

RECENZIE DE CARTE

PRINCIPILE OPERATIUNILOR DE LA RECEPTIA HOTELULUI (Principles of Hotel Front Office Operations)

Regional

Cartea a fost concepută pentru a pune la dispoziția studenților și a tuturor celor implicați în industria hotelieră elementele de bază ale teoriei și practicii operațiunilor de front-office. Pe tot parcurul cărpii, aplicațiile inlesnesc Insușirea modului de gândire a unui lucrător de la front-office. Succesiunea capitolelor urmează un client tipic, de la check-in la check-out, în relație cu celelalte sectoare și departamente din cadrul unui hotel.

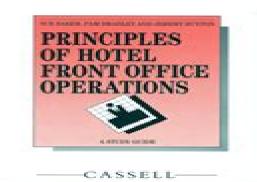
Sue Baker și Jeremy Hușton predau la catedra de management kotelier și al turismului de la Politelmica din Hong Kong, Pam Bradley a fost conferențiar la aceeași catedră. Autorii au o vastă experiență diductică în Marea Britanie, precum și o bogată experiență în industria hotelieră.



Abstract

The book is designed to help students new to the hotel industry to explore thoroughly the principles and concepts of front office operations. Activities are provided throughout to help students move from an understanding of the basic principles to thinking like a front office person. The chapters follow a typical guest from check-in to check-out with small detours to other areas and departments.

Sue Baker and Jeremy Huyton are currently senior lecturers in the Department of Hotel and Tourism Management at Hong Kong Polytechnic. Pam Bradley is a former lecturer in the same Department. All the authors have extensive previous teaching experience in the UK as well as working experience in the hotel industry.



Principles Of Front Office Operations

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Principles Of Front Office Operations:

Principles of Hotel Front Office Operations Sue Baker, Pam Bradley, Jeremy Huyton, 2001-11-27 This student centred guide to front office operations in the hotel industry employs a user friendly approach to encourage self access and enable students to progress at their own pace independently of the lecturer Activities are provided throughout to help students move from an understanding of the basic principleds to thinking like a front office person The chapters follow a typical guest from check in to check out with small detours to other areas and departments Each chapter includes an end of chapter summary review and discussion questions there is a detailed glossary of useful terms. The book is suitable for those taking Hotel Catering and Institutional Operations Management examinations and undergraduates on hotel and catering management courses This student centred quide to front office operations in the hotel industry employs a user friendly approach to encourage self access and enable students to progress at their own pace independently of the lecturer Activities are provided throughout to help students move from an understanding of the basic principleds to thinking like a front office person The chapters follow a typical guest from check in to check out with small detours to other areas and departments Each chapter includes an end of chapter summary review and discussion questions there is a detailed glossary of useful terms The book is suitable for those taking Hotel Catering and Institutional Operations Management examinations and undergraduates on hotel and catering management courses Principles of Hotel Front Office Operations Sue Baker, Pam Bradley, Jeremy Huyton, 1994 **Principles of Hotel Front Office Operations** Sue Baker, Pam Bradley, Jeremy Huyton, Helen Baroch, 1998 This is the second edition of a student centred guide to front office operation in the hotel industry The book explores the principles and concepts of front office operations Activities are provided throughout to help the students move from an understanding of the basic principles to thinking like a front office person Students are encouraged to analyze and think about the various systems and alternatives detours to other areas and departments The text is organized and written in a student centred and user friendly way and supported by numerous diagrams and tables Students can work at their own pace Each chapter includes activities with a text a chapter summary and questions The book also includes a detailed glossary of useful terms Training Australia a Front Office Reception modules BF01 BF07 and advanced level modules ADC1 ADC2 Principles of Hotel Front Office Operations Sue Baker, 1994-04-01 Principles of Hotel Front Office Operations Sue Baker, Jeremy Huyton, 199? **Principles of Front Office Operations** Sue Baker,1994-11 The SAGE Handbook of Hospitality Management Roy C Wood, Bob Brotherton, 2008-06-05 At last a comprehensive systematically organized Handbook which gives a reliable and critical guide to all aspects of one of the world's leading industries the hospitality industry. The book focuses on key aspects of the hospitality management curriculum research and practice bringing together leading scholars throughout the world Each essay examines a theme or functional aspect of hospitality management and offers a critical overview of the principle ideas and issues that have contributed and continue to contribute

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