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# Hotel Reception Training Manual Ssenseore

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Principles of Hotel Front Office Operations

*Hotel Reception Training  
Manual Ssenseore*

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## SANTOS BRYNN

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Principles of Hotel Front Office Operations

Principles of Hotel Front Office Operations Australian adaption of an English practical text for students new to the hotel industry undertaking courses based on the tourism training Australia/ACTRAC ('black book') front office/reception training modules BFO1,

BFO2, BFO3, BFO6, BFO7, BFO8, BFO9 and BFO10. The activities provided cover the basic principles and concepts of front office operations. They follow a typical guest from check-in to check-out. Includes diagrams, tables, end of chapter summaries, review and discussion questions. There is also a glossary of terms and an index.

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