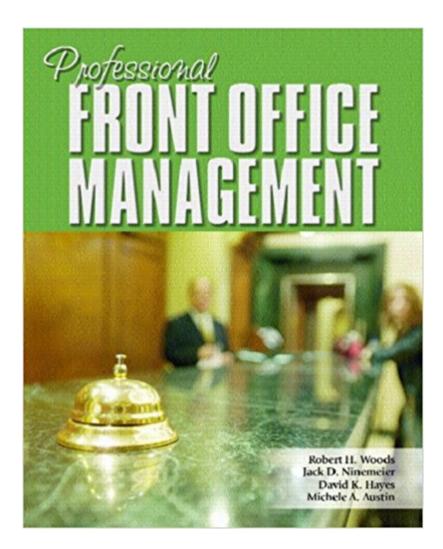
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Professional Front Office Management





Synopsis

Witten with the context that the Front Office Department's primary function is to "connect" the property and its employees with the guests. This book details policies and procedures that address the department's critical role of serving guests, coordinating employee communcation and utilizing technology to benefit guests, staff and owners. An emphasis on providing guest service; Facilitating the work of employees in other departments as they provide service; Using technology to meet the needs of guests and hotel employee peers; The Context of Front Office Operations; Technology Helps Front Office Operations; Front Office and the Guest Cycle; Special Front Office Concerns. Â Hotel operation managers and administrators. Â Â

Book Information

Paperback: 704 pages Publisher: Pearson; 1 edition (March 2, 2006) Language: English ISBN-10: 0131700693 ISBN-13: 978-0131700697 Product Dimensions: 8 x 1.6 x 9.8 inches Shipping Weight: 3.3 pounds (View shipping rates and policies) Average Customer Review: Be the first to review this item Best Sellers Rank: #695,167 in Books (See Top 100 in Books) #163 in Books > Business & Money > Processes & Infrastructure > Office Management #1105 in Books > Business & Money > Industries > Hospitality, Travel & Tourism #3204 in Books > Business & Money > Management & Leadership > Motivational

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