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Front office area is

commonly termed as

‘Reception’, as it is the

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place where the guests are received when they arrive at the hotel. It is the first point of interaction between the hotel and the guests. Being the prime interface between the hotel services and the guests, the front office is located near the main entrance of the hotel.

Front Office

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- 2) Create an incentive program based upon realistic goals and expectations.
- 3) Allow for input from your employees in defining these roles, responsibilities, and goals.
- 4) Cross-train your employees so everyone is aware of the

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