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Managing Front Office Operations 8th

As a textbook, Managing Front Office Operations contains some very good information on running a hotel. It is directed more toward those who will operate a very large, upscale operation rather than the smaller hotels in smaller cities. There are review questions and mock situations that apply the lessons learned at the end of each chapter.

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Front Office Department Introduction, Operations and Functions

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,

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