

## **ROLE AND IMPORTANCE OF FRONT OFFICE IN THE HOTEL**

**Front Office** plays a critical part in Tourism and Hospitality Industry. It is the first department of the hotel with which guests come in contact at the time of their arrival and is also the last department they interact with when they depart from the hotel. This department has its role and importance.

- Accepting advance booking of hotel rooms.
- Opening of the guest bills.
- Maintaining & monitoring the account.
- Settling bills at the time of check-out.
- Effective Communication with guest.
- Processing the guest reservation.
- Handling the guest reception & registration.
- Attend to the guest inquiry regarding usage of services in the hotel such as, Wi-Fi internet, safe deposit.
- Check-in and check out the guest.
- Co-ordinate with other departments of the hotel.
- Maintaining the room status.
- First place that can let guest develop an impression about the level of service, standard, facilities and hospitality of the hotel.
- Handling the guest's mail and messages.