

Managing Front Office Operations 9th Edition

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Front Office Operations. There are two categories of Front Office Operations - ... The front office staff is responsible to manage and issue the right keys of the accommodations to the right guests. On guests' request, the staff also makes arrangement for transportation, babysitting, or local touring while the guest is staying in the hotel.

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The front office department needs to react to the enquiry of the guests. For a guest, reservation increases the chances of a better deal for assured accommodation on arrival. For a hotel, reservation can enable a better management of guest experience during usual as well as peak seasons.

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4. Identify and describe property management systems used by the front office. Managing Front Office Operations PowerPoint 1 Competencies for Front Office Operations 2. Chapter 3: Front Office Operations • Pre-arrival • Arrival • Occupancy • Departure Managing Front Office Operations PowerPoint 2 The Guest Cycle 3.

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