



Organizacion y prestacion del servicio de recepcion en alojamientos. HOTA0308 (Spanish Edition)

Raúl Villanueva López

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Analizar la organización y funciones más frecuentes de los departamentos de recepción, justificando estructuras organizativas adecuadas a cada tipo de establecimiento. Analizar los procedimientos de gestión de la información en la recepción, explotando las aplicaciones informáticas propias y justificando su utilización en los diferentes tipos de alojamientos. Analizar los procesos propios del departamento de recepción y aplicar los procedimientos idóneos para la correcta prestación y control de los servicios que le son inherentes. Desarrollar los procesos de gestión de cobros y facturación, aplicando los procedimientos y operaciones idóneos para su realización. Analizar el servicio de seguridad propio de establecimientos de hospedaje, relacionando la estructura organizativa y las contingencias de seguridad con los elementos y medidas de seguridad aplicables. Ebook ajustado al certificado de profesionalidad de Recepción en alojamientos.

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