

Chapter 3 Outline

The Guest Cycle
 Pre-Arrival
 Arrival
 Occupancy
 Departure
Front Office Systems
 Front Office Activities
Front Office Documents
 Pre-Arrival Documents
 Arrival Documents
 Occupancy Documents
 Departure Documents
The Front Desk
 Functional Organization
 Design Alternatives
Telecommunications
 Telecommunications Equipment
Property Management Systems
 Reservations Management Software
 Rooms Management Software
 Guest Account Management Software
 General Management Software
 Back Office Interfaces
 System Interfaces
 Sales Automation Systems
Summary

Competencies

1. Summarize front office operations during the four stages of the guest cycle. (pp. 103–110)
2. Describe the front office recordkeeping systems and front office documents. (pp. 110–115)
3. Describe the front desk and its support devices, and describe the services and equipment of a hotel's telecommunications area. (pp. 115–123)
4. Identify and describe property management systems used by the front office. (pp. 123–130)