

(AUTONOMOUS)

BSc DEGREE EXAMINATION DECEMBER 2025

(Fifth Semester)

Branch – **CATERING SCIENCE & HOTEL MANAGEMENT**

FRONT OFFICE OPERATIONS

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry **EQUAL** marks

$$(10 \times 1 = 10)$$

Module No.	Question No.	Question	K Level	CO
1	1	The published rate for a hotel room is called as _____. a) Discount Rate b) Family Rate c) Corporate Rate d) Rack Rate	K1	CO1
	2	Front office functions include reservations, registrations, room & rate assignment, check-in and _____. a) Cleaning b) Food Service c) Room Maintenance d) Guest Services	K2	CO2
2	3	Which of the below is NOT a sub department of Front office? a) Room Service b) Reservation c) Cashier d) Business Centre	K1	CO1
	4	Who is responsible for training & making duty roster for front office staff. a) Reception assistant b) Reception Supervisor c) Reception shift in-charge d) Reservationist	K1	CO2
3	5	Which of the following phase of guest cycle has check – out Procedure? a) Arrival b) Pre-Arrival c) Stay d) Departure	K1	CO1
	6	Choose the one which makes the first & most lasting impressions on hotel guest. a) Registration b) Receiving c) Recognize d) Reporting	K2	CO2
4	7	Which out of the below methods of payment is widely not accepted by the Hotels? a) Personal cheques b) Cash c) Credit Cards d) Debit Cards	K1	CO1
	8	Which type of Record is GRC? a) Reservation b) Registration c) Check-out d) Cancellation	K2	CO2
5	9	Select the odd one out. a) On-line room booking portals b) Point of sale system c) Centralized reservation system d) Global Distribution System	K1	CO1
	10	What is SOP _____. a) Standard Operating Procedures b) Standard Out Point c) Standard Outcome Programmers d) Set of Procedure	K2	CO2

SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

$(5 \times 7 = 35)$

Module No.	Question No.	Question	K Level	CO
1	11.a.	Examine the evolution and growth of the Hotel Industry .	K2	CO2
	(OR)			
	11.b	Determine the factors affecting the Room tariff.		

Cont...

2	12.a	Describe the attributes of a good front office personnel.	K2	CO4
	(OR)			
	12.b	Explain the responsibilities of a Bell captain.		
3	13.a	Describe the various methods of registration used in hotels with necessary format.	K1	CO4
	(OR)			
	13.b.	Enumerate the guidelines for handling Guest complaints.		
4	14.a.	Prepare a Front office Accounting Cycle.	K3	CO3
	(OR)			
	14.b.	Ascertain the Night audit process.		
5	15.a.	Summarize Property Management Systems.	K3	CO3
	(OR)			
	15.b.	Explain the various applications used in Front office.		

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	Enumerate the various types of guest rooms.	K1	CO4
2	17	Interpret the modes and sources of reservation.	K2	CO4
3	18	Illustrate the check-out and settlement process.	K3	CO5
4	19	Examine the operation modes of night audit.	K3	CO5
5	20	Continuous evaluation of Hotel performance leads to customer satisfaction and employee retention – Discuss.	K2	CO4

Z-Z-Z END