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Managing Front Office Operations
Ninth Edition



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About the Author

Michael L. Kasavana, Ph.D., is the NAMA (National Automatic Merchandising Association) Endowed Professor in Hospitality Business in The School of Hospitality Business at Michigan State University. He is considered the School's resident technology expert. Dr. Kasavana completed his undergraduate and graduate work at the University of Massachusetts—Amherst. He received a bachelor's degree in hotel, restaurant, and travel administration; a master of business administration in finance; and a doctorate in management information systems. He has written several books, instructional software packages, and a host of research journal and trade industry magazine articles.

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Managing Front Office Operations provides an in-depth look at management of the front office and how this department interacts with other hotel departments to create a memorable guest experience. This 14-chapter book presents a systematic approach to front office procedures by detailing the flow of business through a hotel, from the reservations process to check-out and account settlement. It also examines the various elements of effective front office management, paying particular attention to the planning and evaluation of front office operations and to human resources management. Hospitality management students and new front office employees who aspire to a management position will benefit from this practical textbook that explores every facet of hotel front office operations.

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