

@wildlifecampus



Front of House lodge operations



Course info and getting started

Are you looking to take your lodge or venue to the next level? Are you passionate about working in the hospitality industry but unsure where to start? Look no further than the **Wild Dreams Hospitality Front Of House Lodge Operations Course!**

Written by industry expert Hayley Cooper, this highly-rated course covers everything you need to know about providing outstanding guest experiences, understanding different departments, presentation and etiquette, and knowing what to do before, during and after guests arrive.

The course also includes a Food and Beverage (F&B) component, highlighting the importance of being aware of guests' diet requirements. Additionally, you'll stay up-to-date on the latest tourism trends for 2023.

This course is perfect for **owners, managers and staff** at lodges, hotels, restaurants, cafés, cruise ships/yachts, bars, airlines, catering/event venues, resorts or clubs who want to deliver unforgettable guest experiences.

Register today and **discover the difference that world-class customer service can make to your business.**



Course type

The WildlifeCampus courses are online courses. You can download the course content in **PDF format**, so you do not need to be online to study (you will need to be online to take the tests, though).

There is **one test for each component** of a course. Tests are **multiple choice** and **not written tests**. Students may attempt these tests as many times as required until they have achieved the passing mark. **Once a test is passed, it cannot be taken again.**



Duration

Average 1-3 weeks. There are no deadlines; you may complete courses at your own pace.



Certification

Upon completion of the course, you'll receive an industry-recognised digital certificate demonstrating your commitment to upskilling yourself.



Help

If you need any assistance, please feel free to email us anytime!
info@wildlifecampus.com

We also have a **WhatsApp line** (office hours only): **069 177 9345**



How to get started?

1 Register



Register on our website
www.wildlifecampus.com
(Register top left)

Or

Click here



2 Purchase cash price



Purchase courses for their cash price. You can email us for an **EFT invoice** or use the online shop.

To visit our shop:

Click here



or Pay off monthly



All courses can be paid off monthly. To view our monthly payment plans, course combos and subscription options:

Click here



3 Access and enjoy



Once you have purchased your course/s or paid a deposit, they will be unlocked and available on your **my courses page**.

We will email you to confirm your purchase and send full info on how to complete your course/s.

*** If you have already registered, skip this step.**

To view and try the free component of this course, click here (you will be required to log in, so be sure you are registered first)

Click here



Module # 1 - Introduction to Front Of House

Component # 1 - Introduction to Front Of House

Component # 2 - Understanding other departments

Module # 2 - Presentation and etiquette

Component # 1 - Presentation and etiquette

Module # 3 - Taking care of guests

Component # 1 - Pre-arrival of guests

Component # 2 - Guest arrival

Component # 3 - Guest stay

Component # 4 - Hosting and events

Component # 5 - Food and beverage

Component # 6 - Guest check-out and departure

Module # 4 - General operations and standards

Component # 1 - General operations