

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BVoc DEGREE EXAMINATION MAY 2024
(Third Semester)

Branch – HOSPITALITY MANAGEMENT

HOTEL FRONT OFFICE/ FRONT OFFICE OPERATIONS

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

1. Which of the following is a key attribute of an effective front office staff member?
 - i) Technical expertise in the industry
 - ii) Strong leadership skills
 - iii) Exceptional interpersonal and communication skills
 - iv) Expertise in backend office operations
2. Which type of reservation is often made directly at the hotel's front desk by a guest who arrives without a prior booking?
 - i) Group reservation
 - ii) Advance reservation
 - iii) Walk-in reservation
 - iv) No-show reservation
3. In a five-star property, which mode of settlement typically involves the guest paying the bill with physical currency?
 - i) E-wallet payment
 - ii) Cash payment
 - iii) Bank transfer payment
 - iv) Contactless payment
4. In yield management, what does the term "overbooking" mean?
 - i) Booking multiple rooms for the same guest
 - ii) Booking fewer rooms than the hotel's capacity
 - iii) Booking more rooms than the hotel's actual capacity to account for potential no-shows
 - iv) Booking rooms at a flat, non-negotiable rate
5. Which module of a Property Management System (PMS) helps hotel staff manage room reservations and availability?
 - i) Front Desk Module
 - ii) Housekeeping Module
 - iii) Point of Sale (POS) Module
 - iv) Sales and Marketing Module

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

6. a Draw a layout of the Front office department in a five star hotel.
OR
b Explain the importance of front office for a five star hotel.
7. a Explain FIT and Group reservation.
OR
b What do you mean by pre-registration?
8. a Explain Post paid payment with reference to front office.
OR
b What is fully automated system in reference to front office billing?
9. a Describe Dynamic pricing in context with front office in a five star hotel
OR
b Explain the financial transactions do a Night Auditor review and reconcile in a hotel.

Cont...

10. a How does a Property Management System (PMS) help in enhancing guest satisfaction?

OR

b Briefly explain GDS Amadeus.

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

11. a Elucidate the duties and responsibilities of a front Office manager in a five star hotel.

OR

b Enumerate the personal attributes of a front Staff.

12. a Discuss the term "guest satisfaction" and "Guest Expectations".

OR

b Explain room rack and Information rack.

13. a Complaints are business opportunities and not threats. Discuss the statement.

OR

b Elucidate with a sketch front office accounting cycle.

14. a Enumerate yield management concept.

OR

b Discuss the broad functions of a night audit.

15. a Summarize various Property management systems used in hotels.

OR

b Discuss the use of computer in front office department in five star hotels.

Z-Z-Z

END