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Managing front office operations Michael L. Kasavana , Richard M. Brooks , Charles E. Steadmon Educational Institute of the American Hotel & Motel Association , 1991 - Business & Economics - 435 pages

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It explores the core concepts of front office operations and management and uses numerous examples, photographs, flowcharts, formats, and illustrations to explain them. Divided into three parts, the first Hotel Front Office is a comprehensive textbook specially designed to meet the needs of undergraduate degree/diploma students of hotel management and hospitality courses.

Hotel Front Office Operations and Management by J.R. Tewari

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Front Office Management 7 Front office area is commonly termed as 'Reception', as it is the place where the guests are received when they arrive at the hotel. It is the first point of interaction between the hotel and the guests. Being the prime interface between the hotel services and the guests,

Front Office Management - Tutorials Point

Managing Front Office Operations provides an in-depth look at management of the front office and how this department interacts with other hotel departments to create a memorable guest experience. This 14-chapter book presents a systematic approach to front office procedures by detailing the flow of business through a hotel, from the reservations process to check-out and account settlement.

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The book presents a systematic approach to front office procedures by detailing the flow of business through a hotel, from the reservations process to check-out and account settlement. It also examines the various elements of effective front office management, paying particular attention to the planning and evaluation of front office operations and to human resources management.

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