

ASSESSMENT # 2

Total Marks: 30

1. Give short answers to the following questions: (16)
 - i. Prepare a list of activities performed by the front office in a hotel.
 - ii. Define the term 'Reservation System.' What are its various types?
 - iii. Discuss the importance of the front office in a hotel property.
 - iv. Outline the front office's organisational structure.
 - v. What are the responsibilities of the front office manager?
 - vi. How are reservation reports generated in a hotel?
 - vii. How do electronic front office operations differ from manual operations?
2. Discuss the concept of yield management in detail. (4)
3. Discuss the check-in and check-out procedures of a hotel. (4)

Activity

Contact a front office manager or senior staff member at a local hotel. Do this in person, by email or phone, and introduce yourself as a student. Enquire about the establishment and the staff member's role. Produce a report on your findings. (6)