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Reviews

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(Blanca Davis)

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paperback. Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment.Paperback. Pub Date: 2007 Pages: 122 Language: Chinese in Publisher: China Labor and Social Security Publishing House in order to better adapt to the secondary vocational and technical schools hotel service professional teaching requirements. the textbook office of the Ministry of Labour and Social Security Ministry organized the nation school vocational education researchers. front-line teachers and industry experts. professional materials were revised secondary vocational and technical schools hotel services. Professional teaching secondary vocational and technical schools hotel services: the antechamber service (2) (Hotel service class) About introduction the antechamber services knowledge teaching books. specifically including: Front Office Staff Requirements the contents of overbooking and booking dispute processing the rooms selling skills. the relationship between the Front Office and other departments. the establishment and management of customer history file. Reservation basic knowledge. Front Office Staff requirements. Contents: Chapter 1 Overview of the Front Office the 1-3 Front Office Staff of the organizational structure of the basics of 1-2 of the Front Office Front Office 1-1 Requirements Chapter 2 Reservation 2-1 Reservation program basics 2-2 booking types. channels and 2-3 rooms booked 2-4 ready to 3-2 foreground Check overbooking and booking disputes the processing in Chapter 3 Reception 3-1 Reception Registration 3-3 business floor 3-4 Room marketing skills to state control Chapter 4 the antechamber services 4-1 Concierge Service 3-5 room 4-2 golden key 4-3 switchboard service 4 -4 business center services Chapter 5 out check-out services 5-1 out to checkout procedures 5-2 night trial Chapter 6 communication and coordination 6-1 to establish good relations guests 6-2 Front Office the department relationship 6-3 guests 6-4 the establishment and management of cust

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