

《饭店管理实用英语》

图书基本信息

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内容概要

中等职业教育规划教材：饭店管理实用英语，ISBN：9787119046471，作者：刘友道

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章节摘录

The Front Office and the Housekeeping Department shall prepare their room status reports at the same time. The preparations shall be done as frequently as they are needed by the management of the hotel. Their room status reports shall list, according to each department, the recent room status of each room in the hotel. Later, these two reports shall be cross-referenced and compared to detect room status discrepancies. And those discrepancies shall be corrected as soon as possible in order to maximize the room revenue. If guests have demanded certain specific needs at the reservation or registration process, the Front Office Department shall communicate this directly to the Housekeeping Department ; or the Front Office Department shall communicate this indirectly to the Concierge who shall further communicate this to the Housekeeping Department. Those specific needs may be related to certain specific amenities or facilities that need to be provided in the room. Whatever they are, the Housekeeping Department shall follow up to ensure the actual provision in a timely and accurate manner.

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