

FRONT OFFICE OPERATIONS

COURSE OUTLINE

1. Handle organization's visitors
2. Handle organization's enquiries
3. Maintain reception area
4. Maintain visitors' register
5. Entertain organization's visitors
6. Maintain reference materials
7. Maintain internal directory
8. Maintain official diary
9. Handle official appointments

TOPIC 1: HANDLE ORGANIZAN'S VISITOR'S



HOW TO WELCOME A VISITOR TO THE OFFICE: 10 IMPORTANT TIPS

As the one seated behind the front desk of your office, you are in control of visitors' first impressions of the company. Here's how to ensure that those first impressions are positive ones.

1. Project professionalism

Front Office Operations Coursebook

Sue Baker, Pam Bradley, Jeremy Huyton



Front Office Operations Coursebook:

Principles of Hotel Front Office Operations Sue Baker, Pam Bradley, Jeremy Huyton, 2000 A comprehensive textbook covering all aspects of running the front desk of a modern hotel It emphasizes the technological aspects of running a hotel desk and features illustrations assessment questions learning objectives and a case study that runs through the whole book This new edition has been revised by Huyton and Baker and there is a lecturer's guide to accompany the text

Front Office Operations and Management Ahmed Ismail, 2002 If you need to know about the nature and operation of hotels as they exist today this new book is for you You will learn about the inner workings of a hotel preparing readers for what to expect in the current and future hotel market The primary focus is the front office housekeeping reservations and night audit departments Other departments are discussed to provide and understanding of how these departments relate to the front office and how they operate to enhance the guest experience An introduction of basic analyses techniques and trends both in policy and technology are reviewed as they relate to management and the guest The book gives newer managers meeting planners and others a real world understanding of the hotel industry balancing its past present and future New technologies such as the Property Management System have dramatically changed hotel operations therefore extensive time has been devoted to covering this technology Additional chapters feature analysis of the physical makeup of hotels yield management and operational techniques Performance measurements and analysis of what makes a truly successful hotel are discussed in detail Finally because hotel management is and will always be about people chapters are devoted to both the hotel guest and hotel employee The arrival chronology is discussed from arrival to departure

Front Office Operation Chiranjib Kumar, Ph.d., 2016-07-03 Front Office is one of the major revenue producing department in the hotel Whether hotel is small or big it requires front office to run the business smoothly without any trouble Front office not only sells the rooms of the hotel but also sells other services offered by the hotels It is controlling centre of movement of guest inside the hotel Most of the hospitality and tourism business requires well managed front office to delegate the work in proper way The book is based on extensive research on front office operation in Hospitality and Tourism services It is prepared to meet with requirement of front office personnel in challenging scenario of hotel operation It covers almost all important aspects of Front office operation as per the demand of hotel industry It provides an opportunity to become true Front Office professionals The book contains simplicity in diversity and touches almost all the important points which are required to understand the concept of Front office operation and management that is reservation check in to check out and further leads to the advance stage that is Night Audit Revenue Reports PMS GDS Hotel Statistic Reports Room Forecasting yield management sales promotion resorts and cruise and other aspects It includes various procedures of front office starting from check in to check out and arrival to departure

Front Office Operation Dagny Northrop, 2020-11 When we visit a hotel or any hospitality related establishment we never wonder about the process or working behind the smiling faces of the front office employees They

make sure we have a pleasant stay or experience and always cater to our needs whenever required This book aims at learning the secrets behind the working and functioning of the front office operations and what happens behind the reception This book will help you learn everything there is to learn about the front office operations Also this book has chapters on the use of technology and computer systems to make the front office operations more efficient and faster The code of conduct of the employees plays a vital role in determining the business and the final chapter dives into explaining the discipline and code of conduct required by the employees to maximize the business yield This book has got you covered for everything related to the front office Go ahead and start reading Hotel Front Office Simulation Sheryl F. Kline,William Sullivan,2002-04-15 An easy learn by doing introduction to hotel front office operations Hotel Front Office Simulation A Workbook and Software Package offers a direct experience based approach to learning hotel front office operations An extremely practical and easy to use learning tool it works equally well on its own or in conjunction with virtually any front office operations or hotel management textbook As an invaluable source of virtual on the job training it is an outstanding resource to help prepare students to meet the fast paced challenges of a hotel front office How It Works The workbook and software move step by step through each part of the guest cycle from the reservation process to the night audit Exercises at the end of each workbook chapter help students apply and reinforce what they ve learned The CD ROM and data disk feature front office simulation software adapted from INNSTAR the hotel property management system used by hundreds of hotels The software features a 25 room virtual hotel that helps users practice and hone their front office skills in a remarkably true to life setting What It Covers Taking changing and canceling reservations for individuals and groups Checking in registering walk ins and guests with reservations Handling posting and folio management Performing tasks that involve housekeeping maintenance and other departments Running a full night audit and reading the reports Hotel Front Office Management James A. Bardi,2011-08-24 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 Principles of Hotel Front Office Operations Sue Baker,Pam Bradley,Jeremy Huyton,Helen Baroch,1996-01-01 Australian adaption of an English practical text for students new to the hotel industry undertaking courses based on the tourism training Australia ACTRAC black book front office reception training modules BFO1 BFO2 BFO3 BFO6 BFO7 BFO8 BFO9 and BFO10 The activities provided cover the basic principles and concepts of front office operations They follow a typical guest from check in to check out Includes diagrams tables end of

chapter summaries review and discussion questions There is also a glossary of terms and an index Principles of Hotel Front Office Operations Sue Baker,Pam Bradley,Jeremy Huyton,1994-01-01 **Front Office Management** S K Bhatnagar,2011 Principles Of Hotel Front Office Operations Sue Baker,2000 **Hotel Front Office Simulation** Sheryl F Kline,Sheryl Fried Kline,William Sullivan,2002-04-22 An easy learn by doing introduction to hotel front office operations Hotel Front Office Simulation A Workbook and Software Package offers a direct experience based approach to learning hotel front office operations An extremely practical and easy to use learning tool it works equally well on its own or in conjunction with virtually any front office operations or hotel management textbook As an invaluable source of virtual on the job training it is an outstanding resource to help prepare students to meet the fast paced challenges of a hotel front office How It Works The workbook and software move step by step through each part of the guest cycle from the reservation process to the night audit Exercises at the end of each workbook chapter help students apply and reinforce what they ve learned The CD ROM and data disk feature front office simulation software adapted from INNSTAR the hotel property management system used by hundreds of hotels The software features a 25 room virtual hotel that helps users practice and hone their front office skills in a remarkably true to life setting What It Covers Taking changing and canceling reservations for individuals and groups Checking in registering walk ins and guests with reservations Handling posting and folio management Performing tasks that involve housekeeping maintenance and other departments Running a full night audit and reading the reports **Managing Front Office Operations** Michael L. Kasavana,Richard M. Brooks,Charles E. Steadmon,1991 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 revenue and human resources No dates are noted for earlier editions Annotation copyrighted by Book News Inc Portland OR Front Office Procedures Michael L. Kasavana,Richard M. Brooks,1998 This textbook provides students with 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 The eighth edition been revised with new material on the potential impact of automated information technologies on a variety of front office functions This edition also includes new information on revenue managers how blogging and social networking affect hotels manual backup procedures for automated system failure identity theft prevention payment card security standards and green hotels 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 **Hotel Front Office Management** Lina Raske,2016-04-01 The front office is the nerve center of a hotel property Communications and accounting are two of the most important functions of a front desk operation Front office reception is the first place where guests customers arrive and come in touch with the staff Front office reception

is the mirror of a hotel The function of the front office is to directly get in touch with customers The front office can discover more information about the customer by asking them questions and give answer ask by guest customer also helping the customers out Broadly speaking front office includes roles that affect the right side revenues of trading statement of the business Effective communications with guests employees and other departments of the hotel are paramount in projecting a hospitable image Answering guest inquiries about hotel services and other guests marketing and sales department requests for information on guest room availability and housekeeping department inquiries concerning guest reservations are but a few of the routine tasks performed almost constantly by a hotel front desk in its role as communications hub Accounting procedures involving charges to registered and nonregistered hotel guest accounts are also important in the hospitality field Staff working in the front office can also deal with simple tasks such as sorting emails and helping on printing and typing tasks Front office staff needs to use different skills on technologies too such as using the printers fax machines and phone The book Hotel Front Office Management addresses the demands for instructing future leaders of the hotel industry Educators who are preparing professionals for roles as front office managers and general managers in hotels are required to meet the challenges of operations technology training empowerment and international applications *Principles of Hotel Front Office Operations* Sue Baker,Jeremy Huyton,1999? **Front Office Operations and Night Audit Workbook** Patrick J. Moreo,Gail Sammons,James Dougan,1996 A supplement for courses in Front Office Operations Front Office Management Hotel Operations and Lodging Management Designed to help students understand the basics of designing and operating a system of guest accounts receivable in the front office of a hotel or other lodging facility this workbook guides them step by step in performing an audit of the guest accounts receivable both manually and on the computer It begins by laying out all the components of the night audit provides practice with the basic conceptual tools and manual techniques and then shows students how to easily transfer these core concepts and skills to all other mechanical electronic and computer systems developed for performing the front office accounting function *Front Office* Peter Abbott,Sue Lewry,1999 A modern approach to front office operations and management using realistic scenarios set in the hotel environment Managing Front Office Operations Michael L. Kasavana,Richard M. Brooks,American Hotel & Lodging Association,American Hotel and Lodging Association, Educational Institute Staff,2012-05-29 This best selling textbook 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 The eighth edition been revised with new material on the potential impact of automated information technologies on a variety of front office functions This edition also includes new information on revenue managers how blogging and social networking affect hotels manual backup procedures for automated system failure identity theft prevention payment card security standards and green hotels 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 **Managing Front Office Operations (AHLEI)** Michael L. Kasavana, American Hotel & Lodging Association, 2013-10-08 This is the eBook of the printed book and may not include any media website access codes or print supplements that may come packaged with the bound book 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 **A Professional Guide to Room Division Operations** Manoj Kumar Yadav, 2025-06-01 A Professional Guide to Room Division Operations is a training manual for the students and industry professionals in the room divisions of hospitality organizations The book is divided into two parts Part I is on Front Office Operations which discusses topics like FO organization revenue resources guest segmentation reservation tariff reception bell centre support centres call operations billing handling special situations guest cycles and so on The second part on housekeeping operations discusses topics on linen and uniform room operations organization of housekeeping cleaning and polishing public area cleaning area inspection in room services interior decoration laundry services pest control and waste disposal safety and security room selling techniques night auditing and so on With its wide coverage and approach to the subject the book will serve as a complete standalone resource for students front office hospitality and housekeeping professionals

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