

Mugberia Gangadhar Mahavidyalaya

Tourism & Hotel Management

Internal Examination B.voc – 2023

Semester – 2ND SEM

Subject – FRONT OFFICE

Full Marks- 50

PART -1(Theory)

Give the Answer of five questions:

1. Draw the front office organization chart of a large Hotel.
2. What is Responsibility of front office Assistant?
3. What is the job responsibility of Night auditor?
4. What is the importance of Reservation for the Hotel? Explain it.
5. Explain the types of Reservation.
6. What is overbooking? Explain it.
7. What is checkout Room? Explain it.

PART-2 (Practical)

Give the answer of one question:

1. What is telephone etiquette Tips? Explain it.
2. What is the procedure of luggage tagging? Explain it.