

HS211 Managing Front Office Operations

Managing Front Office Operations 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 course presents a systematic approach to front office procedures by detailing the flow of business through a hotel, from the reservations process to check-out and account settlement. It also examines the various elements of effective front office management, paying particular attention to the planning and evaluation of front office operations and to human resources management