

A PRACTICAL GUIDE TO
GUEST HOUSE MANAGEMENT



Deseré Kofi

A Practical Guide To Guest House Management Extract

M. J. Boella



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Understanding and Raising Hotel Profitability Adrian Martin, 2019-09-05 *The Practical Guide to Understanding and Raising Hotel Profitability* offers a comprehensive, easy-to-follow breakdown of how to understand profit and loss accounts for hotels. It offers practical advice on how to maximise the profits of this customer-facing business and improve performance results. Chapters cover every aspect of the profit and loss account, including marketing, accommodation, food, and beverage sales, quality, budgeting, event sales, and all the corresponding costs involved. It explains all the relevant KPIs and industry quirks within the profit and loss document, as well as industry benchmarks, to equip the reader with the skills to attend high-level meetings, complete finance-based assignments, and ultimately run their own business. Valuable tips from leading professionals within the industry are included throughout, giving advice on how to improve hotels' financial results and positively influence net profit through everyday actions. Packed full of practical case studies and written in an easy-to-read style, this book is essential reading for hospitality students and current hospitality and hotel managers. **The Practical**

Guide to Achieving Customer Satisfaction in Events and Hotels Philip Berners, Adrian Martin, 2022-07-18 *The Practical Guide to Achieving Customer Satisfaction in Events and Hotels* is the fourth title in the Routledge Series *The Practical Guide to Events and Hotel Management* and presents expert-led insight of customer service best practice within events and hotels. Typical to the other titles in the series, this latest book is written in a logical format and contains practical tips drawn from real-life industry examples, case studies, industry leaders, and the authors' extensive backgrounds working in events and hotel management. Topics include definitions of customer service, an answer to that question: Is the customer always right? how to deal with complaints, how to empower staff to recover customer service, and how to turn new customers into loyal customers. This book is ideal for students of the management of events, hotels, hospitality, or tourism to be used as a practical resource alongside existing theoretical textbooks. It is also an essential tool for anybody working in the customer-facing industries.

A Practical Guide to Lawyering Skills Fiona Boyle, Deval Capps, 2013-10-18 Lawyering skills are increasingly part of undergraduate law degrees as well as essential elements in the postgraduate vocational law courses, the LPC and the BVC. This fully updated third edition continues to bring together the theory and practice of these skills in an accessible and practical context. The authors draw on their vast experience of law in practice to develop the core skills taught on both undergraduate

and postgraduate courses Skills covered include written communication mediation information technology opinion writing drafting advocacy interviewing negotiation legal research Each chapter uses diagrams boxes lists and flow charts to further explain and develop each skill and ends with a further reading section A Practical Guide to Lawyering Skills is essential reading for all undergraduate and vocational law students seeking to develop the necessary skills to work successfully with law in the twenty first century

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Housekeeping by Design David Brody, 2016-10-17 One of the great pleasures of staying in a hotel is spending time in a spotless neat and organized space that you don't have to clean That doesn't however mean the work disappears when we're not looking someone else is doing it With *Housekeeping by Design* David Brody introduces us to those people the housekeepers whose labor keeps the rooms clean and the guests happy Through unprecedented access to staff at several hotels Brody shows us just how much work goes on behind the scenes and how much management goes out of its way to make sure that labor stays hidden We see the incredible amount of hard physical work that is involved in cleaning and preparing a room how spaces furniture and other objects are designed to facilitate a smooth flow of hidden labor and crucially how that design could be improved for workers and management alike if front line staff were involved in the design process After reading this fascinating exposé of the ways hotels work or don't for housekeepers one thing is certain checking in will never be the same again

National Hotel Review, 1924 *The Hotel Monthly* John Willy, 1922 **Ward and Lock's illustrated guide to Switzerland** [ed. by H.W. Dulcken?]. [2 issues]. Ward, Lock and co, Ltd, 1897 *Forthcoming Books* Rose Arny, 1998

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