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Manual
Front office area is commonly termed as 'Reception', as it is the place where the guests are received when they arrive at the hotel. It is the first point of interaction between the hotel and the guests. Being the prime interface between the hotel services and the guests, the front office is located near the main entrance of the hotel.

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Telephones
• All calls should be answered in three rings or less
• The receptionist

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Manual should identify the practice by name and give his or her first name. • No caller should be put on hold without first being greeted properly and asked if the caller minds holding. ...
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Manual *Front Desk Manual*

*"Dental Administration" ? As
The ...*

- 1) Define Roles & Responsibilities of Front Office Staff
- 2) Create an incentive program based upon realistic goals and expectations.
- 3) Allow for input from your employees in defining these roles, responsibilities, and goals.
- 4) Cross-train your employees so everyone is aware of the "bigger picture".

*Front office Fundamentals -
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About this book The Front Office Manual is unique, providing clear and direct

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Manual
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*The Front Office Manual -
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Hotel Front Office Training Manual with 231 SOP, 1st edition comes out as a comprehensive collection of some must read hotel, restaurant and motel front office management Standard Operating Procedures (SOP)

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