



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)

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b)

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c)

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d)

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e)

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

a) Engineering:

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b) Bell attendants:

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c) Housekeeping:

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

a) Reservations

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b) (room) Block:



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c) (room) Racks

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d) Accessible rooms

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e) Adjacent rooms

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f) Adjoining/Connecting guestrooms

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