



A Professional Guide to Room Division Operations, 1/e

Manoj Kumar Yadav

2019	18x24	522 pp	Paperback	ISBN: 9789385909931	Price: 595.00
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About the Book

A Professional Guide to Room Division Operations is a training manual for the students and industry professionals in the room divisions of hospitality organizations. The book is divided into two parts - Part I is on Front Office Operations, which discusses topics like FO organization, revenue resources, guest segmentation, reservation, tariff, reception, bell centre, support centres, call operations, billing, handling special situations, guest cycles and so on. The second part on housekeeping operations discusses topics on linen and uniform room operations, organization of housekeeping, cleaning and polishing, public area cleaning, area inspection, in-room services, interior decoration, laundry services, pest control and waste disposal, safety and security, room selling techniques, night auditing, and so on. With its wide coverage and approach to the subject, the book will serve as a complete standalone resource for students, front office, hospitality and housekeeping professionals.

Salient Features

Learning aids include learning objectives, examples, chapter activities, key terms and review questions. Every operation is given in a step-wise manner following the standard operating procedures in the industry. Scroll boxes have been used to present important and interesting facts. Well-labelled diagrams have been used profusely to aid understanding of the concepts.

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About the Author

Manoj Kumar Yadav :- holds a Master's in Hotel Management & Bachelor's in Hotel Management. He is Lecturer at Institute of Hotel Management, Catering Technology and Applied Nutrition, Gwalior, since 2010. He currently teaches Front Office Management and has also taught Food and Beverage Service. Earlier he has worked at JP Institute of Hotel Management & Catering Technology, Meerut; Gujarat Institute of Hotel Management, Vadodara (under the aegis of AHILA); Radisson Hotel Varanasi and Club Mahindra, Goa. He has four books to his credit.