

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

**BSc DEGREE EXAMINATION DECEMBER 2019
(Third Semester)**

Branch - CATERING SCIENCE & HOTEL MANAGEMENT

FRONT OFFICE MANAGEMENT

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** marks (10 x 2 = 20)

- 1 Define-Hotel.
- 2 Write the definition for 'suburban hotel'.
- 3 Name any two sections of Frontoffice.
- 4 Define-Concierge.
- 5 Who is referred as a walk-in guest?
- 6 What is the use of GRC?
- 7 Name any two types of keys.
- 8 Define-left luggage.
- 9 What is known as Under-Stay?
- 10 Expand-ADR.

SECTION - B (25 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks (5 x 5 = 25)

- 11 a Summarize the points to be considered while fixing room tariff.
OR
b Classify the hotel based on their type of clientele.
- 12 a Mention the functions of information section.
OR
b State the importance of bell desk.
- 13 a Write down the procedures of handling scanty baggage customers.
OR
b Explain the different modes of reservation.
- 14 a Outline the responsibilities of a Night Auditor.
OR
b Identify the procedure to be followed in handling of guest complaints.
- 15 a Write an introduction to Property Management System.
OR
b Explain the following terms, (i) ARG (ii) RevPar (iii) House Count.

SECTION - C (30 Marks)

Answer any **THREE** Questions

ALL Questions Carry **EQUAL** Marks (3 x 10 = 30)

- 16 Elucidate the types of guest rooms and write their specifications.
- 17 Interpret the seven C's of communication.
- 18 Describe in detail about records and registers used by reservation section.
- 19 Analyze the stages involved in guest accounting cycle.
- 20 Discuss the methods of measuring yield in Front Office Operations.