

[illegible]

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SECTION-B

2. What is the importance of reservation?
3. What are the different modes of reservation?
4. Write a short note on different types of reservations.
5. Give the French for all the days of the week.
6. Write a short note on Guest accounting techniques.

SECTION-C

7. Explain in detail the coordination of Front office with other departments of the hotel.
8. Explain different types of guest complaints and techniques of handling them.
9. Room selling techniques form the backbone of the front office department and the hotel. Elucidate.