

Hotel Industry

1

- Type of accommodation
- Hotel facilities
- Staffing and internal organization
- Reservation and check in

2

- Hotel and restaurant services
- Money matters
- Dealing with complaints
- Off- site services

3

- The business traveller
- Conferences
- Tour operation- planning
- Tour- operation execution

4

- Describing your hotel
- Describing your city- knowing your city
- Knowing your customers