## The book was found

# **Hotel Front Office Management**





### **Synopsis**

Hotel Front Office Management uses a human resources approach to cover the unique management and operational challenges in the front offices of today's hotels and lodging facilities. This Fifth Edition continues its emphasis on applying theory and management strategies, as well as providing updated material on select-service hotel front office operation. It addresses the impact of the recession on the hotel business and discusses the impact of social media and guestroom technology on the hotel business and how the Internet is the single most important travel planning and distribution channel in hospitality. There is also new and updated information on environmental and sustainability issues, particularly as it relates to housekeeping topics.

#### **Book Information**

Hardcover: 512 pages

Publisher: Wiley; 5 edition (November 23, 2010)

Language: English

ISBN-10: 0470637528

ISBN-13: 978-0470637524

Product Dimensions: 7.7 x 0.9 x 9.3 inches

Shipping Weight: 2 pounds (View shipping rates and policies)

Average Customer Review: 3.9 out of 5 stars Â See all reviews (8 customer reviews)

Best Sellers Rank: #307,275 in Books (See Top 100 in Books) #495 in Books > Business &

Money > Industries > Hospitality, Travel & Tourism #950 in Books > Textbooks > Business &

Finance > Management #2391 in Books > Business & Money > Small Business &

Entrepreneurship > Entrepreneurship

#### **Customer Reviews**

One of the worst books I have ever read period! It's full of useless information, and it's not tailored to every property as it should. Additionally, The book is filled with obsolete sample forms that no one uses (at least myself and those I know within the industry), making the VERY HIGH price inappropriate In short, this book "could" be used as a theoritical introduction to the Front Office Management at some junior college's hospitality course, but not as a practical guide for hospitality professionals.

This is a great book for a novice in the business or a upperclassmen in the major. I like its real-life situational examples. It would be great if the author offered real-life scenarios that managers face

every day for the class to discuss; that would be the icing on the cake. Other than that, it's well worth the purchase.

Found this textbook to be written like most out there, way to long with confusing wording. The author draws things out that do not need to be. The book is not very concise. I would recommend teachers to find a different textbook to use in class. I would not recommend this book to those looking to learn about Hotel management on their own either.

I am a manager at a Days Inn with no schooling for management. This book really helping me with little things I took for granted but implemented. I would recommend this to people who have not got Hotel Management training or schooling. Thanks a lot.

#### Download to continue reading...

Managing Front Office Operations with Answer Sheet (AHLEI) (9th Edition) (AHLEI - Front Office Operations) Hotel Front Office Management Your Office: Microsoft Office 2016 Volume 1 (Your Office for Office 2016 Series) Hotel Babylon: Inside the Extravagance and Mayhem of a Luxury Five-Star Hotel Your Office: Getting Started with Project Management (Your Office for Office 2013) Front Office Management for the Veterinary Team, 2e Professional Front Office Management Your Office: Microsoft Excel 2016 Comprehensive (Your Office for Office 2016 Series) Your Office: Microsoft Access 2016 Comprehensive (Your Office for Office 2016 Series) How to Start a Family Office: Blueprints for setting up your single family office (Family Office Club Book Series 3) Programming Microsoft Office 365 (includes Current Book Service): Covers Microsoft Graph, Office 365 applications, SharePoint Add-ins, Office 365 Groups, and more (Developer Reference) Project Management: 26 Game-Changing Project Management Tools (Project Management, PMP, Project Management Body of Knowledge) Agile Project Management: Box Set - Agile Project Management QuickStart Guide & Agile Project Management Mastery (Agile Project Management, Agile Software Development, Agile Development, Scrum) Agile Project Management: An Inclusive Walkthrough of Agile Project Management (Agile Project Management, Agile Software Developement, Scrum, Project Management) Agile Project Management: The Agile PMO: Leading the Effective, Value Driven and Agile Project Management Office (Agile Business Leadership Book 1) Bundle: Illustrated Microsoft Office 365 & Office 2016: Introductory, Loose-leaf Version + SAM 365 & 2016 Assessments, Trainings, and Projects with 1 MindTap Reader Multi-Term Printed Access Card Enhanced Microsoft Office 2013: Introductory (Microsoft Office 2013 Enhanced Editions) Exploring: Microsoft Office 2013, Plus (Exploring for Office 2013) Bundle: Shelly Cashman Series Microsoft

Office 365 & Office 2016: Introductory, Loose-leaf Version + SAM 365 & 2016 Assessments, Trainings, and ... MindTap Reader Multi-Term Printed Access Card Shelly Cashman Series Microsoft Office 365 & Office 2016: Introductory, Loose-leaf Version

<u>Dmca</u>