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In addition, important discussions of front office operations have been expanded throughout the text, especially with respect to human resources management, business forecasting, revenue management, budget planning, and front office staff interaction with sales, housekeeping, and security personnel.

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Front Office Operations 3 Competency 4: Identify and describe property management systems used by the front office. (pp. 122-129) Key Concepts: Front office software packages: reservations management, rooms management, guest account management, general management

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