

**DFOM**

**Diploma in Front Office Management**

**Duration: Six Months**

### Modules

1. Introduction to tourism and hospitality sector
2. Reservation (room, hotels, reservation systems, computerized reservations)
3. Reception (receiving guests, registration, communication, etiquette, guest management, key handling)
4. Information about the hotel and city postal regulations
5. Cash billing
6. Business communication
7. Hotel accounting
8. Communication skills
9. Customer care services and guest care
10. Computer application
11. Practical training

