

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BVoc DEGREE EXAMINATION DECEMBER 2023
(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. What is the primary responsibility of an employer regarding women's safety at the workplace?
 - (i) Ignoring employee concerns
 - (ii) Promoting a culture of harassment
 - (iii) Providing a safe and inclusive work environment
 - (iv) None of the above
2. Which type of reservation is typically made for a large group of people, such as a conference or wedding party?
 - (i) Individual reservation
 - (ii) Advance reservation
 - (iii) Group reservation
 - (iv) Online reservation
3. What is the term for a mode of settlement where the guest authorizes the hotel to charge their credit card for the total bill upon checkout?
 - (i) Prepaid payment
 - (ii) Postpaid payment
 - (iii) Barter payment
 - (iv) Cryptocurrency payment
4. What is the primary goal of yield management in the front office of a five-star hotel?
 - (i) Maximizing guest satisfaction
 - (ii) Minimizing room occupancy
 - (iii) Maximizing revenue and profitability
 - (iv) Reducing the number of available rooms
5. What is the primary function of a Property Management System (PMS) in the front office of a hotel?
 - (i) Managing the hotel's marketing and advertising
 - (ii) Streamlining check-in and check-out processes, reservations, and billing
 - (iii) Handling housekeeping duties
 - (iv) Coordinating room service orders

SECTION - B (15 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks (5 x 3 = 15)

6. a) Explain the duties of a bell desk in the front office.
(Or)
b) Explain the coordination of front office with the food production in a five star hotel.
7. a) Explain room status report.
(Or)
b) Explain Discrepancy report.

Cont...

8. a) Explain Skipper and Sleep out.
(Or)
b) What does Voucher mean?
9. a) What is overbooking and how does it help a hotel?
(Or)
b) Why is the Night Auditor's role crucial for the hotel's financial accountability and reporting?
10. a) What does the term "channel management" refer to in the context of a Property Management System (PMS)?
(Or)
b) Briefly explain how PMS help Back Office.

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

11. a) Elucidate the term organization. How is it applicable to hotel industry?
(Or)
b) Sketch the organizational set up of the front office of a large hotel.
12. a) Enumerate the various modes and channels of reservation.
(Or)
b) Explain diary system and Whitney system of reservation.
13. a) Elucidate the philosophy behind handling guest complaints.
(Or)
b) Enumerate the procedure of departure and settlement of guest bills.
14. a) Enumerate the advantages of yield management.
(Or)
b) Discuss the duties and responsibilities of a night auditor in a five-star hotel.
15. a) Elucidate how IDS help front office management.
(Or)
b) Explain the use of PMS in hotels.

Z-Z-Z

END