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~~THE HOTEL GUEST | FRONT
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CHAPTER 1 HOTELS-PAST AND
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OPERATIONS AND MANAGEMENT

CHAPTER 5 HOTEL

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... The front office staff is responsible to manage and issue the right keys of the accommodations to the right guests. On guests' request, the staff

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also makes arrangement for transportation, babysitting, or local touring while the guest is staying in the hotel.

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The front office department needs to

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react to the enquiry of the guests. For a guest, reservation increases the chances of a better deal for assured accommodation on arrival. For a hotel, reservation can enable a better management of guest experience during usual as well as peak seasons.

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4. Identify and describe property management systems used by the front office. Managing Front Office Operations PowerPoint 1

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