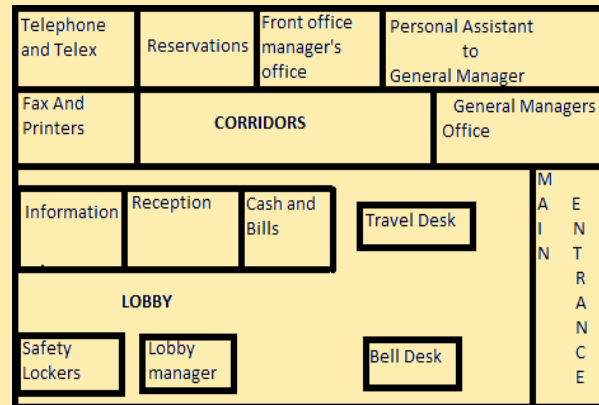


FRONT OFFICE

Q1. Which section is amiss in the lay-out of a Front Office department?

- Safety Lockers
- Lobby Manager
- Bell Desk
- Cash and Bills



Q2. Vivian reserved a room in Hotel Planza for a duration of ten days. He, however, checked out after five days of his arrival. His action would be called _____.

- Exceeding cutoff date
- Curtailment
- Bounced booking
- Block booking

Q3. Identify the mismatch.

- A
- B
- C
- D
- All are correct

	Tariff rate	Explanation
A	Corporate rate	Lower than rack rate
B	Day rate	If a guest checks in at 10 am and checks out the same evening at 5 pm
C	Crib rate	For children above 5 years and below 15 years of age accompanying their parents
D	Group rate	For a group of more than 15 persons

Q4. Find a suitable match for A in the hierarchy chart of lobby organization given below (starting from the lowest to the highest in rank):

Cashier-----> A -----> Front Office Manager

- Concierge
- Front office supervisor
- Receptionist
- Bell captain

Q5. Mark the statement(s) that is/are false.

1. Amendments to the reservation chart cannot be made during peak reservation season.
 2. No shows are guests with reservations who have made cancellations before the specified date.
 3. Guest folio cannot be created before the guest comes to hotel.
 4. Keeping a track of turn away helps the hotel to plan for expansion.
- Only 2
 - Only 1 and 2
 - 1, 2 and 3
 - All- 1, 2, 3 and 4