

PSG COLLEGE OF ARTS & SCIENCE (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

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

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

 $(3 \times 10 = 30)$

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