

**Mugberia Gangadhar Mahavidyalaya**

**Tourism & Hotel Management**

**Final Examination B.voc – 2023**

**Semester –3<sup>rd</sup> SEM**

**Subject – FRONT OFFICE**

**Full Marks- 100**

**PART -1(Theory)**

Give the Answer of Ten questions:

1. Draw the format of Guest Registration Card.
2. What is Guest Registration?
3. What is the job responsibility of Lobby Manager?
4. What is the importance of Reservation for the Hotel? Explain it.
5. Explain the types of Front Office Accounting.
6. What is Account settlement of guest? Explain it.
7. What is Guest cycle? Explain it.
8. How to create Guest folio?
9. What is voucher and its types?
10. What is Ledger? Explain it.
11. What is the grooming standard for the Front office staff?