

- 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 front office in a hotel property.
 - iv. Outline the front office organizational structure.
 - v. What are the responsibilities of the front office manager?
 - vi. How the reservation reports are generated in a hotel?
 - vii. How are electronic front office operations different from those of 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 at a local hotel. Do this in person, by email, or phone, and introduce yourself as a student. Enquire about their establishment and his role. Produce a report on your findings. (6)