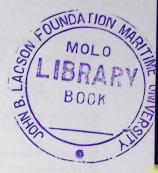
A Visual Reference to Front Office Management



3g e-leārning

00-5,000



A VISUAL REFERENCE TO FRONT OFFICE MANAGEMENT

2nd Edition



Preface



ntroduction to Front Office Management	1
Introduction	1
Front Office Operations	2
Structure of Front Office	
Guest Cycle In Hotel	7
Functional Organization of Front Office Department	9
Duties And Responsibilities of Front Office Staff	
Qualities Of Front Office Staff	
Front Office Equipment	
References	45

Chapter 2



Front Office Communication

Chapter 3

Property Management System

Pacanution

69

03

47



Chapter 4



Reservation	
Introduction	
Types of Reservation Systems	
Type of Reservation	
Modes of Reservation	

Sources Of Reservations	
Managing Reservations	
Processing Reservation Request	
Reservation Reports	
Importance Of Reservation	
References	

Chapter 5



Guest Registration117Introduction117The Registration Process118Registration Process Of Guests With Confirmed Reservation...129129References136

Chapter 6

Accounting



Accounting	137
Introduction	
Front Office Accounting	
Folios	
Vouchers	
Ledgers	
Front Office Accounting Cycle	
Tracking Transactions	
Points Of Sale	
Charge Privileges	
Credit Monitoring	
Cash Banks	
References	

Chapter 7

Check Out and Settlement of Bills

159

127



enter enter enternet et Bills	100
Introduction	159
Guest Checkout Procedure	
Determining Method Of Payment And Collection	
References	

Chapter 8



Chapter 9

1



Night Audit	197
Introduction	
Night Audit: Overview	
Night Audit Process In Front Office	
Preparing The Night Audit Report	
How To Become A Night Auditor	
References	

Team Management And Supervision

As and Consults

Chapter 10



Salety and Security	223
Introduction	
Organization Of A Security Department	
Importance Of A Security System	
Job Analysis Of The Director Of Security	
Room Key Security	
Bomb Threat Or Terrorist Threats	
Handling A Bomb Threat Call	
Robbery	
Fire Safety	
References	

Index

251

000

175

INDEX

A

Accommodation 3, 5, 7, 17, 18, 21, 53 Accounting 137, 139, 156, 158 accounting system 3, 4, 8, 36, 40 Account transfer 151 advertising 94

Assets management 83

B

banquet 51, 54 bell desk 5, 14, 34, 42 body language 56, 59 Boilers 227 Budget 79, 86 Business hotel 97

С

cash bank 154, 155 channel manager 76 Cognitive engagement 183 communication system 5 credit card 97

D

database 4, 18 Data server 74 debit card 231 Desk clerk 160, 161, 173 distribution channel 84 Doorman 26

E

Electronic key 87 electronic key system 230 Electronic Self-Serve Debit Transaction 151 Emotional engagement 184 Event management 83

F

Fantastic team 186 financial backing 94 fire safety 227, 236, 242, 243, 245, 246, 247 fire safety procedures 242, 246 folio 141, 142, 143, 144, 145, 148, 150, 151, 156 food and beverage 51, 86 food poisoning 225 front desk 160, 163, 166, 167, 168, 169, 230, 234, 244, 249 front desk employee 71 Front office 4, 28, 31, 34 front office accounting 138,

252 A Visual Reference to Front Office Management

139, 141, 147, 150 Front office communication 47, 59 front office manager 6, 16, 21, 236, 243

G

Guest Account 140, 141 guest checkout 81 guest folios 12, 13 guest ledger 146, 147 Guest registration 72, 81 guest rooms 229, 243, 246 guest's account 3, 4 guest satisfaction 72 guest security 56 gym management 83

M

management information system (MIS) 139 Master Folios 142

N

Network cards 74 Night Audit 72, 83 non-guest account 141, 147, 150

O

Operating system 74 oral communication 99

P

payment card 153, 154 payroll management 87 pest control systems 227 Pre-payment 149 Property Management System (PMS) 70

R

radio frequency identification (RFID) 232 Reception 4, 9, 17, 163 Reception Desk 163 reception manager 17 Reservation 93, 94, 95, 96, 98, 99, 100, 101, 105, 106, 107, 108, 109, 110, 111 revenue management 77 **Reviews management 83** robbery 235 room key control system 229

Guest Registration Card (GRC) 8 H Hard-key systems 230 Hospitality 187, 188, 189, 191, 194, 196 hotel accommodations 47 hotel management 6, 41 hotel staff 225

housekeeping manager 53 housekeeping staff 71, 73

Human resources management 83

K

Kitchen equipment 227

Labor laws 188 Laundry 149 leave management 87 Room management 72 Room rate 149

S

Sales and Marketing 52, 65 security system 227 smart card 231

T

travel agency 97 travel agents 72 travel desk 13, 42

V

Vending Machine 79 verbal language 56 visitors paid-out (VPO) 143 Voice Mail System 79 voucher 143, 144, 145, 150, 151

W

website 78, 79