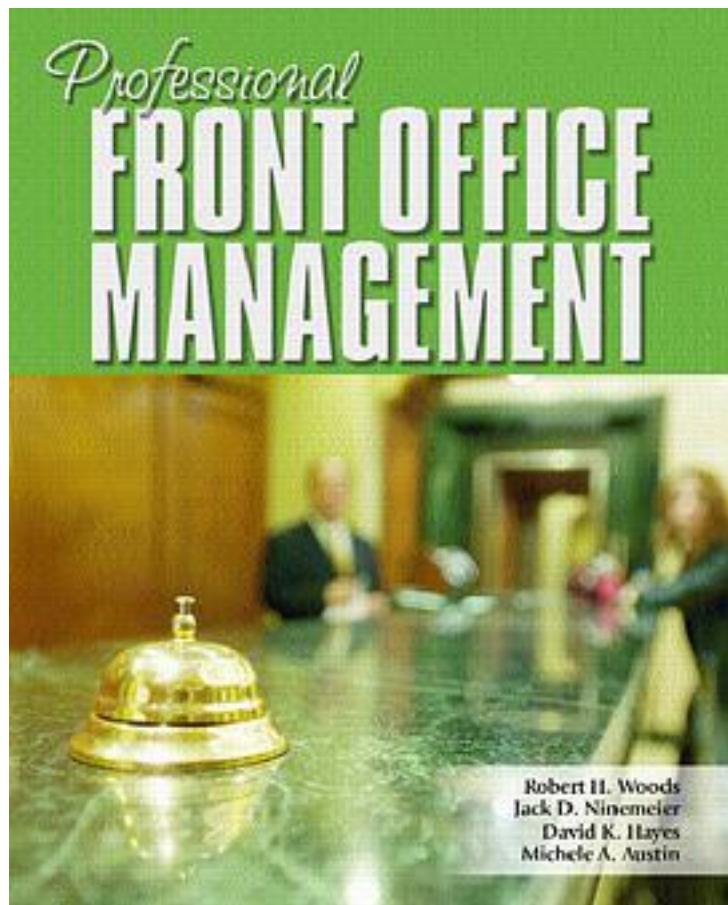


Professional Front Office Management



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Appropriate for the Front Office Operations or Front Desk Operations course in Hospitality Management departments. The text details policies and procedures that address the department's critical role of serving guests, coordinating employee communication and utilizing technology to benefit guests, staff and owners. The front

office is the "hub" of the property's communications and operations systems and usually the first point of contact for a hotel guest.

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