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Front Office Section Housekeeping Section Food and Beverage
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IT Reservation Group Reservation Reservation Revision Early
Check-in Extending the Stay Changing the Room Ticket Booking Renting
Equipment Interpretation Service Pick-up Service Luggage Deposit Mail
Deliver Credit Card Payment Cash Payment Foreign Currency
Exchange Cleaning the Room Turn-down Service Adding Beds Express
Service Special Requirement Laundry Damage Wake-up Service Shoe-shining
Service Baby-sitting Serving Reserved Guests Serving Non-reserved
Guest settling Complaints about Reservation Settling Complaints about Room
Facilities Settling Complaints about Food

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	6		56	56	0	0	0	3	
	7		36	4	0	32	0	2	
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	22		36	25	0	11	0	2	
	23	1	36	0	36	0	0	2	
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	31		54	27	0	27	0	3	
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45		54	0	7	36	11	3
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F03	F03-1		F03-1-1			
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F04	F04-1			F04-1-1		
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[1] . [M]. , 2009

[2] . [M]. , 2014

[3] . [M]. , 2007

[4] . [M]. , 2012

[5] . [M]. , 2007

[6] . [M]. , 2014

[7] [https: //www. canyi n168. com/gl yy/cygl /](https://www.canyi n168. com/gl yy/cygl /)

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1. <http://www.ihfo.com>
2. <http://www.dongyee.com>
3. www.ctha.com.cn
4. www.hoteljob.cn

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