

National Institute of Open Schooling
Senior Secondary Course- Tourism
Lesson 21B: Front Office Operations
Worksheet-21B

- Q.1- List the types of rooms and tariffs.
- Q.2- Explain the role of reception at front office.
- Q.3- Mention the rules of Telephone Handling.
- Q.4-Staff training is helpful in avoiding panic, damage to property and loss of life. Explain.
- Q.5- Front Office Department is the central point of all activities that take place between a guest and a hotel. Explain.