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Student No:	2129289
Module Title:	Hotel Administration and Front Office
Module Code:	BMIH4004
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Component One:

What are the key skills required to work on the hotels front desk? 750 words (+/- 10%)

Contribution to Overall Module Assessment: 25%

Front desk skills are the skills that comprise of a number of different technical as well as interpersonal skills (Olimovich *et al.*, 2020). It is vital to identify the different skills that are required by the front desk professionals, as they are the face of a hotel. The first person the customers interact with at a hotel is the front desk professional. It has been seen that the conversation can be either in-person, or through mails, or other modes of communication like websites, phone calls, and other platforms.

Some of the major skills that are required by an individual to effectively work on the front desk of the hotel are as follows:

Interpersonal communication

The main job of a front desk professional is to interact with a number of people every day (Bardi, 2021). It does not only include communicating with the customers of the clients but also involves communication with the management personnel, as well as the co-workers. Hence, it is vital for these individuals to ensure that they have good interpersonal communication skills, so that they can effectively communicate with the people from different backgrounds.

Active listening

Active listening is a skill that is used by an individual to use non-verbal communication in the forms of signals. These signals involve eye contact, nods, smiles, as well as small verbal gestures. These are the factors that help the individual to ensure that they are paying attention to the customers. This is the skill that has been identified to be essential in terms of providing customer service. The guests that visit the hotel will feel valued, if the front desk assistant uses the active listening skills.

Foreign language

When hospitality sector is taken into consideration, there are high chances that the front desk professionals, come into contact with individuals from different native languages (Jhaiyanuntana and Nomnian, 2020). Hence, it has been seen that the employers in the hospitality sector look forward to hire the people that can speak as well as write more than a single language. The front desk professionals can effectively use their bilingual skills in order to attend the guests.

Attention to detail

This is a major soft skill, that is vital for the professionals working at the front desk of an hotel to have. The major reason is that they have to perform a number of different tasks at one time. Hence, they need to make sure that they do each and every task with precision. It has been seen that there are instances where they need to relay the data or information to the management of the hotel or the employees, by taking messages through phone calls. It is vital for them in this situation that they effectively provide the details of contact in order to be used later on.

Scheduling

This skill can come under the technical skills. It can be used to perform the CRUD operations, that are: Create, Read, Update, and Delete the data of the customers. This includes maintaining planners with the help of the modern technology in order to effectively determine the dates as well as the time for planning the stays of the visitors. This is the skill that helps the identifier to ensure that the individual can effectively organize things as well as the useful data. In addition to this, then the individual can also effectively manage the tasks as well as the deadlines.

Problem solving

The visitors that are staying at a hotel contact with the front desk for any help while booking their stay at the hotel. In addition to this, they also take help from them when they face any issues during their stay. Hence, it is vital for the professional working at the front desk to ensure that they can solve the issues as well as problems that are not only faced by them but the others also (Helman *et al.*, 2021). Overall, it is vital for these individuals to have these skills.

As a professional that works at the front desk, it is vital for the individuals to ensure that they have effective skills. This will help them to ensure effective customer service (Qureshi *et al.*, 2022). In addition to this, it can also be seen that they can add value to the organization as a whole. They can effectively create a positive environment for the customers as well as ensure effective understanding so that the solutions to solve the issues can be identified.

Word Count	723
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