

RECENZIE DE CARTE

PRINCIPIILE OPERAȚIUNILOR DE LA RECEPȚIA HOTELULUI (Principles of Hotel Front Office Operations)

Rezumat

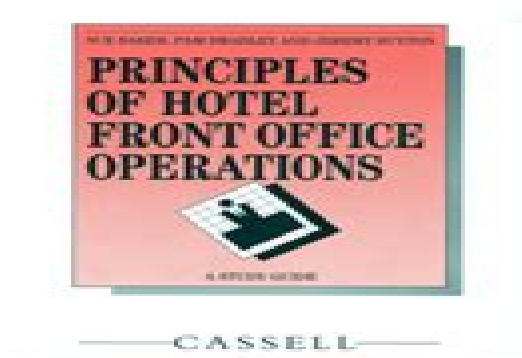
Cartea a fost concepută pentru a pune la dispoziția studenților și a tuturor celor implicați în industria hotelieră elementele de bază ale teoriei și practicii operațiunilor de front-office. Pe tot parcursul cărții, aplicațiile înleaneesc însușirea modului de gândire a unui lucrător de la front-office. 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 Hayton predau la catedra de management hotelier și al turismului de la Politehnica din Hong Kong. Pam Bradley a fost conferențiar la aceeași catedră. Autorii au o vastă experiență didactică 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 Hayton 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

Sue Baker, Jeremy Huyton



Principles Of Front Office Operations:

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 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 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 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 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 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 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

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Principles of Hotel Front Office Operations Sue Baker,Jeremy Huyton,199? **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,1994-04-01 **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 within it Topics include The nature of hospitality and hospitality management The relationship of hospitality management to tourism leisure and education provision The current state of development of the international hospitality business The core activities of food beverage and accommodation management Research strategies in hospitality management Innovation and entrepreneurship trends The role of information technology The SAGE Handbook of Hospitality Management constitutes a single comprehensive source of reference which will satisfy the information needs of both specialists in the field and non specialists who require a contemporary introduction to the hospitality industry and its analysis Bob Brotherton formerly taught students of Hospitality and Tourism at Manchester Metropolitan University He has also taught Research Methods to Hospitality and Tourism students at a number of international institutions as a visiting lecturer Roy C Wood is based in the Oberoi Centre of Learning and Development India

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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

Hotel Accommodation Management Roy C. Wood,2017-10-10 This book offers students a uniquely concise accessible and comprehensive introduction to hotel accommodation management that covers the range of managerial subjects and disciplines in the sector The book focuses on enduring aspects of the accommodation management function front office management housekeeping revenue management the changing context of hotel accommodation provision the move to asset light the supply of accommodation trends in hotel investment and asset management the challenges engendered by social media and the collaborative economy to the hotel market and the role of accommodation in additional and integrated facilities and markets spas resorts MICE markets International case studies illustrating examples of practice in the industry are integrated throughout along with study questions and other features to aid understanding and problem solving This is essential reading for all hospitality and hotel management students

Hospitality Management Practices Bhupati Patil,2025-01-24 Hospitality Management Practices offers a comprehensive overview of the principles strategies and skills required to excel in the hotel and hospitality industry Designed for students and aspiring professionals this book provides a detailed introduction to the core aspects of hotel management including food and beverage services front office operations sales and marketing accounting and guest relations The book emphasizes the importance of delivering quality service maintaining customer satisfaction and meeting operational and strategic goals It explores how hotels combine core services like lodging dining and event planning with additional amenities such as fitness and conference facilities to enhance guest experiences and increase revenue With a strong focus on service reliability quality and customer orientation this resource equips readers with the tools to create innovative solutions improve operational efficiency and meet the growing demands of a competitive global market Check In--check Out Jerome J. Vallen,1974

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operational hotel management this textbook brings together business administration management and entrepreneurship into a complete overview of the discipline Essential reading for students of hospitality management the book also benefits from online support materials *The Caterer and Hotelkeeper Guide to Money Matters for Hospitality Managers* Cathy Burgess,2001 Unique in its approach Money Matters for Hospitality Managers is unlike other heavy theoretical accounting texts using real life scenarios to show managers how it s done Backed up by a range of exercises and activities it thus allows managers to put their learning straight into practice and so to achieve immediate results Money Matters will actively help managers and employees in the industry to learn more about the control aspects in order to become more effective in their work learn about the business and companies in the wider context understand where their section of the organization fits in the bigger picture increase their knowledge and enhance career opportunities Covering an unprecedented range of sectors including hotels restaurants contract catering leisure tourism cruise ships and theme parks the book supplies useful advice for the whole hospitality industry It is ideal for operational and first line management for whom it provides a welcome accessible and hands on introduction to finance and accounting in their sector **Customer Relationship Management**

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Reviewing **Principles Of Front Office Operations**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is actually astonishing. Within the pages of "**Principles Of Front Office Operations**," an enthralling opus penned by a very acclaimed wordsmith, readers set about an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve into the book's central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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