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<http://www.iata.org/training/courses/Pages/front-desk-agent-tttg73.aspx>

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Front office/reception is the the first place where guests/customers arrive and come in touch with the staff. Front office/ reception is the mirror of the hotel.

http://en.wikipedia.org/wiki/Front_office

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Here are some suggestions for new-hire training at the front desk: - Most hotel hospitality training focuses exclusively on communications techniques,

<http://www.hotelmanagement.net/front-desk-hospitality-training-can-generate-future-business>

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<http://www.youtube.com/watch?v=B3pb8y-0Cos>

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Hospitality School writing team is happy to announce that our highly awaited Hotel Front Office Training Manual with 231 SOP is available now. Our front office
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