

ROMA FIRENZE BOLOGNA PALERMO CATANIA NAPOLI MILANO TORINO

## SPECIALISTIC COURSE ON FIDELIO OPERA PROPERTY MNGT. SYSTEM

The hotel software Fidelio Opera Property Management System is the most common hotel management application in the world, developed to meet the needs of hotels of any size and allows to have the latest information in order to achieve a better planning, control and performance of the hotel activities. The software Fidelio Opera Property Management System provides the necessary tools for the management of the hotel business (check-in and check-out, reservations, assigning rooms, management of data sheets, cash management), giving instant information, accurate, current and useful to improve the service offered to the customer. For a Front or Back Office operator of a medium/large size hotel, the knowledge of the software Fidelio Opera Management System is, therefore, the real added value to meet the tourists demands and to enhance the quality of the service offered to the customers. The course is addressed to General Manager, Front Office Manager, Revenue Manager, Booking Manager, Receptionist with the purpose of a professional updating and upgrading, as well as to young graduates holding a basic computer literacy.

### DIDACTICAL SCHEDULE

- The management of bookings (reservation)
- The Front Desk (arrivals, guests in the hotel, room allocation, alarms, messages, traces)
- The management of the data sheets (guest profile)
- The closing at night (end of the day)
- The order management (cashiering)

<b>START COURSES</b>	every month
<b>DURATION</b>	15 hours (5 lessons of 3 hours)
<b>N° STUDENTS</b>	Course delivered only in individual formula
<b>TARGET</b>	General Manager, Front Office Manager, Receptionists, Revenue and Booking Manager and young graduates
<b>FREQUENCY</b>	Customizable to the needs of the participant
<b>HOURS OF LESSONS</b>	Customizable to the needs of the participant
<b>COST</b>	€ 1000,00 + VAT 22%
<b>INSTALLMENTS</b>	€ 220,00 VAT included at the registration + n. 2 installments of € 500,00 VAT included

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