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the first impression about the hotel into their minds. Front office department includes -. Front Desk.

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Managing Front Office Operations 8th Edition

© 2009, Educational Institute Chapter 3 Front Office Operations Managing Front Office Operations Eighth Edition (333TXT or 333CIN) 2 © 2009, Educational Institute Competencies for Front Office Operations 1. Summarize front office operations during the four stages of the guest cycle. 2.

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Managing Front Office Operations provides an in-depth look at management of the front office and how

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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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