

Assessment 2

Total Marks: 30

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| 1. Define Reservation System. What are its various types? | 8 |
| 2. Discuss the importance of front office in a hotel property. | 8 |
| 3. How are electronic front office operations different from those of manual operations? | 6 |

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. **8**