



IN FRONT OF THE GUEST

The free school of guest service in real hotel operations

SEASON 1 · OPERATIONS — INTRODUCTION AND OFFICIAL SYLLABUS

What this school is

You've already studied the technique. Here you'll learn the other half of the craft: what happens when you have a guest in front of you and what your general manager expects of you at that moment. How to enter an occupied room, read a table, report a breakdown or walk a complaint through until the guest's trust is restored. Guest service applied to real hotel operations, told by a hotel general manager.

How it works

One lesson at a time, at your own pace, on the school's website. Each lesson can be read online or downloaded as a **light PDF** to save, print and share. Each lesson ends with an **exercise**, followed by my **reasoned answer**. When all 54 lessons are complete, the whole season is available as a **single study book in PDF**, to review before the final exam.

Who it's for

For any hotel professional who may find themselves with a guest in front of them, whatever their department. For those who are starting out, those looking for a method and those who need to understand the work of others better. At the end, a free final exam gives access to the **Certificate of Achievement**. The website collects no personal data; only the bare minimum is processed to issue the certificate.

Why the whole syllabus matters to you

The guest doesn't see departments: they see a hotel. Your work begins where a colleague's ends and shapes what comes after. Knowing the whole syllabus will help you understand those connections, coordinate operations better and show that you are ready to take on new responsibilities.

Why it was born and why it's free

In Front of the Guest was born to meet a training need I came to know during my time as a general manager in Cuba. The hands-on training that for years came with the presence of international chains and foreign professionals now arrives with much greater difficulty.

This school is my way of giving back to Cuba and to this profession part of everything they gave me. That's why it is **free, with no advertising and no commercial purpose**, and it lives on its own website, with light materials.

Once it existed, it made no sense to limit it geographically. In Front of the Guest is open to **any student or professional**, wherever they are, who wants to improve the way they serve guests within real hotel operations.

I ask only one thing: share the school with anyone who might need it.

"The most beautiful thing about this profession is becoming part of the beautiful memories of the people who visit us. Over time I came to understand that so is training and developing the people you work with."

DANIEL ROIZ BAZTÁN · HOTEL GENERAL MANAGER · AUTHOR OF THE HOSPITALITY COLLECTION

FULL SYLLABUS · 54 LESSONS · 16 MODULES

There's a module with your uniform

INTRODUCTORY MODULE · The Craft and the Attitude

- Lesson 0 — Welcome to In Front of the Guest
- Lesson 1 — Before the Guest: The Locker, the Uniform and the Attitude
- Lesson 2 — Magic Is Real and It Is Crafted
- Lesson 3 — The Hotel as a System: Your Job Never Works Alone

MODULE 1 · Front Office — where the hotel shows its face

- Lesson 4 — Arrival Starts in the Parking Lot
- Lesson 5 — Check-In: The Paperwork, the Welcome and the Upgrade
- Lesson 6 — Assigning Rooms Is a Craft
- Lesson 7 — Information Worth Gold and the Art of Saying No
- Lesson 8 — Check-Out Sells Too
- Lesson 9 — Night: The Shift Nobody Sees

MODULE 2 · Housekeeping — the invisible standard

- Lesson 10 — Inspecting the Room Through the Guest's Eyes
- Lesson 11 — How to Enter a Room
- Lesson 12 — The Cleaning Order Is a Method — and Resources Don't Change It
- Lesson 13 — Objects, Privacy and Trust
- Lesson 14 — Housekeeping, Front Office and Maintenance: One Single Truth

MODULE 3 · Guest Relations — anticipate before you resolve

- Lesson 15 — Owning the Relationship: Anticipate Before You Resolve
- Lesson 16 — VIPs, Repeat Guests and Occasions: The Hotel's Memory
- Lesson 17 — Follow-Up: The Two-Hour Call

MODULE 4 · Butler and Personalized Service

- Lesson 18 — Luxury Is Not a Department: It Is Execution
- Lesson 19 — Bell Staff, Concierge and Butler Service: Presence Without Intrusion
- Lesson 20 — Discretion: What You See, You Keep to Yourself

MODULE 5 · Restaurant and Bars — the service people remember

- Lesson 21 — Read the Table Before You Speak
- Lesson 22 — The Service Sequence, With Soul
- Lesson 23 — Selling Without Selling and the Buffet That Looks Abundant
- Lesson 24 — The Bar: Speed, Memory and Conversation
- Lesson 25 — Allergies and Special Needs: Where You Never Improvise

MODULE 6 · Kitchen — the part the guest sees

- Lesson 26 — The Kitchen Faces the Guest Too
- Lesson 27 — Kitchen and Restaurant: The Pass Is a Conversation
- Lesson 28 — Using Everything, Safely, With Limited Resources

MODULE 7 · Events and Banquets

- Lesson 29 — Sold Once, Delivered by Seven Teams
- Lesson 30 — D-Day: Serving Two Hundred as if They Were Two

FULL SYLLABUS · CONTINUED

MODULE 8 · Maintenance in Front of the Guest

- Lesson 31 — How a Technician Enters a Room
- Lesson 32 — The Breakdown With the Guest Watching
- Lesson 33 — The Round That Prevents the Complaint

MODULE 9 · Spa and Wellness

- Lesson 34 — The Sanctuary: Silence, Privacy and Boundaries
- Lesson 35 — From the Desk to the Treatment Room: The Calm Sale

MODULE 10 · Entertainment — the face of the hotel

- Lesson 36 — The Face of the Hotel, All Day Long
- Lesson 37 — Kids Club and Minors: Joy With Protocol

MODULE 11 · Security — firmness with a smile

- Lesson 38 — Hotel Security: Firmness With a Smile
- Lesson 39 — The Delicate Incident: Alcohol, Conflict, Emergency
- Lesson 40 — We Are All Security

MODULE 12 · The Difficult Guest

- Lesson 41 — A Complaint Is a Badly Wrapped Gift
- Lesson 42 — Recover Without Giving Away
- Lesson 43 — The Red Line and Your Own Mistake

MODULE 13 · The Team, the Shift and Quality

- Lesson 44 — The Briefing and the Handover: Information Is Service
- Lesson 45 — The Hard Day: Serve With Craft, Ask for Support in Time
- Lesson 46 — Your Work Writes the Reviews

MODULE 14 · Your Career — how people really get promoted

- Lesson 47 — How You Really Get Promoted in a Hotel
- Lesson 48 — Your Plan for the Next Twelve Months

EXTRA MODULE · Selling Is Serving: recommendation, presence and recovery

- Lesson 49 — The Table That Recommends: The Day's Specials and Off-Menu Wines
- Lesson 50 — Cocktails With a Story: Off the Menu at the Bar
- Lesson 51 — The Spa That Accompanies: The Wellness Plan
- Lesson 52 — Impeccable: The Uniform, Grooming and Your Own Square Meter
- Lesson 53 — The Five-Star Incident: From the Incident Report to Loyalty

In each lesson you'll find a real situation, a step-by-step action script, how to hold the standard when resources are limited, the DO / DON'T / NEVER code, common mistakes, a golden rule and an exercise followed by a reasoned answer.

Web: delantedelhuesped.com/en

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The lessons keep the Spanish legal framework; wherever you work, apply your own country's laws and your hotel's protocols.