

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION MAY 2022
(Fourth Semester)

Branch – CATERING SCIENCE & HOTEL MANAGEMENT

FRONT OFFICE MANAGEMENT

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10 x 1 = 10)

1. Which of the following document is involved in left luggage procedures?
(i) Baggage Tag (iii) Departure errand card
(ii) Lobby control sheet (iv) call sheet
2. Wake-up call are recorded in the -----
(i) Log book (ii) Wake-call sheet (iii) Telephone book (iv) None of the above
3. Check in a guest is requested to complete -----
(i) Questionnaire (ii) Reservation form (iii) Registration form (iv) A booking form
4. -----of the following room rate plans includes a room only and no meals.
(i) European plan (ii) American plan (iii) Continental plan (iv) Full person
5. A guest folio is -----
(i) A guest bill (ii) A guest resume (iii) A guest report (iv) A guest history
6. A group is defined as-----
(i) 20 or more people (iii) 5 or more people
(ii) 10 or more people (iv) 3 or more people
7. Hotel performance is based on ----- of the following operating ratios
(i) ADR (ii) ROP (iii) RTS (iv) both A&B
8. What is meant by the term yield management-----
(i) A variable pricing strategy (iii) Cash
(ii) Fixed cost (iv) Unknown
9. What is PMS-----
(i) Property making system (iii) Property system
(ii) Property management system (iv) Property my system
10. Security personnel use -----to communicate with each other
(i) Mobile (iii) two –way walkie-talkies
(ii) Landline (iv) None of the above

SECTION - B (25 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 5 = 25)

- 11.A) Explain the function of front office.

[OR]

- B) Describe the growth of hotel industry.

Cont...

12. A) Bring out various room rate designation.

[OR]

B) Show the types of pricing.

13. A) List out the different types of vouchers.

[OR]

B. Describe the night audit process.

14. A) Explain the average room rate per guest.

[OR]

B. Describe yield management in hotel industry.

15. A) Highlight different property management systems.

[OR]

B. How do you handling un usual events and emergency situations.

SECTION -C (40 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** Marks

(5 x 8 = 40)

16.A) Outline of front office organisational chart with explain.

[OR]

B). Discuss the duties and responsibilities of front office desk agent.

17.A) Point out the check in and check out procedures.

[OR]

B) Bring out mode of settlement bills in front office.

18.A) Discuss the front office accounting cycle.

[OR]

B. Survey the duties and responsibilities of night auditors.

19.A) Enumerate the elements and benefits of yield management.

[OR]

B. Measuring the performance of yield management and systems.

20.A) Explain the role of front office in safety and security.

[OR]

B. Different property management systems in front office computer.

Z-Z-Z END