

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BSc DEGREE EXAMINATION MAY 2018
(Third Semester)

Branch - **CATERING SCIENCE & HOTEL MANAGEMENT**

FRONT OFFICE MANAGEMENT / FRONT OFFICE OPERATION-!!

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks)

Answer **ALL** questions

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

- 1 Expand the following abbreviations: (i) HRACC (ii) FIT
- 2 What are Residential hotels?
- 3 What is Lobby?
- 4 Differentiate between Upward and Downward communication,
- 5 Expand the following abbreviations: (i) VISA (ii) FRRO
- 6 What do you mean by Scanty baggage?
- 7 What is Left Luggage?
- 8 What is Transcript?
- 9 What do you mean by retention changes?
- 10 Differentiate between over stay and under stay.

SECTION - B (25 Marks)

Answer **ALL** Questions

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

- 11 a What do you mean by Tariff? Write notes on its fixation.
OR
b What do you mean by the following type of rooms?
(i) Suite (ii) Duplex (iii) Lanai (iv) Pent house (v) Studio
- 12 a Mention the duties and responsibilities of Hotel receptionist.
OR
b Who are uniformed staff? Mention their functions.
- 13 a What do you mean by automated check in system? Mention its importance and advantages.
OR
b What is group reservation? How do you handle the same?
- 14 a Differentiate between altitudinal and operational guest complaints.
OR
b Mention the procedures for handling guest mails and messages.
- 15 a Expand the abbreviation PMS. Mention its role in room reservation.
OR
b Expand the abbreviation CRS. Mention its importance and advantages,

SECTION - C (30 Marks)

Answer any **THREE** Questions

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

- 16 Define the term 'Hotel'. Trace the evolution of hotel and catering industry and growth from 6th century BC.
- 17 Draw a neat layout of front office department in a four star hotel and explain its factors of planning.
- 18 Write notes on: (i) Modes of settlement of hotel bills by guests
(ii) Processing of room reservation request over telephone
- 19 Write note on: (i) Night auditing procedure
(ii) Any two front office records
- 20 Give a detailed account on methods of measurement of yield in front