

**PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)**

**BVoc DEGREE EXAMINATION MAY 2025
(Fifth Semester)**

Branch – HOSPITALITY MANAGEMENT

FRONT OFFICE OPERATIONS

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** marks

(5 x 1 = 5)

- 1 _____ is generally located in the heart of the city.
(i) Motel (ii) Downtown hotel
(iii) Resort (iv) Lotel
- 2 _____ plans provides only room rent in the package.
(i) American Plan (ii) Continental plan
(iii) Modified American Plan (iv) European plan
- 3 In the following, which is the written mode of reservation?
(i) Letter (ii) E-mail
(iii) Fax (iv) All the above
- 4 _____ is the action of leaving the room in a hotel.
(i) Check out (ii) Reservation
(iii) registration (iv) Check in
- 5 Who is performing administrative duties during the quieter business hours?
(i) Night Auditor (ii) Banquet Manager
(iii) General Manager (iv) None of the above

SECTION - B (15 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks

(5 x 3 = 15)

- 6 a Define Hotel and explain the types of hotel based on the size.
OR
b Brief about Room Tariff Card.
- 7 a Write down the importance of Reservations.
OR
b What are the Sources of Reservations?
- 8 a Give a short note on Pre-Registration.
OR
b How will you make a wake-up call to the guest in Hotel?

Cont...

- 9 a Define Fort Folio and Its types.
OR
b Brief about Night Auditing Process .

- 10 a What do you mean by PMS?
OR
b Write down the uses of PMS in Hotel.

SECTION -C (30 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** Marks (5 x 6 = 30)

- 11 a Briefly explain about the Evolution and the growth of Hotel industry in India.
OR
b Explain in detail about the different types of Guest rooms in Hotel.
- 12 a Draw the Organizational structure of Front Office in Star Hotel.
OR
b Write down the duties and responsibility of Front office Personnel.
- 13 a Write in detail about the Departure Procedure of Star Hotel.
OR
b Explain in detail about the Mode of Settlement of Bills in Front Office.
- 14 a Describe in detail about the Front Office Accounting Cycle.
OR
b Give a detailed Introduction about Night Auditing in Hotel.
- 15 a How will you Evaluate the Hotel Performance?
OR
b Write down the applications of PMS in Front Office.

Z-Z-Z END