



Managing Front Office Operations Online Component (AHLEI) -- Access Card

Michael L. Kasavana, Richard M. Brooks, American Hotel & Lodging Association

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“Front Office Manager” is a 10-hour, interactive, online program that provides an overview of the organization and management of the front office. It outlines the interactions between the front office and other hotel departments that are required to create a positive guest experience.

Users will love the self-paced, discovery-driven approach that puts them in control as they determine the order in which they explore each area of the hotel and click on highlighted objects to learn about each facet of front office operations. Embedded videos help to facilitate the learning process. The content of this virtual-reality styled program is based on chapter material found in the AHLEI textbook, *Managing Front Office Operations 8/e* by Michael Kasavana and Richard Brooks.

The online component has 10 modules and covers over 80 topics. Student users will have six-month access to the online program.

When a user completes this online program in its entirety, a certificate of completion is available to be printed.

“Front Office Manager” can be packaged with the *Managing Front Office Operations 8/e* text. It can also be purchased independently of the textbook.

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