



Front Office Operations

ASSESSMENT # 2

Total Marks: 30

Answer the following Questions:

1. Prepare a list of activities performed by the front office in a hotel. 6
2. Define Reservation System. What are its various types? 6
3. What are the responsibilities of the front office manager? 4
4. Discuss the concept of yield management in details 6
5. Discuss the check in and checkout procedures of a hotel 8