



Check-in Check-Out: Managing Hotel Operations (9th Edition)

By Gary K. Vallen, Jerome J. Vallen



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Now in its Ninth Edition, *Check-in Check-Out* remains the leading guide to managing profitable hotel operations. Extensively revised to reflect the industry's rapid change, it presents rich detail about best practices and future directions, while offering the widest coverage of any book in the field. Students gain an intuitive understanding based on the flow of the guest's experience: through reservation, arrival, registration, service purchasing, departure, billing, and recordkeeping. The entire rooms division is covered thoroughly, and linked to other hospitality functions, related industries, and the broader economy. Extensive new coverage includes: increased internationalization; green operations; new financing sources; boutique and urban collections; new reservations strategies; and much more. This edition has been streamlined to help students learn more in less time, and contains 150+ exhibits to promote visual learning.



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