

Front Office Operations

Traditionally front office functions include reservations, registration, room and rate assignment, guest services, room status, maintenance and settlement of guest accounts, and creation of guest history records. The front office develops and maintains a comprehensive data base of guest information, coordinates guest services, and ensures guest satisfaction. These functions are accomplished by personnel diverse areas of the front office department.

Organization

Large hotels often organize the front office according, with different employees handling separate areas. This division of duties can enhance the control the front office has over its own operations. Front office personnel can provide more specialized attention if each area is responsible for only one segment of the guest stay. Such a separation of duties may not be practical in small hotel, where it is common for one or two individuals to handle all front desk operations. The front office in a large hotel supports many positions with a considerable separation of duties. These positions typically include, but are not limited to the following:

1. A front desk agent who registers guests and maintains room availability

Hospitality Front Office Multiple Choice Questions

Rosina Ehmann



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