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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.

Front Office Management - Tutorialspoint

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Reception manual 1. RECEPTION ' S

MANUAL

- All calls should be answered in three rings or less
- The receptionist 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.

... Front office SOP Harry Singh ...

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Hospitality ...

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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 - Empire Medical Training
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The Front Office Manual - The Definitive Guide to Trading ...

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) and tutorials written by hospitality-school.com writing team. All contents of this manual are the product of Years of Experience, Suggestions and corrections.

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