

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION DECEMBER 2022
(Fourth Semester)

Branch – CATERING SCIENCE AND HOTEL MANAGEMENT

FRONT OFFICE MANAGEMENT

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10 x 1 = 10)

- 1 Non verbal communication involves
(i) Talking face to face with the guest (ii) Guest postures facial expressions
(iii) foreign language (iv) Answering questions
- 2 Which of the following things should make guests comfortable?
(i) Asking personal questions (ii) Laughing at a guest
(iii) Staring at guest (iv) Talking with smile
- 3 The goal is the complete check in process within---
(i) 1 minute (ii) 3-5 minutes
(iii) 90 seconds (iv) 2 minutes
- 4 A group defined as
(i) 20 more people (ii) 10 more people
(iii) 5 more people (iv) 3 more people
- 5 A guest folio is-----
(i) a guest bill (ii) a guest report
(iii) a guest resume (iv) a guest history
- 6 A guest who leaves the hotel without the bill called---
(i) a chance guest (ii) walk out
(iii) ledger account (iv) a bad debt
- 7 Hotels are rated according to the-----
(i) Facilities on offer (ii) location
(iii) Ownership (iv) Staff qualification
- 8 Hotel performance is based on which of the following operating ratios? -----
(i) ADR (ii) ROP
(iii) RTS (iv) both A&B
- 9 Safe deposit boxes are usually located in the----
(i) Front office area (ii) Lobby
(iii) Housekeeping area (iv) Reservation office
- 10 A global distribution system is a network providers driven by performance-----
(i) Computer (ii) Android
(iii) CPU (iv) Automatic

Cont...

SECTION - B (25 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 5 = 25)

- 11 a Briefly explain the functions of front office.
OR
b Draw the layout of front office.
- 12 a State the various types of pricing.
OR
b Elucidate the checkout procedures.
- 13 a Classify the various types of vouchers.
OR
b Explain the Night audit process.
- 14 a Describe the concept of yield management.
OR
b How occupancy ratios measure the success of the front office.
- 15 a Explain the back office.
OR
b How computer used guest account management.

SECTION -C (40 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 8 = 40)

- 16 a Classify the different types of communication and explain it.
OR
b Discover the duties and responsibilities of front office staff.
- 17 a Outline the different types of reservation and explain it.
OR
b Point out the advantages of pre registering guest.
- 18 a Narrate duties and responsibilities of night auditor.
OR
b Categories the different types of folios and explain it.
- 19 a Discuss the effective yield management system.
OR
b Outline the 7 yield management strategies for boosting revenue.
- 20 a Enumerate property management systems and its application in front office.
OR
b Discover the role of safety and security in front office.

Z-Z-Z

END