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Hotel Front Office Management



Synopsis

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.

Book Information

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Customer Reviews

One of the worst books I have ever read period! It's full of useless information, and it's not tailored to every property as it should. Additionally, The book is filled with obsolete sample forms that no one uses (at least myself and those I know within the industry), making the VERY HIGH price inappropriate. In short, this book "could" be used as a theoretical introduction to the Front Office Management at some junior college's hospitality course, but not as a practical guide for hospitality professionals.

This is a great book for a novice in the business or a upperclassmen in the major. I like its real-life situational examples. It would be great if the author offered real-life scenarios that managers face

every day for the class to discuss; that would be the icing on the cake. Other than that, it's well worth the purchase.

Found this textbook to be written like most out there, way to long with confusing wording. The author draws things out that do not need to be. The book is not very concise. I would recommend teachers to find a different textbook to use in class. I would not recommend this book to those looking to learn about Hotel management on their own either.

I am a manager at a Days Inn with no schooling for management. This book really helping me with little things I took for granted but implemented. I would recommend this to people who have not got Hotel Management training or schooling. Thanks a lot.

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