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The hotel operations and management departments require well-trained staff to ensure customer satisfaction. No matter what size or standard hotel you wish to manage, you must have the adequate understanding and skills to cater to the different demands of guests. The marketing part of hotels is another essential process that helps managers ...

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Hotel and Lodging Operations. Upon making a call to the hotel, the reservationist picked it within the first two rings. This was commendable. Her soft and appealing tone proved her expertise in customer relations. However, she failed to identify herself but rather went ahead to ask how she

could assist me.

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