

FRONT OFFICE OPERATIONS



Brand: Mehta Solutions

Product Code: case820

Weight: 0.00kg

Price: Rs500

Short Description

FRONT OFFICE OPERATIONS

case study

Description

Multiple Choices:

Q1. To create a professional image and to make guest comfortable about the staff members is a factor of_____

1. Personal presentation
2. An attentive manner
3. Social skills
4. Use of guest?s names

Q2. A small booklet which has the guest?s name, room number and room rate is_____

1. Credit card

2. **Key card**
3. **Bedroom book**
4. **Room status board**

Q3. Clear is a sign of_____

1. **Room left**
2. **Room occupied**
3. **Room vacant and ready**
4. **Room vacant but not ready**

Q4. Which of the following is not a part of „Property Management System??

1. **General ledger**
2. **Registration**
3. **Night audit**
4. **Computer terminal**

Q5. Arrange the following as procedure for payment by credit card:

1. **Ask the client to sign the audit roll (retain the card)**
2. **Obtain the card from the client**

iii. Check that the signatures on the card and the voucher agree.

1. **Swipe the card through the machine.**
2. **i, ii, iii, iv**

3. **ii, iv, i, iii**

4. **ii, iii ,i, iv**

d iv, ii, iii, i

Q6. When the interest and desire is converted into booking or enquiry it is a result of:

1. **Interest**

2. **Attention**

3. **Action**

4. **Desire**

Q7. Providing an individual „PIN? number to the customer by the hotel authority is a feature of:

1. **Voice mail**

2. **Message waiting facility**

3. **Fax**

4. **Access to hotel services**

Q8. Cheques help in controlling frauds in the hotels.

1. **Crossing cheques**

2. **Cheque authorization**

c .Foreign cheques

1. Blank cheques

Q9. Which of the following is not included in the task performed mainly at the reception?

- 1. Filing**
- 2. Duplicating**
- 3. Word processing**
- 4. Reservation**

Q10. Chart is very time consuming to be up-dated and its errors results in lower occupancy.

- 1. Density chart**
- 2. Density reservation chart**
- 3. Stop-go chart**
- 4. Conventional chart**

Part Two:

Q1. Differentiate between the organizational structure of „Small and Medium sized hotels?.

Q2. State the main ways in which fire can be prevented in a hotel.

Q3. List the main methods of „Non-verbal communication?.

Q4. Write a short note on „Inside Availability?.

Q5. Do you feel it was necessary for mike to commission a consultant?s report on the Benson? Why or why not? How would you have approached the situation?

Q6. Identify and propose solutions for the supervisory challenges in the kitchen and dining areas of the „Benson Hotel?.

Q7. Identify and describe four short-term operational strategies Ken should implement immediately at the Rainbow Golf Resort.

Q8. Which form of top-down communication would be most suitable for the Rainbow Golf Resort to achieve its objectives?

Q9. Explain how the hotel receptionist can contribute to customer satisfaction?

Q10. Discuss the methods of payments in a hotel.

Q11. Discuss about the main principles of “Hotel Billing”

Details

1. Case study solved answers

2. pdf/word

3. Fully Solved with answers