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(Madison Armstrong)

COLLEGE TOURISM MANAGEMENT PROFESSIONAL SERIES TEXTBOOKS: FRONT OFFICE MANAGEMENT (2ND EDITION)(CHINESE EDITION)



paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment. Paperback. Pub Date: November 2012 Pages: 311 Language: Chinese Publisher: Higher Education Press College Tourism Management Professional Series textbooks: Front Office Management (2nd edition) not only further enrich the content of textbooks. and also to adjust the content structure. to supplement and update the Hotel Front Office Management Case perfect at the end of each chapter. Colleges tourism management professional series of textbooks: Front Office Management (2nd edition) keep up with the trend of the development of the hotel industry. the introduction of new management concepts and methods of the hotel industry. and bold innovation. Journal of Tourism Management Major series of textbooks: Front Office Management (2nd edition) In the form of a manager of confusion in the chapter's first hotel managers are concerned about the problem with the fit of this chapter. and the chapter after attach solicited from the domestic and international hotel star hotel Group executives at the answer. The book can be used as a Hotel Management undergraduate textbook. but also can be used as industry training materials. Contents: Chapter Front Office overview of the status and role of the first section of Front Office and in section II of the main tasks of the organizational structure of the front office section III. the design of the lobby of the total units of the second chapter of the Front Office of Human Resources Management The management staff preganglionic Hall Front Office management personnel management methods and techniques described in Section II Front Office Staff Training Section III Section IV the the arrangements Section V antechamber employees of the staff work shift incentives Book Chapter the concept of the golden key Management Section I booked kinds...

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