

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION MAY 2023
(Fourth Semester)

Branch – CATERING SCIENCE AND HOTEL MANAGEMENT

FRONT OFFICE MANAGEMENT

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

1. Which of the following is not a section not Front office?
(i) Front desk (ii) Bell desk
(iii) Travel desk (iv) Bill desk
2. Room with two single beds is
(i) Double room (ii) Single room
(iii) Twin room (iv) None of the three
3. The place where the guest folios are kept are called
(i) Bucket (ii) Folio rack
(iii) Voucher rack (iv) Bill rack
4. Manual system of reservation is called
(i) Whitney system (ii) Fidelio system
(iii) Rack system (iv) Physical system
5. Errand card is generated by
(i) Receptionist (ii) Bell captain
(iii) Door man (iv) Bell boy.

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

- 6 a) Explain about the hospitality industry?
OR
b) Narrate the growth of hotel industry?
- 7 a) Describe the various types of meal plan?
OR
b) Sketch the stages of guest cycle?
- 8 a) Explain the types of records maintained in front office ?
OR
b) State the process of night audit?
- 9 a) Explain the formula for calculating ARR?
OR
b) Describe the concept of forecasting?
- 10 a) State the application of PMS in front office?
OR
b) Explain the process of back office?

Cont....

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

- 11 a) Highlight the evolution of hotel industry in India?
OR
b) Classify the various types of communication in hotel front office.
- 12 a) Analyze the various types of reservation.
OR
b) Categorize the various types of pricing in front office.
- 13 a) Discuss about the front office accounting cycle.
OR
b) Elucidate the duties and responsibilities of night auditor.
- 14 a) Discuss the elements and benefits of yield management.
OR
b) Analyze the yield management prospects.
- 15 a) Enumerate the different types of property management system used in hotel.
OR
b) Discuss the role of front office in safety and security.

Z-Z-Z

END