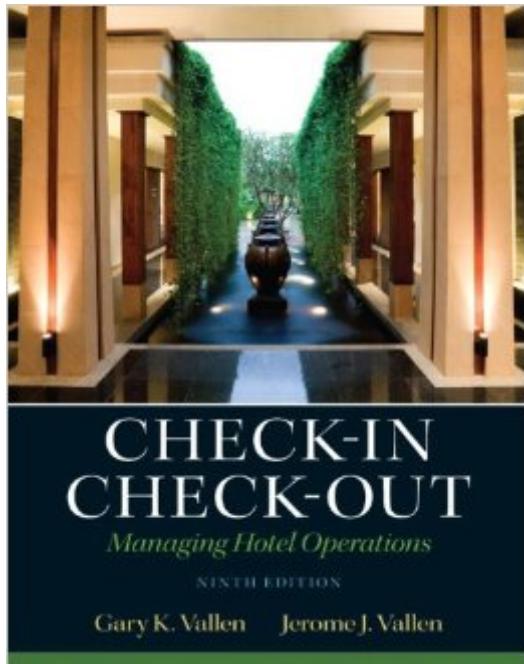


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# Check-in Check-Out: Managing Hotel Operations (9th Edition)



## **Synopsis**

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.

## **Book Information**

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Average Customer Review: 3.9 out of 5 stars (See all reviews) (13 customer reviews)

Best Sellers Rank: #102,714 in Books (See Top 100 in Books) #164 in Books > Business & Money > Industries > Hospitality, Travel & Tourism #2342 in Books > Textbooks > Business & Finance #28707 in Books > Reference

## **Customer Reviews**

This book covers a large amount of hospitality information. It is extremely thorough and has very long chapters. It is also very dry and boring, but that's what is to be expected from a textbook. You will learn a lot from it but if you have to read it from front to back like I had to do for my class get ready for some lonnnngggg miserable times! Turn on some music and have some snacks nearby so the reading experience will be a less traumatic for you.

college text

Good

This was the required book for my class.

good product

Very good, comprehensive book. It is well written and it is focused on teaching Hotel management, operations and concepts. It explains some things in a "stubby-pencil" approach (before today's (2014) technology), but this is important because it is foundational to understanding how the transparent "automated" processes work. This is a very refreshingly, good book.

It is not that good, the chapter summaries are pretty short and do not help much when studying for tests

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