



Hotel/Motel Operations: An Overview

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Summary: Chapter 1: Lodgings. Chapter 2: The Hospitality Business and You. Chapter 3: Classification of Lodging Facilities. Chapter 4: Front-Office Operations - Reservation. Chapter 5: Front-Office Operations - Registration, Luggage, Room Keys, Information, Mail, Telephone. Chapter 6: Front-Office Operations - Accounting and Checking Out. Chapter 7: Housekeeping, Engineering and Security. Chapter 8: Food and Beverage Department. Chapter 9: Sales and Marketing, Meeting Planning, Servicing Groups. Chapter 10: Accommodations.



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