



Managing Front Office Operations with Answer Sheet (AHLEI) & Managing Front Office Operations Online Component (AHLEI) -- Access Card Package (9th Edition) (AHLEI - Front Office Operations)

Michael L. Kasavana, American Hotel & Lodging Association

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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.

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