

# To Study Front Office Operations in Hotel Industry

**Mrs. Anjali Daniel Chatterton**

Sr. Lecturer

Anjuman-I-Islam's Institute of Hospitality Management, Mumbai, India

**Abstract:** *As the public face of a hotel, the front desk is primarily in charge of guaranteeing visitors' satisfaction by attending to their needs and wishes. The front desk serves as the centre of a hotel and is important for organizing and guaranteeing the effectiveness of hotel operations, all with the primary goal of providing guests with the best possible experience. The majority of visitors in the hotel industry interact directly with front desk employees. Being the initial point of contact a guest or prospective guest has with a hotel, whether by phone, in writing, or in person, makes front office operations extremely important.*

**Keywords:** Front Office, Satisfaction, Front Desk, Operations.

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