

1. Give short answers for the following questions: (18)
 - i. Which type of information does the sales and marketing department require from the front office?
 - ii. "Guests' history is an important source of information for the sales and marketing department." Why?
 - iii. What does a banquet manager do?
 - iv. Explain the terms used to describe housekeeping room status.
 - v. "Communication is important between the front office and the food and beverage department." Why?
 - vi. What is the importance of communications between the front office and security department?
2. What is the total quality management technique? And what role does it play in the success of a hotel? (12)