



## Opera PMS Hotel Software (1 Month Course)

This 1-month intensive course is a shorter version of our leading Hotel Receptionist 4-month course. Based on the Opera Property Management System (Opera PMS V5) all relevant theories and techniques are taught to ensure the student gains the required skills to work in international hotels.

Applicants for Hotel Receptionist positions are generally required to have experience with Opera Property Management System (PMS). There are no restrictions for attendance as other hotel workers irrespective of their departments can take part, however, we generally recommend this course for applicants with some previous Hotel Receptionist experience.

This shorter “fast track” course is ideal for those individuals who have little time to study and wish to refine their existing skills and learn the Opera PMS. This is inclusive of graduates/post-graduates who have completed Hospitality degrees/further qualifications and are looking to refine their CVs.

Our experienced trainers introduce the students to the theory of standard procedures and follow by giving them an overview of the Opera PMS programme. With exclusive access to a laptop for the duration of the course students learn to implement and practice their newly gained knowledge.

Upon completion, all students shall be familiar with using Opera PMS to create bookings, complete check-ins, and check-outs, process cancellations, carry out amendments, exchange foreign currency etc. This provides our students with a working knowledge of Hotel procedures and prepares them to run the reservation system efficiently.

During this training, our dedicated trainers assist by offering advice on the best interview techniques used in the industry.

### ***Course Materials Covered***

- Understanding the role of a Hotel Receptionist
- Checking Availability & Quoting Rates
- Analyzing Occupancy via the Rate Grid
- Introduction to Hotel Accounts
- Reservation procedures
- Billing & Payments
- Billing Instructions: POA & City Ledger (Billback)
- Booking Procedures
- Room Allocations
- Check-Ins and Check-Outs
- Booking via telephone
- Traces
- Routings
- Adjustments





- Rebates
- Fixed Charges
- Sharer
- Use of Hotel Terminology

***Inclusive of the price:***

- Certificate of completion for “Essentials of Opera PMS V5”
- Reception Academy stationery
- Tea & Coffee

***Weekday Course: (Monday – Friday / 9:00 – 18:00)***

***Weekend Courses are also available***

