

RECENZIE DE CARTE

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

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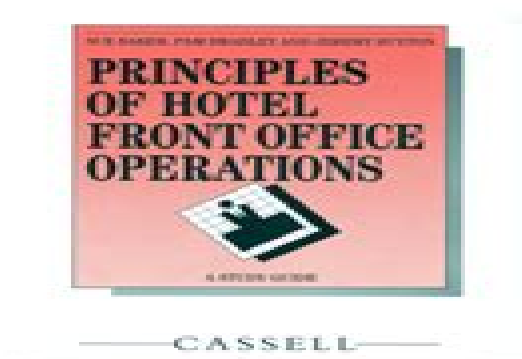
Cartea a fost concepută pentru a pune la dispoziția studenților și a tuturor celor implicați în industria hotelieră elementele de bază ale teoriei și practicii operațiunilor de front-office. Pe tot parcursul cărții, aplicațiile înleaneesc însușirea modului de gândire a unui lucrător de la front-office. 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

A. C. Fernando



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 **Principles of Hotel Front Office Operations** Sue Baker,Pam Bradley,Jeremy Huyton,1994

Principles of Hotel Front Office Operations Sue Baker,1994-04-01 **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,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 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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International Encyclopedia of Hospitality Management Abraham Pizam,2005-04-18 The International Encyclopedia of Hospitality Management covers all of the relevant issues in the field of hospitality management from both a sectoral level Lodging Restaurants Clubs Time share Conventions As well as a functional one Accounting whether they require broad detail which takes a more cross sectional view across each subject field or more focussed information which looks closely at specific topics and issues within the hospitality industry today Section Editors Peter Harris ACCOUNTING FINANCE Oxford Brookes University UK Zheng Gu ACCOUNTING FINANCE University of Nevada Las Vegas USA Randall Upchurch CLUB MANAGEMENT TIMESHARE MANAGEMENT University of Central Florida USA Patti Shock EVENT MANAGEMENT University of Nevada Las Vegas USA Deborah Breiter EVENT MANAGEMENT University of Central Florida USA David Stipanuk FACILITIES MANAGEMENT Cornell University USA Darren Lee Ross HUMAN RESOURCES

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