



Hospitality & Tourism Studies

Accommodations

Front Office Responsibilities & Terms

Answer the following questions in full sentences. 15 pts. Total

1. Determine five (5) responsibilities of the front office representative. (5pts.)

a)

b)

c)

d)

e)



2. Discuss how the front desk representative work hand in hand with: (3pts.)

a) Engineering:

b) Bell attendants:

c) Housekeeping:

3. Conduct research to provide definitions for the following front office terms: (7pts.)

a) Reservations

b) (room) Block:



c) (room) Racks

d) Accessible rooms

e) Adjacent rooms

f) Adjoining/Connecting guestrooms
