions, coordinating communication, and ensuring a smooth flow of operations. With the increasing importance of customer service and the integration of digital technologies, the role of front office management has expanded to include sophisticated customer relationship management (CRM) systems, digital check-in processes, and data analytics to improve service delivery.

Workmanskills Consult: The Cubicle, 4 & 6, Unity Street, Off Obafemi Awolowo Way, Via Koro-Otun, Osi-Ota, Ota, Ogun State. Tel: 234-815-984-9004; 234-814--067-9866; 234-803-574-9219; 234-705-213-8977.



What is the role of front office management?

Effective front office management directly influences customer satisfaction and loyalty. By ensuring prompt, professional, and courteous service, front office managers create positive experiences that encourage repeat business and referrals. Furthermore, they serve as the central hub of communication within an organization, coordinating between various departments to ensure that client needs are met promptly and efficiently.

What skills are essential for front office managers?

Front office managers must possess a diverse skill set that includes excellent communication, strong organizational abilities, proficiency in digital tools, and a customer-centric mindset. They need to manage a team, handle administrative tasks, and resolve conflicts efficiently. In addition, they should be adept at multitasking and maintaining composure in high-pressure situations, all while delivering top-notch customer service.

This Workmanskills training Course in Front Office Management is designed to equip you with the practical skills and knowledge necessary to excel in front office management. The curriculum is tailored to address the latest trends and challenges in the field, providing you with hands-on experience and insights from industry experts. By enrolling in this course, you will gain a competitive edge in the job market, enhance your professional capabilities, and be well-prepared to handle the demands of front office management effectively. Our certification is widely recognized, validating your expertise and commitment to excellence in this essential business function.

Learning Objectives

- Enhance customer service skills
- Understand effective front office procedures
- Handle reservations and check-ins/check-outs
- Develop communication and interpersonal skills
- Manage front office software and records

Who Should Attend

- Front Office Managers
- Hotel Receptionists
- Customer Service Officers
- Administrative Personnel
- Anyone seeking front office roles

Course Outline

Day 1: Introduction to Front Office Management

The training kicks off with a foundational overview of front office operations. Participants will understand how the front office functions as the face of an organization, with emphasis on professionalism, customer contact, and effective communication within the team and across departments.

- Introduction to the hospitality and corporate front office environment
- Importance of the front office as a communication hub
- Organizational structure and job roles in front office
- Professional behavior, grooming standards, and ethics

Day 2: Customer Service and Interpersonal Skills

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On the second day, the focus is on enhancing service delivery through exceptional customer service and strong interpersonal skills. The training includes real-life scenarios and role plays.

- Understanding guest/customer expectations
- Verbal and non-verbal communication skills
- Telephone and email etiquette
- Managing difficult clients and complaints professionally
- Effective communication across cultures

Day 3: Reservations and Front Desk Procedures

Participants will be guided through essential front desk operations such as managing bookings, handling walk-ins, and the check-in/check-out process. Hands-on simulations are used to practice procedures.

- Reservation systems: manual and computerized
- Check-in and check-out protocol
- Handling guest complaints during stay
- Cashiering and financial documentation
- Security and confidentiality in guest handling

Day 4: Office Administration and Technology

Day four covers the administrative backbone of the front office and the technology that enhances efficiency. Tools and systems used in front office operations will be explored in depth.

- Use of front office software (PMS, CRM tools)
- Office documentation and filing systems
- Managing correspondence and interdepartmental memos
- Time and task management techniques
- Data protection and GDPR compliance

Day 5: Practical Sessions and Assessment

The final day involves practical exercises, group presentations, and one-on-one assessments to evaluate understanding. Certificates will be issued to successful participants.

- Simulation of front office scenarios
- Review of course material and Q&A session
- Individual and group practical assessments
- Course evaluation and participant feedback
- Certificate presentation and closing remarks

Course Duration

5 Days (Monday - Friday)
9:00 AM – 4:00 PM daily

Course Fee

Two Hundred Thousand Naira (₦200, 000.00) Only per Participant. Fee includes training materials, certificates, and refreshments