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)

_____

_____

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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:

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_____

_____

c) (room) Racks

_____

_____

d) Accessible rooms

_____

_____

e) Adjacent rooms

_____

_____

f) Adjoining/Connecting guestrooms

_____

_____

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