

## Chapter 6 Outline

The Front Office Department  
    The Rooming Section  
    The Cashier Section  
    The Mail and Information Section  
The Reservations Department  
    Methods of Advance Reservation  
    Types of Reservations  
    Special Concerns  
The Telecommunications Department  
The Uniformed Service Department  
The Housekeeping Department  
    The Green Movement

## Competencies

1. Describe the primary responsibilities of the front office department. (pp. 149–150)
2. Summarize the functions of the rooming section of the front office department. (pp. 150–151)
3. Describe the cashiering functions performed by the front office department, and explain the function of a night audit. (pp. 151–155)
4. Summarize the functions of the mail and information section of the front office department. (pp. 155–156)
5. Describe the primary responsibilities of the reservations department, and identify the different types of reservations. (pp. 156–158)
6. Describe the responsibilities of the telecommunications department. (pp. 158–159)
7. Summarize the functions of the uniformed service department. (pp. 159–160)
8. Explain the primary responsibilities of the housekeeping department and describe some of the ways that the “green movement” has affected the department. (pp. 160–163)