

## MANAGING FRONT OFFICE OPERATIONS PDF%0A

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### **Managing front office operations Michael L Kasavana**

Managing front office operations Michael L. Kasavana , Richard M. Brooks , Charles E. Steadmon Educational Institute of the American Hotel & Motel Association , 1991 - Business & Economics - 435 pages  
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### **Managing Front Office Operations Michael L Kasavana**

A textbook for students of hospitality. Explains such aspects as the nature of the lodging industry, hotel organization, front office operations and responsibilities, reservations, registration, accounting,

check-out and settlement, the night audit, planning and evaluating operations, and managing r  
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In addition, important discussions of front office operations have been expanded throughout the text, especially with respect to human resources management, business forecasting, revenue management, budget planning, and front office staff interaction with sales, housekeeping, and security personnel."--Publisher description.

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The course 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. Front office procedures and management are placed within the context of the overall operation of a hotel.

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The 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. Hotel

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