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# Hotel Receptionist and Opera PMS Software Training

LEARN NEW SKILLS ONLINE



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# Hotel Receptionist and Opera PMS Software Training

Created by a highly skilled and experienced professional, this course shows you what it takes to become a Hotel Receptionist, even covering the leading hotel software – Opera PMS. This Professional Hotel Receptionist Training course has been designed to ensure that you have all the essential skills needed to enhance or start a career as a Hotel Receptionist. Whether you're someone who is already working, or if you're just starting out, this course is packed with useful information to help you to succeed.

## Key points

- Learn to navigate Opera PMS like a professional
- Understand how to manage guests
- Learn to use the leading hotel software
- Ask any questions and learn from a professional



Awarding  
Body

IAP  
CPD



Exam &  
Certificate

Yes



Learning  
Hours

15 Hrs



Course  
Duration

02 Day



Minimum  
Entry Age

16

## About the course

The course is classroom based, so you'll have the chance to get hands on experience, watch live demonstrations, and ask questions. You'll see a real improvement and can finally learn how to get the perfect look. Not just that, you'll get a free goody bag, and an accredited certificate to show what you've learnt.



## What you will learn

### Day 1:

- Check in / check out
- Telephone etiquette
- Being prepared and ready
- Complaints and critical situation handling
- Power of words
- Overbooked hotel and booking out guest
- What is a hotel manager looking for?

### Day 2:

- Opera log in and log out
- Finding a reservation
- Creating reservation
- Preferences and features requests
- Amending and cancelling reservations
- Check in and check out
- Cashiering – post charges / splitting and transferring charges / routing / fast postings and fixed charges

## Benefits you will gain

- Learn from an expert Tutor
- Receive extra course material
- Accredited Certificate on successful completion
- Free access to the online version of the course Study Manual
- Free refreshments and Wi-Fi

## Course Duration

2 Days

## Method of Assessment

## Certification

You will receive an accredited Hotel Receptionist and Opera PMS Software Training certificate upon successful completion of the course.

## Entry Requirement

- You need to be at least 16 years old
- You should have a basic grasp of English, Maths and IT

## Career path

This course allows you to pursue a career in any of the following job roles:

Hotel Receptionist

Hotel Telephone Operator

Front of House

Hotel Reception Manager

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