

ASSESSMENT # 8**Total Marks: 30**

- 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)