

Front Desk

Goal	This lesson introduces the tasks carried out in front desk and the environment in front desk.
Objectives	At the end of this lesson, learners will be able to: <ul style="list-style-type: none">• Explain the roles of rooms division department in the hotels• Define the responsibilities of front office manager• Discuss the stressful working environment in the front desk, and coping strategies with that.
Length	This lesson will take approximately 30 to complete.
Content outline	I. Rooms Division A. Front Desk 1. Tasks and problems 2. Coping strategies
Learning Activities	Learners will engage in the following activities during this lesson <ul style="list-style-type: none">• Listening to the lecture and attending the discussion
Evaluation Strategy	I will know learners have mastered this content by: Making a quiz