PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BVoc DEGREE EXAMINATION DECEMBER 2024
(Third Semester)

Branch - HOSPITALITY MANAGEMENT
HOTEL FRONT OFFICE

Time: Three Hours   Maximum: 75 Marks

SECTION-A (10 Marks)
Answer ALL questions
ALL questions carry EQUAL marks   (10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Who is the person responsible for and manages all the functions at lobby of a hotel a) Lobby Manager b) General Manager c) Duty Manager d) Reservation Manager	K1	CO2
	2	Handling of guest luggage at the time of arrival and departure is done by_____ a) Travel Desk b) Information Desk c) Bell Desk d) Reservations	K2	CO2
2	3	Which of the following is the most important pre arrival activity a) Registration b) Reservation c) Payment d) Handling luggage	K1	CO3
	4	Name the passport issued to government employees for work related travel and to accompanying dependents a) Diplomatic Passport b) Service Passport c) Collective passport d) Emergency passport	K2	CO3
3	5	Which of the following contains accounts of more than one guest a) Guest folio b) City folio c) Master folio d) Hotel folio	K1	CO4
	6	A guest who leaves the hotel without clearing the payment is called a) Sleeper b) Skipper c) Non guest d) Visitor Paid – out	K2	CO4
4	7	Name the report of guest accounts that are nearing or have crossed house limits a) Floor limit report b) Credit Report c) High balance report d) Debit report	K1	CO4
	8	The term house count is used to define which of the following a) Total number of rooms in a hotel b) Total number of resident guest present in a hotel c) Total number of guest arriving on a particular day d) Total number of guest departing on a particular day	K2	CO4
5	9	Which of the following IDS fortune PMS is used to manage mid segment and budget hotels a) Fortune enterprise b) Fortune Genie c) Fortune Express d) Fortune Budget	K1	CO5
	10	Name the stand alone automated system in which room key is electronically coded a) Point of Sale b) Electronic Locking System c) Room locking system d) Energy and electronic management system	K2	CO5

SECTION - B (35 Marks)
Answer ALL questions
ALL questions carry EQUAL Marks   (5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	List down the duties and responsibilities of a hotel front office manager.	K2	CO2
		(OR)		
	11.b.	Outline the attributes of a front office personal.		
2	12.a.	Illustrate the activities of the four phases in a guest cycle.	K2	CO2
		(OR)		
	12.b.	Explain the different stages of Registration process.		
3	13.a.	Why communicating the departure of guest to all other departments in a hotel is important?	K3	CO4
		(OR)		
	13.b.	Summarize on credit settlements during guest checkout in a hotel.		
4	14.a.	Develop a yield management strategy for a hotel facing high competition in the market.	K3	CO4
		(OR)		
	14.b.	Make use of technology in Night Auditing to improve operational efficiency in hotel front office.		
5	15.a.	Plan a training programme for front office staff to use effectively use PMS in their daily operations .	K3	CO5
		(OR)		
	15.b.	Identify the key factors to consider while selecting a front office PMS for a boutique hotel .		

SECTION -C (30 Marks)
Answer ANY THREE questions
ALL questions carry EQUAL Marks   (3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Explain the different sections of Hotel front office with its functions.	2	CO2
2	17	Explain the types of reservations.	2	CO2
3	18	Summarize the departure procedure.	3	CO4
4	19	Identify the common problem faced during the night audit task and suggest practical solutions for overcoming the challenges .	3	CO4
5	20	Summarize on different Property Management systems in Hotel front Office.	3	CO5

Z-Z-Z   END