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Managing Front Office Operations (AHLEI), Michael L. Kasavana, Ph.D., Richard M. Brooks, & Lodging Assoc American Lodging Assoc, Prentice Hall PTR, 2012, 0133097102

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Managing front office operations Michael L. Kasavana , Richard M. Brooks , Charles E. Steadmon Educational Institute of the American Hotel & Motel Association , 1991 - Business & Economics - 435 pages

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