

BSc DEGREE EXAMINATION DECEMBER 2017
(Third Semester)

Branch - **CATERING SCIENCE & HOTEL MANAGEMENT**

FRONT OFFICE MANAGEMENT/FRONT OFFICE OPERATION-H

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks)

Answer **ALL** questions

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

- 1 Give any four examples for international hotel chains.
- 2 What do you mean by franchising of hotels?
- 3 What do you mean by concierge?
- 4 What is paging?
- 5 Differentiate between guaranteed and non-guaranteed room reservation.
- 6 Who is night auditor?
- 7 What do you mean by No-Show?
- 8 Differentiate between guest folio and non-guest folio.
- 9 Define the term 'yield'.
- 10 Give the formula for Rev - Per.

SECTION - B 125 Marks)

Answer **ALL** Questions

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

- 11 a Comment on the salient features of any 5 types of guest rooms.
OR
b What do you mean by room rate and meal plans? Comment on any four of them.
- 12 a Define the term 'communication'. Mention its importance in front office operation.
OR
b Mention the functions of information section in front office.
- 13 a Comment on various types of check out.
OR
b Write notes on any 5 sources of room reservation.
- 14 a List out the various types of guest room keys and how do you exercise control over them?
OR
b Write notes on
(i) Safe deposit locker (ii) Wake-up call procedure
- 15 a What do you mean by forecasting? Mention its importance in room reservation.
OR
b Mention the importance of occupancy ratios in front office operation.

SECTION - C (30 Marks)

Answer any **THREE** Questions

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

- 16 Classify hotels based on location factor and explain their salient features.
- 17 Draw the organization chart of front office department in a luxury hotel.
Explain the duties and responsibilities of front office manager.
- 18 Explain the procedures involved in the registration of domestic and foreign guests.
- 19 Enumerate the various types of guest complaints and how⁷ do handle the same?
- 20 Explain the significance of computer applications in front office managements.