

Secondary vocational and technical schools hotel services professional textbook: Front Office Service (2)(Chinese Edition)



Filesize: 6.1 MB

Reviews

*This composed publication is fantastic. This is certainly for all those who statte that there was not a well worth reading through. You will not truly feel monotony at whenever you want of your respective time (that's what catalogs are for regarding when you ask me).
(Prof. Mark Ratke Jr.)*


SECONDARY VOCATIONAL AND TECHNICAL SCHOOLS HOTEL SERVICES PROFESSIONAL TEXTBOOK: FRONT OFFICE SERVICE (2)(CHINESE EDITION)


DOWNLOAD



To download **Secondary vocational and technical schools hotel services professional textbook: Front Office Service (2)(Chinese Edition)** PDF, you should refer to the web link under and save the ebook or gain access to additional information which are related to SECONDARY VOCATIONAL AND TECHNICAL SCHOOLS HOTEL SERVICES PROFESSIONAL TEXTBOOK: FRONT OFFICE SERVICE (2)(CHINESE EDITION) book.

paperback. Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment. Paperback. Pub Date: 2007 Pages: 122 Language: Chinese in Publisher: China Labor and Social Security Publishing House in order to better adapt to the secondary vocational and technical schools hotel service professional teaching requirements. the textbook office of the Ministry of Labour and Social Security Ministry organized the nation school vocational education researchers. front-line teachers and industry experts. professional materials were revised secondary vocational and technical schools hotel services. Professional teaching secondary vocational and technical schools hotel services: the antechamber service (2) (Hotel service class) About introduction the antechamber services knowledge teaching books. specifically including: Front Office Staff Requirements the contents of overbooking and booking dispute processing the rooms selling skills. the relationship between the Front Office and other departments. the establishment and management of customer history file. Reservation basic knowledge. Front Office Staff requirements. Contents: Chapter 1 Overview of the Front Office the 1-3 Front Office Staff of the organizational structure of the basics of 1-2 of the Front Office Front Office 1-1 Requirements Chapter 2 Reservation 2-1 Reservation program basics 2-2 booking types. channels and 2-3 rooms booked 2-4 ready to 3-2 foreground Check overbooking and booking disputes the processing in Chapter 3 Reception 3-1 Reception Registration 3-3 business floor 3-4 Room marketing skills to state control Chapter 4 the antechamber services 4-1 Concierge Service 3-5 room 4-2 golden key 4-3 switchboard service 4 -4 business center services Chapter 5 out check-out services 5-1 out to checkout procedures 5-2 night trial Chapter 6 communication and coordination 6-1 to establish good relations guests 6-2 Front Office the department relationship 6-3 guests 6-4 the establishment and management of customer history file complaints handling Four Satisfaction guaranteed, or money back.

 [Read Secondary vocational and technical schools hotel services professional textbook: Front Office Service \(2\) \(Chinese Edition\) Online](#)

 [Download PDF Secondary vocational and technical schools hotel services professional textbook: Front Office Service \(2\)\(Chinese Edition\)](#)

You May Also Like



[PDF] The Healthy Lunchbox How to Plan Prepare and Pack Stress Free Meals Kids Will Love by American Diabetes Association Staff Marie McLendon and Cristy Shauck 2005 Paperback

Click the link below to get "The Healthy Lunchbox How to Plan Prepare and Pack Stress Free Meals Kids Will Love by American Diabetes Association Staff Marie McLendon and Cristy Shauck 2005 Paperback" file.

[Read ePub »](#)



[PDF] Art appreciation (travel services and hotel management professional services and management expertise secondary vocational education teaching materials supporting national planning book)(Chinese Edition)

Click the link below to get "Art appreciation (travel services and hotel management professional services and management expertise secondary vocational education teaching materials supporting national planning book)(Chinese Edition)" file.

[Read ePub »](#)



[PDF] TJ new concept of the Preschool Quality Education Engineering: new happy learning young children (3-5 years old) daily learning book Intermediate (2)(Chinese Edition)

Click the link below to get "TJ new concept of the Preschool Quality Education Engineering: new happy learning young children (3-5 years old) daily learning book Intermediate (2)(Chinese Edition)" file.

[Read ePub »](#)



[PDF] Genuine entrepreneurship education (secondary vocational schools teaching book) 9787040247916(Chinese Edition)

Click the link below to get "Genuine entrepreneurship education (secondary vocational schools teaching book) 9787040247916(Chinese Edition)" file.

[Read ePub »](#)



[PDF] Access2003 Chinese version of the basic tutorial (secondary vocational schools teaching computer series)

Click the link below to get "Access2003 Chinese version of the basic tutorial (secondary vocational schools teaching computer series)" file.

[Read ePub »](#)



[PDF] Harts Desire Book 2.5 La Fleur de Love

Click the link below to get "Harts Desire Book 2.5 La Fleur de Love" file.

[Read ePub »](#)