



Secondary Vocational Courses

Education to Inspiring Achievement

Front Office Operations

Welcoming the world: Mastering hospitality with professionalism and care

This four-year elective course prepares students for careers in the hospitality and tourism industry, focusing on front office roles. Learners gain knowledge and practical skills in customer service, reception procedures, booking systems, guest communication, and hospitality etiquette.

The course builds confidence, language skills, and a strong service mindset—opening doors to job opportunities in hotels, lodges, travel agencies, and customer-focused environments.

What Students Will Learn

Students develop service excellence and professional communication year by year:

- Form I: Introduction to hospitality industry, personal grooming, guest handling basics, and front desk etiquette.
- Form II: Telephone and email communication, managing reservations, handling guest complaints, and teamwork.
- Form III: Hotel software systems (e.g., PMS basics), check-in/check-out procedures, billing, and report writing.
- Form IV: Front office supervision,

customer relations, managing bookings for events, and digital promotion of services.

Students use role play, hotel reception setups, simulated booking systems, and customer interaction tools.

Assessment & Support

- 30% Continuous Assessment: Roleplays, communication tasks, and customer service projects.
- 70% Final National Examination (Form IV).
- Parents' Role: Encourage professional behavior, support communication skills, and provide exposure to real-life hospitality experiences.

Career Opportunities

Graduates are well-prepared for further training or entry-level roles in:

- Hotel Receptionist
- Front Desk Assistant
- Guest Relations Officer
- Reservation Agent
- Travel Office Assistant
- Hospitality Entrepreneur

Learning how to express
ideas with impact