

# Hotel Front Office Training - Noncredit Certificate of Completion

**Program Description:** Explores the operations of the front desk and how to offer a quality guest experience from registration to check-out. Topics include processing guest arrivals and departures, handling guest complaints, bookkeeping, dealing with safety and security issues at the hotel, and overall customer service.

**Program SLO:** Students will be able to describe and demonstrate hotel front desk operations using the fundamentals of quality customer service.

## **Important Information:**

*For students interested in exploring other free noncredit courses through the COC School of Personal and Professional Learning please visit <https://www.canyons.edu/free> for an up to date list of course offerings and schedules.*

*For students interested in exploring credit courses and/or earning an Associate's degree and/or transfer, please follow up with the Counseling Office for additional information @ <https://www.canyons.edu/counseling> or (661) 362-3288/(661)362-3811.*

*Courses are sequenced based on recommendations by the [School of Personal and Professional Development](#).*

## **First Semester (8-56 hours)**

**FA = Fall; WI = Winter; SP = Spring; SU = Summer**

Course	Title	Hours
NC.CSKL 004	Customer Service (FA, WI, SP, SU)	8-24
NC.VOC 004	Hotel Front Desk Training (FA)	24-32
	<b>Total Hours:</b>	<b>32-56</b>

Students who are not enrolled as credit or noncredit students will need to complete an application through Enrollment Services for School of Personal and Professional Learning. To enroll, go to [www.canyons.edu/freeclasses](http://www.canyons.edu/freeclasses) and click on the "Applicants" tab.

## **Resources**

**School of Personal and Professional Learning: Hotel Front Desk**

<https://www.canyons.edu/academics/schools/ppl/hotel.php>

**School of Personal and Professional Learning:** [www.canyons.edu/free](http://www.canyons.edu/free)

**Enrollment Services (SPPL):** <https://www.canyons.edu/freeclasses>

**Counseling Department Website:** [www.canyons.edu/counseling](http://www.canyons.edu/counseling)

**Employment Center Website:** <https://www.canyons.edu/student-services/employmentcenter/index.php>

**Certificate Request Form** – Students must request their certificate once they completed all courses needed to earn a certificate. Before submitting a Certificate Request, please do the following: 1.) Know your 7 digit COC student ID number. 2.) Verify the certificate title and courses required. Browse the menu of certificate subject images on this webpage to find certificate titles and requirements. 3) Check you have completed all courses required with a "P" (passing) grade. Certificate request forms must be submitted through the School of Personal and Professional Learning website at [www.canyons.edu/free](http://www.canyons.edu/free)