

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

**BSc DEGREE EXAMINATION DECEMBER 2022
(Third 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 Registration Card is used in which stage of guest cycle

(i) Pre Arrival	(ii) Arrival
(iii) Stay	(iv) Departure
- 2 A Hotel Situated in the heart of the city

(i) Resort	(ii) Airport Hotel
(iii) Commercial Hotel	(iv) Motel
- 3 Locating guest in a hotel is known as.....

(i) Paging	(ii) Guest Cycle
(iii) Left Luggage	(iv) Reservation
- 4 = Total Room Revenue / Total Rooms Sold.

(i) Occupancy Percentage	(ii) House Count
(iii) Average room rate	(iv) Average revenue per guest
- 5 A guest with less luggage is known as

(i) Skipper	(ii) Scanty Baggage
(iii) Black list	(iv) Over Stay Guest

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

- 6 a Explain the duties and responsibilities of Receptionist.
OR
b Draw the layout of Front Office Department.
- 7 a Prepare short note on Guest registration card.
OR
b Write short note on C- Form.
- 8 a What is Left Luggage Handling?
OR
b Explain the different hotel meal plans.

Cont...

- 9 a Prepare short note on late check out.
OR
b Differentiate between over stay and under stay.
- 10 a State short note on PMS.
OR
b Analyze the procedure for handling guest mail.

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

- 11 a Explain in detail the classification of hotel based on location.
OR
b Pointout in detail the attributes of front office personnel.
- 12 a Explain in detail the stages of guest cycle.
OR
b Discuss in detail the modes and sources of reservation.
- 13 a Write short notes on the following i) Safety Deposit Locker, ii) Message Handling, iii) Guest Paging
OR
b Explain in detail about guest complaint handling.
- 14 a What is night auditing? Explain the duties and responsibilities of a night auditor.
OR
b Enumerate in detail various types of check out.
- 15 a Point out in detail the types of keys and control of room keys.
OR
b Elucidate as a receptionist how you handle a drunken guest shouting at the lobby.

Z-Z-Z END