

E 2068

(Pages : 2)

Reg. No.....

Name.....

UNDERGRADUATE (C.B.C.S.S.) EXAMINATION, APRIL 2018

Fifth Semester

Open Course—FRONT OFFICE MANAGEMENT

(Offered by the Expert Committee for Tourism Studies)

[2013 Admission onwards]

Time : Three Hours

Maximum Marks : 80

Part A (Very Short Answer Questions)

Answer all questions.

Each question carries 1 mark.

1. What are the four steps of guest cycle ?
2. What is arrival list ?
3. Who is a turnaway ?
4. What is an adjacent room ?
5. What is a business hotel ?
6. What is rack rate ?
7. List the main duty of a receptionist ?
8. What is rooming list ?
9. What is direct billing ?
10. What is VIP ?

(10 × 1 = 10)

Part B (Brief Answer Questions)

Answer any eight questions.

Each question carries 2 marks.

11. What do you mean by hotel classification ?
12. What is standards ?
13. Why is front office important ?
14. Differentiate between double room and twin room ?
15. List the functions of a reservation staff ?
16. How do you handle a wake-up call ?

Turn over

17. What is a coffee shop ?
18. What is a departure list ?
19. What do you mean by pickup and drop ?
20. What is Guest History Card ?
21. Who is a Night Manager ?
22. Who is a Walked Guest ?

(8 × 2 = 16)

Part C (Descriptive / Short Essay Type Questions)

*Answer any six questions.
Each question carries 4 marks.*

23. Describe the importance of good guest relations.
24. Describe the function of the housekeeping department.
25. What are the various reservation systems ?
26. Explain the importance of front desk selling.
27. Describe departure procedures and check-out options.
28. What are the different types of rooms in a hotel ?
29. Describe the importance of front office security.
30. Explain banquets.
31. Discuss the role of Bell Desk.

(6 × 4 = 24)

Part D (Long Essay)

*Answer any two questions.
Each questions carries 15 marks.*

32. Draw the organization chart of a large hotel.
33. How will you handle group check-in ?
34. Describe the different types of Food and Beverage outlets.
35. What is the purpose of Guest History Card and how is it helpful ?

(2 × 15 = 30)