

PROFESSIONAL COURSE IN HOTEL MANAGEMENT



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WHY HOTEL MANAGEMENT?

The global hospitality sector is among the fastest-growing industries, driven by international business, tourism, and luxury travel. A career in hotel management places you at the heart of dynamic, customer-centric environments across luxury hotel chains, boutique resorts, cruise liners, and corporate facilities.

- Global Portability: Hospitality credentials translate across international borders, opening doors to careers worldwide.
- Rapid Upward Mobility: Front office and operations professionals can advance quickly into supervisory and managerial positions.
- Resilient Market Demand: Demand remains steady for trained personnel capable of delivering high-touch, five-star guest experiences.
- Dynamic Work Environment: Every day presents varied interactions, VIP engagements, and hands-on operational challenges.



ABOUT THE COURSE

The Professional Course in Hotel Management delivers a grounded, operational curriculum focused primarily on the nerve center of any lodging property: the Front Office and Guest Services division.

COURSE OVERVIEW

Students progress from industry fundamentals to hands-on front desk simulations, learning guest cycle management, software operations, reservations, and luxury service standards. The program blends operational theory with professional communication and situational conflict resolution.



KEY LEARNING OUTCOMES

- Master the end-to-end guest lifecycle from pre-arrival to settlement and departure.
 - Operate reservation and front-desk workflows in accordance with standard hotel operating procedures (SOPs).
 - Communicate with clarity, etiquette, and confidence in professional business English.
 - Coordinate inter-departmental logistics across housekeeping, security, concierge, and food & beverage.
 - Manage guest grievances, special requests, and VIP protocols with diplomacy and composure.
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COURSE CURRICULUM

MODULE 1: Fundamentals of Hotel and Catering Industry

MODULE 2: Basic Principles of Hotel Management and Front Office

MODULE 3: Hospitality Essentials: From Check-In to Check-Out

MODULE 4: Professional English for Hotel Front Office

MODULE 5: Introduction to Front Office Executive

MODULE 6: Front Desk and Telephone Operations

MODULE 7: Bell Desk Assistant

MODULE 8: Reservation Assistant Service

MODULE 9: Guest Service Associate – Front Office





SKILLS YOU WILL DEVELOP



Functional Domain	Core Competencies Mastered
 Front Office Operations	PMS software navigation, room allocation, registration, check-out settlement, key management
 Reservation Management	Booking processing, rate plans, cancellation policies, OTA voucher verification
 Customer Experience	Conflict resolution, VIP assistance, up-selling, personalized itinerary planning
 Telecommunications	PBX handling, professional tone modulation, inquiry diversion, emergency dispatch
 Uniformed Services	Luggage tagging, inventorying baggage, lobby traffic control, errand management
 Professional Fluency	Hospitality English, executive grooming, intercultural communication, body language

CAREER OPPORTUNITIES

- Front Office Executive: Supervise daily shift activities, handle complex guest needs, and review occupancy performance.
- Guest Service Associate (GSA): Act as the primary face of the hotel during check-in, in-house stays, and settlements.
- Reservation Assistant: Manage direct phone, email, and portal booking inquiries, securing room sales and confirmations.
- Bell Desk Assistant / Concierge Staff: Coordinate luggage movement, transportation, and front-door reception.
- Telephone Operator / Front Desk Agent: Manage high-volume inquiries, call transfers, and inter-departmental dispatch.
- Corporate Front Office / Hospitality Host: Coordinate executive reception desks for multinational corporations and luxury real estate.



CERTIFICATION & PLACEMENT SUPPORT



CERTIFICATE

This is to Certify that

RIYA GHOSH

Son/Daughter of **PRANAV MAJUMBAR** | Student ID: **CAN_40551372**

has successfully completed training in

"PROFESSIONAL COURSE IN HOTEL MANAGEMENT"

with Grade: **A+**

From **ENTRI SKILLS**

Date of Issuance: 29-07-2026

Certificate ID : CERT_3826152_2



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Aakarsha Jain
Examination Controller
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