Research Title: The Development of Manpower skills of Cairo Airport Four Star Hotels Offices.

Abstract:
This study focuses on upgrading and developing basic skills of airport hotel office employees who serve as giving the first impression of the hotel to the incoming tourist. The study was conducted through interview and responses to a questionnaire. Results indicated that there are deficiencies among many employees at the airport. They keep put in their airport office until tourists end their passport and custom formalities rather than barging into the corridors of the airport and introducing themselves to tourists and offer helping them. Many of them do not speak international foreign languages fluently. Many employees look shabby and wear untidy uniforms and others lack the basic skills of contacting their hotels through fax or internet. The study offers recommendations to remedy airport hotel office employees deficiencies by updating and developing their skills.