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On Mon, Nov 6, 2017 at 4:49 AM, ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ > wrote:

Dear Sir,

Here is a brief description of one of the books that we work with during class.

That is what we study in Introduction to Rooms. Apart from that everything is taught through powerpoint presentations during class, which are also available online through a student website.

Managing Front Office Operations with Answer Sheet (AHLEI), 8th Edition
Michael L. Kasavana
Richard M. Brooks
American Hotel & Lodging Association

Description
This textbook provides an in-depth look at management of the front office and how this department interacts with other hotel departments to create a memorable guest experience. This edition also includes new information on revenue managers, how blogging and social networking affect hotels, manual backup procedures for automated system failure, identity theft prevention, payment card security standards, and green hotels. In addition, important discussions of front office operations have been expanded throughout the text, especially with respect to human resources management, business forecasting, revenue management, budget planning, and front office staff interaction with sales, housekeeping, and security personnel.

Best regards,

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