

Name: _____

Date: _____

Functions of Hotel Front Office

S T R A T E G I E S B L K J X I A X T I M E L Y
 B R T K L T W D B O M V Y P T H T P Z E K A P U
 Y D Z S R V I M O Q S Z L U C I N O R T C E L E
 J W K L O O T K S T E R Y E C N A V E L E R M Q
 L L N R F S I P T E T E P U N U J G O G M Z Z E
 H C A H O N Q N N T T S U D R S A L E S O M U N
 O L L N G E F K U D L E R S V P U A N F D N V T
 U S G O O P U K O Z E R E T E B L K D W G F R E
 S Q M I C J N D C S M V I C Q R Q O O W F A S R
 E L R T M Z C Q C E E A H Z M C A P O D W E E T
 K I L A H T T I A U N T S E U G W K F T X T I A
 E P E C K R I J H E T I A G N I T E K R A M T I
 E N M I G U O K H R O O C G Z N I X Z B T D U N
 P O C N T S N Y L N T N X L E N N O S R E P D M
 I I O U N D R E G A N A M T X M A N U A L K Q E
 N T N M A B E L L B O Y T B L A U S I V P C N N
 G A C M D Y R I R G Y I E H Y A L Y L I C X Z T
 G T I O N V V R R H R B E V E R A G E S U G O E
 X N E C E W Y S U W I K L R D E P A R T M E N T
 U E R H T T I D U A T H G I N T B O E I K X A K
 L S G G T S X U N O I T A M R O F N I M G I O A
 Q E E W A C D W R V A E V X Z E T E L P M O C T
 J R J V A L E T P Z Z Z S E L L I B G N H E Q K
 V P R J C B Z B D X Y T S I N O I T P E C E R O

Communication
 Night Audit
 Department
 Concierge
 Accounts
 Booking
 Valet
 Bill

Entertainment
 Information
 Electronic
 Attendant
 Written
 Duties
 Sales

Receptionist
 Reservation
 Relevance
 Personnel
 Manager
 Visual
 Guest

Presentation
 Strategies
 Beverages
 Function
 Cashier
 Tlmely
 Oral

Housekeeping
 Settlement
 Marketing
 Complete
 Bellboy
 Manual
 Food