

The antechamber waiter (beginner. intermediate. advanced)(Chinese Edition)



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THE ANTECHAMBER WAITER (BEGINNER. INTERMEDIATE. ADVANCED)(CHINESE EDITION)



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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: 2001 Pages: 174 Publisher: China Labor and Social Security Publishing House SYkc basic information about the title: the antechamber waiter (beginner. intermediate. advanced) Original Price: 18.00 yuan Author: Publisher: China Labor and Social Security Publishing House Publication Date : July 1. 2001 ISBN: 9.787.504.530.264 words: Pages: 174 Edition: 1st Edition Binding: Paperback: Weight: 259 g Editor's Choice antechamber attendants (beginner. intermediate. advanced) before the examination and verification of training service essential to professional students review the information available to relevant personnel engaged in the the antechamber service work reference and self-study materials of various types of vocational technical schools antechamber. Summary antechamber attendants (beginner. intermediate. advanced) is based on vocational skills assessment and training books. Antechamber attendants (beginner. intermediate. advanced) introduced from two aspects of the basic knowledge and skills of beginner. intermediate and advanced antechamber attendants need to grasp and understand the basics. expertise and operational skills, which relates to the antechamber waiter basic quality requirements. the antechamber service related knowledge. and computer technology in the the antechamber service application. room reservations. concierge agents live reception. information desk and checkout items and prices constitute with rooms annual sales forecast. Chapter Contents Part the primary the antechamber attendant knowledge requirements the antechamber service overview of the first section of Front Office Services status. tasks and operational characteristics. sect organization of the Front Office job settings and Responsibilities Section 3 Front Office session the basic quality of the division and service processes antechamber waiter service requirements of section I. section II of the personal image courtesy etiquette Section 3 service awareness Section IV interpersonal Section V the psychological qualities Section VI skills and techniques Chapter antechamber the...



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