

SECTION-B

2. List the qualities of a telephone operator.
3. What is the importance of security systems in hotels?
4. Differentiate between Information rack and key rack.
5. With the help of a neat format, explain the functions of a Travelers cheque.
6. What are the general duties in a telephone section?

SECTION-C

7. Write an essay on communication and its use in hotels.
8. Describe the process of a room change.
9. List any 5 expressions of politeness in French.