Training and Development Plan

Front Desk Agents hold a wealth of knowledge about your property and the attractions surrounding it. Their recommendations can turn good visits into great ones. The way they interact, engage with, and support guest patrons will directly affect the reviews guest receive online, the word of mouth referrals they give to their friends and family, and if they return. Front Desk Agents are key to your customers' first impression — how impressive are yours?

Remember, there is a difference between brand and skill training — teach your Front Desk Agents to smile and wear their uniform proudly while serving the customer with courteous efficiency. A well-trained Front Desk Agent will process more transactions, faster, with fewer errors, while simultaneously winning your guests' loyalty. Equip your Front Desk Agents with skills that paint smiles onto your customers' faces.

Once your Front Desk Agents are fully trained, they will:

* Generate more sales by offering upsells and promotions
* Encourage return visits through exceptional customer experiences
* Create word of mouth referrals and positive reviews from satisfied guests

Benefits

Improved performance

Reduced operating costs

More satisfied guests

Reduced work stress

Increased job advancement opportunities

Improved staff relationships

More professional staff

Fewer operating problems

Training and Development Plan for Front desk Agent

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Employee name | John Smith | Trainer | Team | Date |
|  |  |  |  |  |
| Training Topic | Mode of Training | Training hours | Expected completed date | Status |
| Company Culture & Dress code | Performance-based | 2hrs | Aug 20, 2020 | In progress |
| Customer Care & Guest Services | Performance-based | 4 hrs | August 23, 2020 | In progress |
| Arrivals & Departures and Safety & Security | Performance-based | 3hrs | Aug 27, 2020 | In progress |
| Departmental Operations and Reservations & Sales | Performance-based | 2hrs | Aug 29, 2020 | In progress |
| Handling of Cash and Finances | Performance-based | 4hrs | Sept 2, 2020 | In progress |
| Internal and external communication | Performance-based and online | 6hrs | Sept 4, 2020 | In progress |

Our goal is to increase staff retention while also increasing our guests' experience and quality of service they receive. New employees need to get trained on the job.