

The book was found

Managing Front Office Operations With Answer Sheet (AHLEI) (9th Edition) (AHLEI - Front Office Operations)



Synopsis

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.

Book Information

Series: AHLEI - Front Office Operations

Paperback: 653 pages

Publisher: Educational Institute; 9 edition (May 6, 2013)

Language: English

ISBN-10: 0133430782

ISBN-13: 978-0133430783

Product Dimensions: 6.9 x 1.3 x 8.9 inches

Shipping Weight: 2.3 pounds (View shipping rates and policies)

Average Customer Review: 4.3 out of 5 starsÂ See all reviewsÂ (6 customer reviews)

Best Sellers Rank: #107,806 in Books (See Top 100 in Books) #73 inÂ Books > Business & Money > Industries > Service #164 inÂ Books > Business & Money > Industries > Hospitality, Travel & Tourism #2603 inÂ Books > Textbooks > Business & Finance

Customer Reviews

gr8 textbook,would be better if quiz and other materials come with the book too

Love this book, although it's very thick

It good condition.

[Download to continue reading...](#)

Managing Front Office Operations with Answer Sheet (AHLEI) (9th Edition) (AHLEI - Front Office

Operations) Management of Food and Beverage Operations with Answer Sheet (AHLEI) (5th Edition) (AHLEI - Food and Beverage) Planning and Control for Food and Beverage Operations with Answer Sheet (AHLEI) (8th Edition) (AHLEI - Food and Beverage) Managing Hospitality Human Resources with Answer Sheet (AHLEI) (5th Edition) (AHLEI - Hospitality Supervision / Human Resources) Contemporary Club Management with Answer Sheet (AHLEI) 3e (3rd Edition) (AHLEI - Club Management) Uniform System of Accounts for the Lodging Industry with Answer Sheet (AHLEI) (11th Edition) (AHLEI - Hospitality Accounting / Financial Management) Supervision in the Hospitality Industry with Answer Sheet (AHLEI) (5th Edition) (AHLEI - Hospitality Supervision / Human Resources) Understanding Hospitality Law with Answer Sheet (AHLEI) (5th Edition) (AHLEI - Hospitality Law) Check-in Check-Out: Managing Hotel Operations (9th Edition) Your Office: Microsoft Office 2016 Volume 1 (Your Office for Office 2016 Series) Managing Operations Across the Supply Chain (McGraw-Hill/Irwin Series in Operations and Decision Sciences) The Crochet Answer Book: Solutions to Every Problem You'll Ever Face; Answers to Every Question You'll Ever Ask (Answer Book (Storey)) ManageFirst: Principles of Food and Beverage Management with Answer Sheet (2nd Edition) (Managefirst Program) ManageFirst: Nutrition with Answer Sheet (2nd Edition) ServSafe Manager, Revised with ServSafe Exam Answer Sheet (6th Edition) ServSafe Manager with Answer Sheet (6th Edition) (MyServSafeLab Series) ManageFirst: Bar and Beverage Management with Answer Sheet (2nd Edition) ServSafe Coursebook, Revised with ServSafe Exam Answer Sheet (6th Edition) ManageFirst: Hospitality Human Resources Management & Supervision with Answer Sheet (2nd Edition) ServSafe Exam Answer Sheet for Pencil/ Paper Exam (stand-alone)

[Dmca](#)