



## Vocational 12th Five-Year Plan textbook tourist class: Hotel Front Office, room service and management(Chinese Edition)

By LIU YAN

paperback. Book Condition: New. Paperback. Pub Date: 2011 Pages: 227 Publisher: China Ocean University Press. College second five planning materials and tourism class: Hotel Front Office room service and management is divided into the antechamber with rooms two parts. thirteen modules. guests enter the hotel. the main line of work items referred to in the Front Office and Rooms Division. learning the Front Office and Rooms Division on customer service. management procedures and methods. thus develop knowledge and skills of .



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