



## Check-in Check-out (Sixth Edition)

By Gary K. Vallen Jerome J. Vallen

Prentice Hall, 1999. Gebunden. Book Condition: Neu. Gebrauch - Sehr gut Unbenutzt. Schnelle Lieferung, Kartonverpackung. Abzugsfähige Rechnung. Bei Mehrfachbestellung werden die Versandkosten anteilig erstattet. - The leader in rooms management education and job-training for over two decades. This text provides exceptionally complete coverage of the hotel's front office and all of the support positions that make it work from the global reservation network, to legal concerns, sales and marketing techniques, management issues, room rate formulas, and control and oversight. In a sequence that follows the flow of most guests reservation, arrival, billing, departure, auditing and accounting the book treats both the how (e.g., completing a reg. card) and the why (e.g., yield management) while keeping students abreast of the trends currently affecting the industry. 538 pp. Englisch.



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