



Front Office

P. Abbott, S. Lewry

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Designed for all students of hospitality and tourism management, the second edition of this best selling text gives a modern approach to front office operations and management using realistic scenarios set in the hotel environment

Key features of this essential text:

- user-friendly style of writing and accessible page layout enables students to use it as a reference book as well as a textbook
- updated in the light of recent developments such as global distribution systems and the internet
- greater focus on increasing yield and expansion of vital management aspects such as staffing and equipment
- additional extended, practical exercise material.

Front Office reflects the importance of different features of the receptionist's work and is divided into four main sections:

- Procedural aspects
- Dealing with people
- Increasing yield
- Management aspects

Front Office is ideal for GNVQ/ BTEC students, those taking the professional exams of the HCIMA, and for undergraduates and postgraduates studying hospitality and tourism management and all relevant executive courses.

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