



MANAGING FRONT OFFICE OPERATIONS

Third Edition

Michael L. Kasavana
Richard M. Brooks

Front Office Operations Kasavana Final Exam

Jessica J Manson



Front Office Operations Kasavana Final Exam:

Managing Front Office Operations Michael L. Kasavana, Richard M. Brooks, 1995 A textbook for students of hospitality Explains such aspects as the nature of the lodging industry hotel organization front office operations and responsibilities reservations registration accounting check out and settlement the night audit planning and evaluating operations and managing revenue and human resources No dates are noted for earlier editions Annotation copyrighted by Book News Inc Portland OR

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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 Managing Front Office Operations with Answer Sheet ,2013 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 *Managing Front Office Operations Online Component (Ahlei) -- Access Card* Michael L. Kasavana, Richard M Brooks, American Hotel & Lodging Association, 2012-11 Front Office Manager is a 10 hour interactive online program that provides an overview of the organization and management of the front office It outlines the interactions between the front office and other hotel departments that are required to create a positive guest experience Users will love the self paced discovery driven approach that puts them in control as they determine the order in which they explore each area of the hotel and click on highlighted objects to learn about each facet of front office operations Embedded videos help to facilitate the learning process The content of this virtual reality styled program is based on chapter material found in the AHLEI textbook Managing Front Office Operations 8 e by Michael Kasavana and Richard Brooks The online component has 10 modules and covers over 80 topics Student users will have six month access to the online program When a user completes this online program in its entirety a certificate of completion is available to be printed Front Office Manager can be packaged with the Managing Front Office Operations 8 e text It can also be purchased independently of the textbook

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