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Component One:

What are the key skills required to work on the hotels front desk?

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It takes a long list of qualifications to work as a front desk receptionist in an office building and a professional security guard. Here is a list of 7 crucial front desk abilities everyone I recruit has to possess if I want to make sure I choose the greatest security concierge. (Cave et al, 2020).

1. Personalization

The level of responsibility for someone working at a front desk is enormous. Part of this is due to the fact that they are the very first person a visitor will speak with when they enter the premises. Naturally, this position calls for above-average person ability. An affable, kind, and supportive security concierge is a must. Before they even pass the front desk of my facility, people will have a negative impression of them if even one of those items is absent. A security guard's demeanour should include being hospitable, according to OPS Security Group. While defending the building, security personnel have to desire to be hospitable and make a positive impression. For the remainder of a visitor's experience, a security concierge should set the tone. A friendly security concierge is essential for making the whole experience enjoyable. (Benjamin et al, 2020)

2. Organization Keeping track of several things at once is one of the most difficult components of working as a security concierge at the front desk. Someone with an ordered mind-set is essential for such a meticulous work. A security concierge may need to interact with visitors, monitor surveillance cameras, and enter data simultaneously, depending on how my building's front desk is set up. A person who is unorganized won't be able to successfully balance all of these duties. (Cave et al, 2020).

3. Communication Capacity

Being sociable and having good communication skills go hand in hand, yet they are separate abilities. (Chang et al, 2020). The ability to transmit ideas and information is just as crucial as being affable, which is just half the fight. Most queries will likely be directed to the security concierge, who can likely provide the answers. A competent front desk agent should be able to explain information, whether it's the location of certain offices or how to contact a specific individual inside the building. Being bilingual is a significant bonus even though it isn't required. Knowing many languages is a huge advantage in the increasingly multicultural world of today. (Benjamin et al, 2020)

4. Having a polished appearance

People usually notice someone's appearance as their initial impression. That is true, whether I like it or not. (Chang et al, 2020). Numerous value judgements are based on a person's appearance. The requirement for front desk staff to present themselves professionally and neatly follows this line of reasoning. This talent guarantees that visitors' initial impressions of the building will be positive, much like the other abilities mentioned thus far. This, in a sense, is the most important element we've covered thus far since it gives visitors their very first impression of my building. If I start with this, my audience will have a better overall experience. (Abbas et al, 2021).

5. Computer Proficiency

Data input was one of the numerous responsibilities a security concierge would probably have to do, as we noted before. These days, everything is done on computers, thus proficiency with computers is essential. (Darcy et al, 2020) A front desk agent has to be able to quickly and easily retrieve a lot of data. Nobody except a genius could possibly store all that information in their head.

So, being able to use several computer applications is a talent that is required. Today, almost all security systems are digital. Once again, computer knowledge is required to view surveillance video and run the system. (Chang et al, 2020).

6. Open-ended schedule

The hours of operation might vary greatly depending on the kind of company I run. The 24/7 operation of certain enterprises, such as commercial buildings, warehouses, and distribution hubs, is a way of life. (Darcy et al, 2020) 24/7 security is often used, even in ordinary office buildings. Due to the wide range of possible times when a security concierge can be required, flexibility in scheduling is crucial. Prior to employing someone, confirm that they are flexible with their schedule and willing to work odd hours. (Chang et al, 2020).

The Front Desk Needs These Skills

A professional security concierge has to have all of these customer service abilities. They might significantly affect many other things if they fall short in even one area. I am prepared to choose the ideal candidate for the position now that I know what to look for. There is no need to search farther if I am looking for a top-notch security concierge. Specifically designed for my company, OPS Security Group offers on-site security concierge services. (Abbas et al, 2021).

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Component Two:

In this scenario – It is your first day as a front desk associate and your manager has phoned in sick. Create an action plan and answer the following questions.

Tourists and other visitors are growing more and more hooked to traveling and discovering new locations to unwind. One of the key elements that contribute to tourists and guests having a positive perception of the local culture and level of hospitality is the hotel business. Hotel management and hospitality have so grown to play a significant role in this business. From the first stages of visitor greeting through the hotel's financial and administrative administration, it comprises all of these. The performance of the staff members participating in management directly affects the hotel's reputation. As a result, they must work extremely cooperatively and proficiently. (Darcy et al, 2020)

What are you going to do to ensure that the hotel is represented well to guests?	How will operations run smoothly throughout your shift?	Why would you consider your plan being the most effective?	What contingency plan will you put in place to ensure quick resolution of this scenario in the future?
In general, people go to a hotel from a faraway location to stay and spend some time there as a vacation destination. (Darcy et al, 2020) I have a responsibility to fulfil every criterion that is necessary for the visitors in my capacity as hotel manager and front desk employee.	I will instruct the workers on manners and etiquette in order to provide a good first impression so that the visitors will form an opinion. (Lapointe et al, 2020) Because I am aware that a hotel has the cultural and socioeconomic	The hotel industry covers a wide range of occupations and concentrates them in one location. (Ghorbani et al, 2019) To operate a hotel continuously, a variety of tasks outside administration must be	Occasionally, customers will communicate their duties and crises to the server via the front desk staff. They must maintain their genuineness at all times because if they don't, guests will judge the hotel and hold it responsible. As I have indicated, managing hotels is a significant responsibility that needs constant communication between the many sectors. Since I am in control of the

(Abbas et al, 2021). All the areas that contribute to a hotel's professionalism and guest-friendliness are included in hotel management. In the beginning, I'll make sure that the hotel where I work has a waiting area and a place to store guests' baggage. Following that, I'll follow the protocol that visitors should follow. I have a lot of information to deal with about the visitors' and their children's personal details. (Lapointe et al, 2020) Once again, it's important to go at historical performance and other factors. The front desk worker also takes care of the money exchange. I thus have no choice but to carry out my strategy. (Ghorbani et al, 2019) As I have	variety that should be on display there, I will make the hotel user-friendly with the newest decorative items and furnishings. To provide guests and visitors from all over the world a positive and distinctive viewpoint, local sculptures, paintings, construction materials, cuisine, and cultural events, for instance, might be present all around the hotel. Thus, a basic hotel may become a gorgeously beautiful one together with its other necessary parts (Taghizadeh et al., 2018). A professional demeanour will thus guarantee	completed, including cleaning, room washing, cooking, decorating, security, health management, etc. As I verify the entire hotel's paperwork and maintain its upkeep, I must sit at the front desk. I must go through all the security procedures in order to prevent any unforeseen events. The staffs of administrators are responsible for ensuring the visitors' financial activities and their various needs. To keep the hotel running properly, calls are answered and contact with the	area that interacts with guests directly, the reception- (Lapointe et al, 2020) In my employment, I've been able to come up with an effective strategy or plan that allows me to successfully fulfil all of the responsibilities that have been assigned to me. Consistency, in my opinion, is the key to ensuring that my advancement is continual. So I get ready for the difficulties that lie ahead. (Khan et al, 2020) In accordance with my strategy, I have improved my communication abilities since, at this level, when you must communicate with visitors and serve as an informant, fluency in communication is essential (Taghizadeh et al., 2018). If I limit myself to the specified strategy, there is no other option. The strategy I use will satisfy every criteria if I want to add or bring anything. I constantly work hard to stick to my strategy in order to provide my best effort.
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said, I have increased my output by adhering to a strict schedule that keeps me on track to do my work to the best of my ability. I constantly aim to gradually enhance my work. (Lapointe et al, 2020) Involving a proactive action that could result in real change in my life is obviously necessary. For instance, if I discovered that individuals were emigrating from nations where the native speakers of English were not proficient, I could consider learning that language. (Hall et al, 2020) Hotels can deliver exceptional service, maximize client happiness, and gain a competitive edge in the hotel sector overall if they can improve these factors. (Hall et al,	that everything goes according to plan. I will be able to communicate with them more effectively if I can learn their language. As a consequence, I am able to locate more visitors from those areas. Once again, I may hone my skills in internet branding or digital marketing to advertise the services my hotel offers its visitors. (Abbas et al, 2021).	authorities is also necessary. I constantly work hard to stick to my strategy in order to provide my best effort. (Hall et al, 2020) With regard to technology and information system management, I have updated myself. In the modern world, providing a memorable visitor experience is essential for success in hotel management and the hospitality industry. (Ghorbani et al, 2019)	With regard to technology and information system management, I have updated myself. If I can create a virtual community, it will support travellers from all over the globe with our hotel. They may look for appropriate lodging and other amenities online. These are a few suggestions I might use into my existing strategy to advance my career in this particular industry. (Khan et al, 2020) To do so, one must comprehend the crucial components of these four factors. In this case, the performance of all activities depends on a number of factors, including Property Management Systems (PMS), Hotel reputation, Communication, and Staffing. (Gretzel et al, 2022)
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I need to be up to date on contemporary hotel management methods if I'm going to progressively advance in my career and reach the pinnacle. (Hall et al, 2020) This study is all about hotel management, operational strategy, and my own experience providing front desk support. I have discussed every option, strategy, aim, and objective I have to discover a way to move my hotel to the top of the hospitality sector. (Sharpley et al, 2020) I discussed the company's lack of difficulties in length above, and a general solution is also provided. With many prospects and goals, the hotel sector is expanding significantly every day. All nations are losing money on foreign exchange given the state of the globe today. If the staff members put in a lot of effort and the managers are well-trained, the hotel can be managed flawlessly. (Abbas et al, 2021).

Component Three:

Writing in essay format - *Describe the key elements that are required when considering these four elements of hotel operations:*

Element 1 – Property Management Systems (PMS)

The software known as a PMS, or property management system, facilitates and streamlines the administrative and reservation administration responsibilities of a hotel. (Lapointe et al, 2020) This element's primary responsibilities include processing reservations, running the front desk, cleaning, managing rates and occupants, managing channels, and processing payments. The PMS's reservation management assists with keeping online reservations, which are the most popular means to get hotel services. (Tussyadiah et al, 2020) Any hotel's reservation system keeps information and booking dates that are useful to the front desk. The receptionist uses the front-desk administration module to check on and update the status of reservations, check visitors in and out, and finally process payments. Along with daily audits, automatic in-room control, and key management—particularly for electric keys. (Lapointe et al, 2020) Channel management: A separate interface that distributes and regulates hotel stocks over a variety of channels, including direct booking platforms, GDSs, wholesalers, OTAs, etc., is a significant component of PMS. The information is often provided via distribution channels and is typically tied to the primary reservation system, which provides data on room availability. Last but certainly not least, a security concierge has to remain composed under any circumstance. In addition to serving as the first line of defence in an emergency, they are merely there to greet and help visitors. Even routine tasks may seem intimidating. (Sharpley et al, 2020) A security concierge can't be prone to tension or anxiety with so many jobs to handle at once. The ability to communicate and do work quickly under any circumstance is part of the job. A front desk security concierge's ability to remain calm under pressure is even more crucial in an emergency. In the worst case situation, a smart security concierge may really make the difference between life and death, but ideally it won't come to that. (Abbas et al, 2021).

Element 2 – Hotel reputation

Any company, but particularly the hotel industry, benefits greatly from reputation in luring and keeping consumers. (Tussyadiah et al, 2020) In comparison to a standard hotel, a hotel with a strong reputation has more favourability. But in order to develop a solid reputation, several essential components are required. Keeping a hotel room clean and well-maintained is essential. (Richards et al, 2018). A visitor will be satisfied if all of the amenities that they need are kept in good condition. Same goes for cleanliness, since no visitor would want to return to an unclean and depressing location. The quality of a hotel's services speaks for itself. The guests desire excellent, extraordinary, unique, and individualized service. Offering such high-quality services helps in developing a positive reputation. (Sharpley et al, 2020) Real-time customer interaction is important because it encourages customer loyalty. To maintain a positive reputation, a hotel must be available at all times, be present on social media, and participate in other online forums where customers can contact it. A crucial component is also considering reviews and recommendations. (Lapointe et al, 2020)

Element 3 - Communication

Effective communication makes it easier to manage the hotel's personnel and guests. An efficient service transaction and other tasks are made possible by effective communication. (Tussyadiah et al, 2020) These include support for many languages, internal communication, and visitor communication. Communication with the guest: A successful relationship with the client is essential in the hotel industry. For one to keep both current and future customers, a solid communication system is required. In order to do this, one must communicate with customers through a variety of channels, including the phone, social media, email, messaging apps, etc. Hotels should also provide up-to-date information as necessary. (Richards et al, 2018). An essential component of a hotel's overall communication strategy is internal communication. Regular staff meetings are a need, and effective and defined communication procedures should be in place for managers and employees to speak with one another. For better communication, there should be adequate utilization of contemporary technology. Support in several languages: Many hotels must provide services in various languages to consumers from various countries. The hotels must have personnel and management who speak several languages to effectively interact with them. (Lapointe et al, 2020)

<i>Element 4 - Staffing</i>
The majority of the hotel industry's focus is on services. (Viglia et al, 2020) Therefore, the key to their success is having a team that is capable, effective, correct, cool-headed, and industrious. As a result, it is crucial to execute effective hiring and selection, training and development, employee engagement, staff scheduling, etc. with great sincerity. Recruitment and selection: The hotel must conduct a careful review and carefully choose its staff members. As a result, while hiring workers, the hotel has to carefully screen all potential employees. (Viglia et al, 2020) Training and development - Preparing the employees in accordance with their goal and vision as well as how they wish to serve the client is another essential component of staffing for the hotel industry. As it equips the personnel with skills and information and aids in their ability to adapt to change, various training and development programs are essential to this. (Zhang et al, 2021) Employee engagement - Effective employee engagement is another crucial staffing function that aids a hotel in boosting employee engagement, inspiring them, and fostering work happiness. Additionally, it promotes open communication, appreciation, work-life balance, and other benefits. (Lapointe et al, 2020)

The four factors that are crucial for the hotel industry have been broken down into their main components and discussed in this article. Building and maintaining a positive hotel reputation, efficient communication, a productive team, and property management systems all contribute to streamlining operations and increasing efficiency. The crucial components of the four components aid in developing an uncommon experience, winning over customers, and achieving long-term success (Richards et al, 2018).

Word Count	1245
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