

# English For Hotel Receptionist Training Manual

*English For Hotel Receptionist Training Manual*

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 guests. Welcoming Guests. As a hotel

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Receptionist quiz, Test, online exam, secretarial duties ...The hotel receptionist's role is

vital, as they are essentially the face of the organization, being customer-facing and in charge of booking reservations. Gaining office administration experience and maintaining a professional attitude can help you to land a job as a hotel receptionist.

Global Edulink's Hotel Receptionist Training course aims to help students to impress employers or prospective employers with their dedication to self-improvement and their bank of relevant skills. Improve your general Reception, Telephone, and Clerical skills so that you are working to the highest industry standards to make yourself highly employable in the hotel or hospitality business.

#### Front Desk and Receptionist Skills Training

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### English For Hotel Receptionist Training Manual

To be a receptionist you must be able to;

- Write up questionnaires and surveys.
- Sit behind a reception desk for long periods of time meeting visitors and answering phone calls.
- Carry out market research activities.

### English For Hotel Receptionist Training

English is the main language of international communication and is essential for people working in the tourism industry. Upon the completion of this course, you will learn the English vocabulary necessary for working at a hotel reception or front desk. You will also learn how to resolve customer complaints with helpful and non-offensive phrases.

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