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Managing Front Office Operations (AHLEI), Michael L. Kasavana, Ph.D., Richard M. Brooks, & Lodging Assoc American Lodging Assoc, Prentice Hall PTR, 2012, 0133097102

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1 February 10, 2014 - June 9, 2014 Hotel Front Office Operations Syllabus, Course Description, Objectives, Activities Schedule, SLOs Introduction: The front office is where a hotel guest s stay physically begins and, usually, ends.

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