

Managing Front Office Operations

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Managing Front Office Operations Michael L. Kasavana, Richard M. Brooks, 2009 This textbook provides students with 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 The eighth edition been revised with new material on the potential impact of automated information technologies on a variety of front office functions This edition also includes new information on revenue managers how blogging and social networking affect hotels manual backup procedures for automated system failure identity theft prevention payment card security standards and green hotels In addition important discussions of front office operations have been expanded throughout the text especially with respect to human resources management business forecasting revenue management budget planning and front office staff interaction with sales housekeeping and security personnel Publisher description

Managing Front Office Operations (AHLEI) Michael L. Kasavana, American Hotel & Lodging Association, 2013-10-08 This is the eBook of the printed book and may not include any media website access codes or print supplements that may come packaged with the bound book 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 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 Hospitality management students and new front office employees who aspire to a management position will benefit from this practical textbook that explores every facet of hotel front office operations

Bridging Between Cultural Heritage Institutions Tiziana Catarci, Nicola Ferro, Antonella Poggi, 2014-01-22 This book constitutes the thoroughly refereed proceedings of the 9th Italian Research Conference on Digital Libraries held in Rome Italy in January February 2013 The 18 full papers presented together with an invited paper and a panel paper were selected from extended versions of the presentations given at the conference The papers then went through an additional round of reviewing and revision after the event The papers are organized in topical sections on information access Digital Library DL architecture DL projects semantics and DLs models and evaluation for DLs DL applications discussing DL perspectives

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