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Hayes, David K., Ninemeier, Jack D., (2007) Hotel Operations Management. Second Edition. Upper Saddle River, New Jersey: Pearson Education, Inc. Websites: Hospitality School World's Most Popular Free Hotel Management Training Blog www.hospitality-school.com YouTube™: Front Desk First Impressions

PowerPoint - Guest Services - First Impressions

Front Office Training Plan Training is an important management function and is required to develop and ensure quality performance. In the hospitality industry, some hotel organizations take training seriously; others talk about it extensively but have no real program in place.

Developing a Training Program in Hotel Front Office ...

Hotel Front Office Training Manual with 231 SOP . vii . 90. How to Take a Message 81-82 . 91. How to Maintain Secrecy of Guest Details 82 . 92. How to Maintain Hotel Premises 82-83 . 93. Allocating Duties of Hotel Staffs Copy 83-84 . Ch. ha. apptte err--44:: ICasshhierr ''s. s P. Poolliccyy &&

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6 Ways to Improve Your Hotel Front Desk Team Performance

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