

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

**BSc DEGREE EXAMINATION MAY 2026
(Second 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 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Which of the following best describes the original purpose of hospitality in ancient times? (i) Commercial lodging (ii) Religious and social obligation (iii) Tourism promotion (iv) Government taxation	K1	CO1
	2	A hotel offering long-term stay with kitchen facilities is known as (i) Transit hotel (ii) Commercial hotel (iii) Suite hotel (iv) Residential hotel	K2	CO1
2	3	Which of the following is reflected in reservation chart (i) Food menu (ii) Under repair status (iii) Staff salary (iv) Room availability status	K1	CO2
	4	What is the role of travel agent in hotel reservation a) to provide transportation only b) Act as an intermediary between guest hotel c) Manage housekeeping d) Manage concierge	K2	CO2
3	5	Best Available Rate (BAR) means (i) Fixed seasonal rate (ii) Lowest rate through travel agents (iii) Lowest available rate for a specific date (iv) Discounted corporate rate	K1	CO3
	6	Which of the following commonly use 'self check out' (i) Small roadside lodges (ii) Fully automated hotels (iii) Heritage properties (iv) Budget inns without computers	K2	CO3
4	7	Providing eco-friendly amenities is part of (i) Luxury service (ii) Sustainable practices (iii) Complaint handling (iv) Security control	K1	CO4
	8	Customer-centric service means (i) Focusing only on profit (ii) Prioritizing guest needs (iii) Avoiding communication (iv) Serving staff first	K2	CO4
5	9	The sequence of recording financial transactions in Front Office is called (i) Accounting Cycle (ii) Audit Process (iii) Registration Cycle (iv) Reservation Process	K1	CO5
	10	The process of updating room status and posting room charges is part of (i) Reservation process (ii) Night audit process (iii) Housekeeping process (iv) Sales process	K2	CO5
	6	(i) Small roadside lodges (ii) Fully automated hotels (iii) Heritage properties (iv) Budget inns without computers	K2	Cont..
	7	Providing eco-friendly amenities is part of (i) Luxury service (ii) Sustainable practices (iii) Complaint handling (iv) Security control	K1	CO4

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.	Trace the evolution of the hotel industry from early inns to the modern luxury era.	K2	CO1
		(OR)		
	11.b.	Interpret the classifications of hotels based on Ownership.		
2	12.a.	Sketch the layout of the Front Office and its importance in hotel operations.	K3	CO2
		(OR)		
	12.b.	Prepare a sample reservation form and explain how it is filled.		
3	13.a.	Demonstrate the importance of tariff fixation in hotel operations.	K3	CO3
		(OR)		
	13.b.	Demonstrate how pre-registration helps in handling peak season arrivals.		
4	14.a.	Describe the importance of confidentiality in handling guest mail.	K3	CO4
		(OR)		
	14.b.	Demonstrate the procedure for handling a room change request.		
5	15.a.	Present the Front Office Accounting Cycle with suitable examples.	K3	CO5
		(OR)		
	15.b.	Elucidate the role of vouchers in maintaining financial accuracy at the 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 rooms offered in hotels.	K2	CO1
2	17	Describe the different modes and sources of reservation.	K2	CO2
3	18	Distinguish between late check-out, express check-out, and self-check-out procedures.	K3	CO3
4	19	Evaluate the effectiveness of complaint handling on guest retention.	K3	CO4
5	20	Examine the responsibilities of a Night Auditor and analyze how they contribute to hotel profitability.	K3	CO5

Z-Z-Z END