



Professional Front Office Management

By Robert Woods, Jack D. Ninemeier, David K. Hayes, Michele A. Austin

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Written with the context that the Front Office Department's primary function is to "connect" the property and its employees with the guests. This book 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. An emphasis on providing guest service; Facilitating the work of employees in other departments as they provide service; Using technology to meet the needs of guests and hotel employee peers; The Context of Front Office Operations; Technology Helps Front Office Operations; Front Office and the Guest Cycle; Special Front Office Concerns. Hotel operation managers and administrators.

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