

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BVoc DEGREE EXAMINATION DECEMBER 2025
(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	Previous Balance + Debits – Credits = ? a) Net outstanding balance b) Net sales c) Closing balance d) Outstanding sales	K1	CO4
	2	Check out and settlement are part of the _____ is stage of guest cycle a) First b) Final c) second d) Fourth	K2	CO2
2	3	For Approved credit cards verify that the _____ filed with the folio a) Cash voucher b) Cash folio c) Credit card voucher d) Both a & b	K1	CO2
	4	_____ is defined as ‘blocking or booking a particular room type for a guest a) Reservation b) Registration c) Confirmation d) Confirmed reservation	K2	CO3
3	5	Examples of Primary accommodation is _____ a) Mansion b) Inn c) Chalet d) Forest lodges	K1	CO1
	6	_____ is the accommodation for Government officers a) Vacation rental b) Time share c) Circuit house d) B&B	K2	CO1
4	7	Which of the following is not an examples of PMS a) Hubbart formula b) Fidelio c) IDS d) CLS	K1	CO5
	8	An important hardware selection criteria for PMS is a) Floppies b) Disc c) Storage space d) Processor speed	K2	CO5
5	9	_____ tariff consists of room rate only a) MAP b) American plan c) European plan d) Continental plan	K1	CO1
	10	_____ is an area just inside a large building, where people can meet and wait a) Reservation b) Registration c) Travel desk d) Lobby	K2	CO1

Cont...

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.	Write down the Functions of Front Office Audit.	K3	CO4
		(OR)		
	11.b.	How credit monitoring is carried out during night Audit?		
2	12.a.	Bring out the features of Home-stay establishments.	K2	CO1
		(OR)		
	12.b.	Give examples of secondary catering establishments and describe any two.		
3	13.a.	Describe the following: i) Transit and Transient Hotels	K1	CO1
		(OR)		
	13.b.	“Discuss about various meal plans sold along with any five types of rooms		
4	14.a.	Pen down the duties of a Bell attendant of front office department.	K2	CO2
		(OR)		
	14.b.	Describe the term “Concierge”.		
5	15.a.	Highlight the functions of Information section of Front office.	K2	CO2
		(OR)		
	15.b.	What is the duty of Front Office Manager?		

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 process of Night Auditing.	K3	CO4
2	17	Discuss about the departure/check-out procedures followed in front office.	K2	CO3
3	18	How catering establishments are classified?	K2	CO1
4	19	Enumerate the steps in selection of PMS for a Hotel property.	K3	CO5
5	20	Draw the organization structure of front office department of Five star category hotel.	K1	CO1