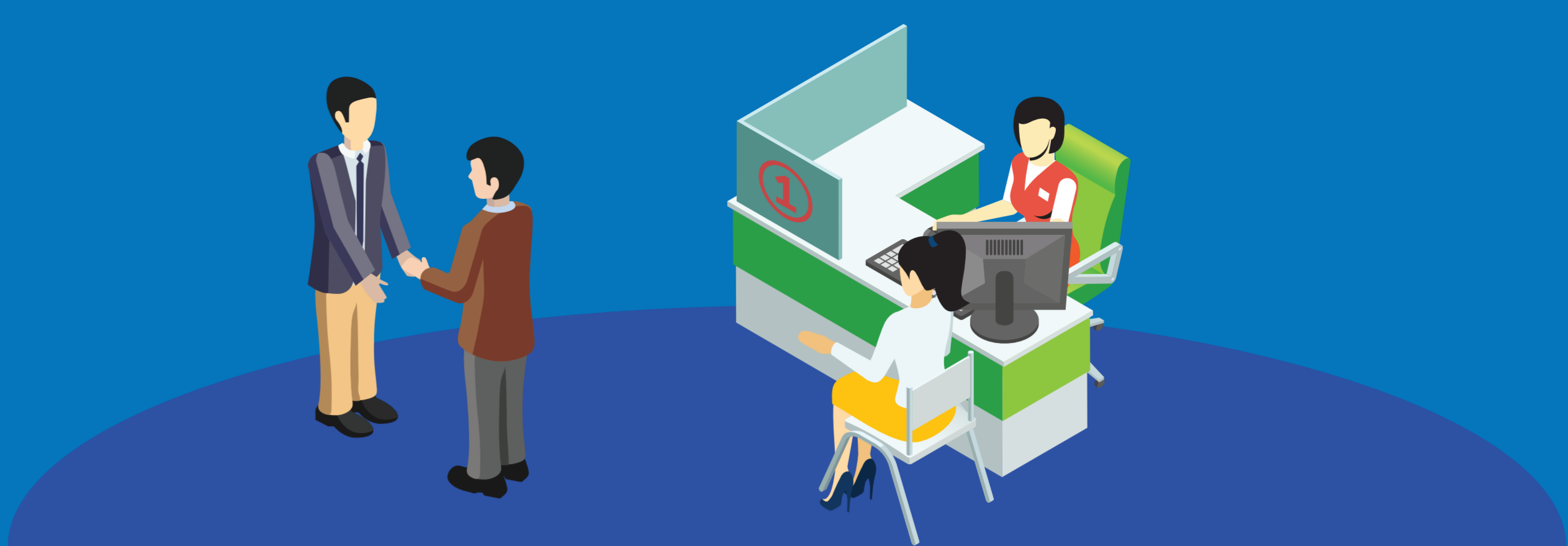


CAREER PATHWAY

FRONT OFFICE ASSISTANT



SKILLS TAUGHT IN ITI

- Use a computer & the internet
- Personality development
- Team management skills
- Communication skills
- Customer interaction

SKILLS NEEDED BY COMPANY

- Computer literacy
- Customer relations
- Interpersonal skills
- Well-organized and detail-oriented skill
- Problem solving skills

JOB OPPORTUNITIES AFTER ITI.

● Travel and Tourism Development Corporation of Tamil Nadu, India
● Tourism Development Corporation (ITDC), Workshop Assistant in government ITIs, luxury hotels, Micro, Small & Medium Enterprises (MSME), call centres, shopping malls, telecommunication enterprises, service-oriented organizations, hospitals, offices, colleges, schools, & event management companies

CAREER PATHS FOR FOR THIS TRADE

ENTRY LEVEL

- Trainee
- Office Assistant
- Telephone Operator
- Reservation
- Information Assistant
- Front Desk Associate
- Front Desk Clerk
- Guest Relations Assistant
- Receptionist

MIDLEVEL

- Assistant Front Office Manager
- Guest Relations Executive
- Front Desk Supervisor
- Customer Coordinator
- Lobby manager
- Guest Service Supervisor
- Concierge

SENIOR LEVEL

- General Manager
- Front Office Manager
- Front Desk Administrator
- Event Manager
- Multi-skilled Manager

UPSKILLING

- Diploma courses related in hotel or hospitality Management
- Certificate courses in hotel Management or event management
- Crafts Instructor Training Scheme (CITS) to become an instructor in ITIs
- Apprenticeship (NAC Certificate)

