



UNIVERSITY OF NORTH BENGAL
BBA(TAH) Programme 5th Semester Examination, 2020

DSE1-BBA(TAH)

FRONT OFFICE AND HOUSEKEEPING

Full Marks: 60

ASSIGNMENT

*The questions are of equal value.
The figures in the margin indicate full marks.*

Answer any *three* of the following questions

20×3 = 60

1. What is a guest? Explain with detail flowchart and illustration. 20
2. What is night audit and guest folio? Explain in detail with illustration. 20
3. Describe layout of housekeeping department in detail with flowchart. 20
4. What is the importance of guests relation department or customer relation desk when we enter into a Hotel property? Explain in detail. 20

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