
From: [REDACTED]
Sent: Monday, November 6, 2017 9:49 AM
To: jeffrey E.
Subject: Glion textbook

Dear Sir,

Here is a brief =escription of one of the books that we work with during =lass.

That is =hat we study in Introduction to Rooms. Apart from that everything is =aught through powerpoint presentations during class, which are also =available online through a student website.

Managing Front Office Operations with Answer Sheet (AHLEI), =th Edition Michael L. Kasavana Richard M. Brooks
American Hotel & Lodging Association

Description

This =extbook provides an in-depth look at management of the front office and =ow this department interacts with other hotel departments to create a =emorable guest experience. This edition also includes new information =n revenue managers, how blogging and social networking affect hotels, =annual backup procedures for automated system failure, identity theft =revention, payment card security standards, and green hotels. In =ddition, important discussions of front office operations have been =xpanded throughout the text, especially with respect to human resources =anagement, business forecasting, revenue management, budget planning, =nd front office staff interaction with sales, housekeeping, and =ecurity personnel.

Best regards,

[REDACTED]