



 **Smart·BrainingCenter**  
HOSPITALITY • EDUCATION • CERTIFICATIONS

**Smart Braining Centre  
AHLEI Certifications  
Timetable & Lecture Topics  
November - December 2018**

*Let's get Smarter!*

# Certified Front Desk Agent (CFDA)

DATE	Module	Topics Delivered	Time / Location	Instructor
Monday, 05 November 2018	Certified Front Desk Agent / Managing front office operations	Introduction to Hotel Organization & Planning the HR process for the Front Office	18:15 – 22:00 / StudySmart Marousi	Philipos Zambelis
Tuesday, 06 November 2018	Certified Front Desk Agent / Managing front office operations	Front office operations – reservations & communication interdependence	18:15 – 22:00 / StudySmart Marousi	Philipos Zambelis
Wednesday, 07 November 2018	Certified Front Desk Agent / Managing front office operations	Front office accounting & audit process - effective accounts settlement	18:15 – 22:00 / StudySmart Marousi	Philipos Zambelis
Thursday, 08 November 2018	Certified Front Desk Agent / Managing front office operations	Planning & evaluating Front Office Operations	18:15 – 21:00 / StudySmart Marousi	Philipos Zambelis
Wednesday, 14 November 2018	Certified Front Desk Agent / Managing front office operations	MULTIPLE CHOICE EXAM	18:15 – 20:00 / StudySmart Marousi	TBC

**Total Hours**

**15**

DATE	Module	Topics Delivered	Time / Location	Instructor
Monday, 12 November 2018	Revenue Mgmt: Maximizing Revenue in Hospitality Operations	What is Revenue Mgmt- Internal and external Measurement Metrics	18:15 – 22:00 / Hotel Brain Voula	Yiannis Megaloeconomou
Tuesday, 13 November 2018	Revenue Mgmt: Maximizing Revenue in Hospitality Operations	Forecasting & Tactical Revenue Management / Control and Capacity Management	18:15 – 22:00 / Hotel Brain Voula	Yiannis Megaloeconomou
Thursday, 15 November 2018	Revenue Mgmt: Maximizing Revenue in Hospitality Operations	Strategic Revenue Management & Yielding	18:15 – 22:00 / Hotel Brain Voula	Yiannis Megaloeconomou
Friday, 16 November 2018	Revenue Mgmt: Maximizing Revenue in Hospitality Operations	Revenue Management's Place in Hotels	18:15 – 22:00 / Hotel Brain Voula	Yiannis Megaloeconomou
Thursday, 22 November 2018	Revenue Mgmt: Maximizing Revenue in Hospitality Operations	MULTIPLE CHOICE EXAM	18:15 – 21:00 / Hotel Brain Voula	TBC

**Total Hours**

**16**

DATE	Module	Topics delivered	Time / Location	Instructor
Friday, 23 November 2018	Certified Guest Service Professional Handling Complains & Crisis	Introduction explain the conceptual framework. Recovery: Turn the service gap around Personalization: Provide an Individualized Experience	18:15 – 22:00 / StudySmart Marousi	Spiros Kotoris
Saturday 24 November 2018	Certified Guest Service Professional Handling Complains & Crisis	Knowledge: apply and integrate throughout the task. Passion: Inspire Others Commitment: Be All In show your involvement and willingness to get through	11:15 – 15:00 / StudySmart Marousi	Spiros Kotoris
Sunday, 25 November 2018	Certified Guest Service Professional Handling Complains & Crisis	Inclusion: Include Everyone in the process Personality: Be Yourself Address customer complaints quickly. Service recovery is the last line of defence to your customer satisfaction	11:15 – 15:00 / StudySmart Marousi	Spiros Kotoris
Wednesday, 28 November 2018	Certified Guest Service Professional Handling Complains & Crisis	MULTIPLE CHOICE EXAM	18:00 – 20:00 / StudySmart Marousi	TBC

**Total Hours**

**12**

DATE	Module	Topics Delivered	Time / Location	Instructor
Thursday, 29 November 2018	Managing Food & Beverage Operations	Fundamentals of Management / Organization of F&B Operations	18:15 – 22:00 / StudySmart Marousi	Andreas Toumazatos
Saturday, 01 December 2018	Managing Food & Beverage Operations	Marketing for F&B establishments Menu design / Managing Food Costs	10:15 – 17:00 / StudySmart Marousi 1 hour lunch break	Andreas Toumazatos
Sunday 02 December 2018	Managing Food & Beverage Operations	F&B Productions and controlling procedures Menu Pricing Strategies	10:15 – 17:00 / StudySmart Marousi 1 hour lunch break	Andreas Toumazatos
Monday 03 December 2018	Managing Food & Beverage Operations	Food and Beverage Service techniques and practices	18:15 – 22:00 / StudySmart Marousi	Andreas Toumazatos
Tuesday, 04 December 2018	Managing Food & Beverage Operations	Facility Design, Layout, and Equipment planning for F&B properties.	18:15 – 22:00 / StudySmart Marousi	Andreas Toumazatos
Tuesday, 11 December 2018	Managing Food & Beverage Operations	MULTIPLE CHOICE EXAM	18:15 – 21:00 / StudySmart Marousi	TBC

**Total Hours**

**24**