

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION DECEMBER 2018
(Third Semester)

Branch - CATERING SCIENCE & HOTEL MANAGEMENT

FRONT OFFICE MANAGEMENT

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10 x 2 = 20)

- 1 Define Hotel.
- 2 What is Cabanna?
- 3 Who is an Concierge?
- 4 What is errand card?
- 5 Define scanty baggage.
- 6 What is a Hard bound register?
- 7 List the types of Keys.
- 8 What is the purpose of Safe deposit locker?
- 9 Define Discrepancy report.
- 10 What is forecasting in front office?

SECTION - B (25 Marks!)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 5 = 25)

- 11 a Discuss the types of meal plan.
OR
b Define the following:
(i) Studio room (ii) Pent House (iii) Duplex
- 12 a Draw the layout of Front Office.
OR
b Explain the 7C's of communication.
- 13 a Draw the guest registration card.
OR
b Explain the following.
(i) Late check out (ii) Express check out.
- 14 a Draw the chart for Night audit process.
OR
b Discuss briefly on paging.
- 15 a Define the following:
(i) Occupancy ratio (ii) ADR (iii) ARG.
OR
b Write the benefits of Yield management.

SECTION - C Y30 Marks)

Answer any THREE Questions

ALL Questions Carry EQUAL Marks (3 x 10 = 30)

- 16 Comment the ' importance of Tourism Industry'.
- 17 Explain the duties and responsibilities of Front Office Manager.
- 18 Enumerate the detail about reservation.
- 19 Writs thf* rllltipc anH