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120 Table 1: Summary of front office functions. (Source: Michael L Kasavana, VNR's Encyclopaedia) FUNCTIONS AREA OF OPERATIONS  
1) Sell guest rooms

## [Hotel Front Office Operations](#)

<http://www.wlac.edu/academics/syllabi/pdf/Spring2014/2014SpringHospitality303-N.Boles8030.pdf>

... Michael L. Kasavana, Ph.D. Published 2013 ... A. Describe the scope of front office operations in the hotel sector of the hospitality industry.

## [Managing Front Office Operations with Answer Sheet \(EI\) \(8th ...](#)

[http://tzioo.elmobooks.us/managing\\_front\\_office\\_michael\\_7011993.pdf](http://tzioo.elmobooks.us/managing_front_office_michael_7011993.pdf)

Title: Managing Front Office Operations with Answer Sheet (EI) (8th Edition) Author: Michael L. Kasavana Created Date: 8/23/2014 1:00:56 AM

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[http://www.bus.msu.edu/staff/staff\\_vitae/134.doc](http://www.bus.msu.edu/staff/staff_vitae/134.doc)

Managing Front Office Operations, Eighth Edition, ... Front Office Procedures, Kasavana, M. L. and Brooks, R., Educational Institute . of AH&MA, Orlando, 2001.

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<http://nimasgroup.org/wp-content/uploads/2014/02/hotel-management.pdf>

... Managing Front Office Operations – Kasavana & Brooks 3) Front Office – operations and management ... Sudhir Andrews (Tata McGraw Hill). 4) ...

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<http://www.ampsolutions.org/wp-content/uploads/2013/09/HOTEL-MANAGEMENT.pdf>

Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill). The Professional Housekeeper ... Managing Front Office Operations – Kasavana & Brooks

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<http://www.tourism.bilkent.edu.tr/~jamel/RDM/61%20243%20-%20Syllabus.doc>

Kasavana Michael L. & Richard M. Brooks, Managing Front Office Operations, Seventh Edition, AHLA, Michigan ... BILKENT UNIVERSITY  
Author:

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[http://www.erasmusmundus5.gr/syllabus/Rooms\\_division\\_management.doc](http://www.erasmusmundus5.gr/syllabus/Rooms_division_management.doc)

-Managing Front Office Operations, 8th edition, Michael L. Kasavana and ... -Front Office Management and Operations, ... -Front Office Operations and Night ...

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The student will become familiar with front office operations and ... Michael Kasavana, John j. Cahill -Front Office Management and OperatioDeveau Linsley and ...

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