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Back-House Operations Front Office staff conducts these operations in the absence of the guests or when the guest's involvement is not required. These operations involve activities such as: Determining the type of guest (fresh/repeat) by checking the database. Ensuring preferences of the guest to give a personal touch to the service.

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He has authored, or co-authored, several books, including the industry best-selling texts Managing Front Office Operations (10th edition) and Managing Technology in the Hospitality Industry (8th edition). Lauren Selman. IFBTA Director of Members Services & Events.

Front Office Department is the face and as well as the voice of a business. Regardless of the star rating of the

hotel or the hotel type, the hotel has a front office as its most visible department. For a business such as hospitality, the front office department comes with an aspect of elevating customer experience with the business.

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