

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

BVoc DEGREE EXAMINATION MAY 2022  
(Third Semester)

Branch – HOSPITALITY MANAGEMENT

FRONT OFFICE OPERATIONS

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

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

1. In early England, public houses were normally called \_\_\_\_\_.  
a) Hotels  
b) Inns  
c) Motels  
d) Taverns
2. \_\_\_\_\_ is a first full-fledged hotel in the world.  
a) Coffee house  
b) Taj  
c) Oberai  
d) City hotel
3. \_\_\_\_\_ fills scanty baggage register.  
a) Bell boy  
b) Receptionist  
c) Information assistant  
d) Bell captain
4. A guest folio means \_\_\_\_\_.  
a) A guest bill  
b) A guest report  
c) A guest resume  
d) A guest history
5. The front office Manager shall assign to each room category a \_\_\_\_\_.  
a) Crib rate  
b) Fixed rate  
c) Commercial rate  
d) Rack rate
6. There are \_\_\_\_\_ popular approaches to pricing room.  
a) 4  
b) 3  
c) 5  
d) 2
7. A \_\_\_\_\_ is a summary grouping of accounts.  
a) Folio  
b) Ledger  
c) Bill  
d) Voucher
8. A revolving credit account is a \_\_\_\_\_.  
a) Installment loan account  
b) Closed-end account  
c) Equity account  
d) Open-end account
9. What is the best way to ensure accident prevention at work?  
a) FIFO  
b) PPE  
c) Personal insurance  
d) CCTV
10. What is the safety feature that can prevent a fire in a guest room?  
a) Fire extinguisher  
b) Fire exit chart  
c) Smoke detector  
d) Sprinkler system

Cont...

**SECTION - B (25 Marks)**

Answer ALL questions

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

11. a) Bring out the liaison of front office department with others.  
(Or)  
b) Analyze the qualities required for front office staff.
12. a) Describe the duties performed by Reservation agent.  
(Or)  
b) Outline the details available in Reservation form.
13. a) Sketch the process of paging.  
(Or)  
b) Examine the basis of charging room rates.
14. a) Examine the reports prepared by Night auditor.  
(Or)  
b) Summarize the vouchers used in hotels.
15. a) How will you classify security according to physical aspect?  
(Or)  
b) State the steps followed in PMS.

**SECTION - C (40 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 8 = 40)

16. a) Highlight the role of front office department in a hotel.  
(Or)  
b) Discuss the equipments used in Front office.
17. a) Elucidate the various types of Reservation.  
(Or)  
b) Point out the tools used in confirmed booking.
18. a) Examine the message handling procedure.  
(Or)  
b) Justify the stages involved in handling Guest complaints.
19. a) Summarize the steps involved in Night auditing process.  
(Or)  
b) Trace the steps in Check-out process.
20. a) Examine the reasons for fire at the hotel.  
(Or)  
b) Justify the security measures followed in hotels.

Z-Z-Z

END