

## Chapter 6 Outline

Front Office Communications  
  Guest Communications  
  Transaction File  
  Information Directory  
  Reader Board  
  Group Résumé Book/File  
  Mail and Package Handling  
  Telecommunications Services  
Interdepartmental Communications  
  Housekeeping  
  Engineering and Maintenance  
  Revenue Centers  
  Marketing and Public Relations  
Guest Services  
  Equipment and Supplies  
  Special Procedures  
Guest Relations  
  Complaints  
Summary

## Competencies

1. Describe front office procedures for communicating with guests, and describe communications between the front office and other hotel areas.  
(pp. 231–243)
2. Identify typical service requests that guests make at the front desk, and describe general approaches to handling guest complaints.  
(pp. 243–251)