

# **Understanding Hotel and Resort Operations**

*By Doug Campbell*

**Industry Overview  
Providing Quality Service  
Organization of Hotels and Resorts  
Human Resource Management  
Productivity  
Reservation Systems  
Registration Procedures  
Revenue Management  
Complaint Management  
Quality Control Procedures  
Guest Satisfaction  
ADA Accommodations  
The Night Audit  
Legal Issues and Hospitality Law  
Hotel Security Operations  
Housekeeping  
Maintenance Management  
Other Sources of Hotel/Resort Revenue  
Trends in the Hotel and Resort Industry**

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*By Doug Campbell*

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