

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BVoc DEGREE EXAMINATION DECEMBER 2019
(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 The category of a hotel classified on the basis of clientele is called
(i) Suite hotel (ii) Casino hotel
(iii) Convention hotel (iv) all of these
- 2 The front desk area of the hotel where employee greets the guests and answers their queries on arrival is called
(i) reservation area (ii) Concierge
(iii) reception area (iv) all of these
- 3 The situation in which the guest would stay for more than their scheduled stay dates is known as
(i) under Itay (ii) overstay
(iii) unscheduled stay (iv) none of these
- 4 Which of the functions of the front office is performed in the pre - arrival phase?
(i) Processing the reservation request of the guest
(ii) Creation of guest folio
(iii) Blocking the room for the guest
(iv) All of these
- 5 The published rate of a particular type of room before any discount is called
(i) rack rate (ii) corporate rate
(iii) FIT rate (iv) all of these
- 6 The cost based pricing in determining the room rent of any hotel is done by
(i) rule of thumb approach (ii) Hubbart formula
(iii) guest requirements (iv) both (i) and (ii)
- 7 A cash amount provided by the hotel to the cashier for daily transaction is called
(i) Petty cash (ii) impress amount
(iii) cash book (iv) guest amount
- 8 A guest who leaves the hotel without clearing the payment is called
(i) Skipper (ii) visitor paid out
(iii) non- guest account (iv) Sleeper
- 9 The internal safety locking device in which the door is locked from inside the room and cannot be opened from outside, is called
(i) Central locking system (ii) double lock
(iii) insiders lock (iv) none of these
- 10 Fire caused by oil, petroleum and non - ionic solvents is classified as
(i) Class B (ii) class A
(iii) Class C (iv) Class D

SECTION - B (25 Marks)Answer **ALL** questions**ALL** questions carry **EQUAL** Marks

(5 x 5 = 25)

- 11 a What are the various classification of hotels? Explain
OR
b Explain the need for front office coordination with other departments in a hotel.
- 12 a Explain the Check -in procedure for various types of guests.
OR
b What are the various sources of reservation? Explain any three of them
- 13 a Write notes on Guest paging and safe deposit locker.
OR
b Write notes on guest mail and message handling procedure.
- 14 a What are the various types of checkout? Explain.
OR
b Write rates on average room rate and average revenue per guest.
- 15 a Write notes on fire and bomb threats in a hotel.
OR
b Write notes on property management systems in a hotel.

SECTION -C (40 Marks)Answer **ALL** questions**ALL** questions carry **EQUAL** Marks

(5 x 8 = 40)

- 16 a Classify based on the size of the hotel. Explain.
OR
b Explain about attributes of good front office personnel.
- 17 a Explain about Pre-registration activities in a hotel.
OR
b Write notes on guest registration card and 'C' form in a hotel.
- 18 a What are the various types of Meal plan in a hotel? Explain.
OR
b What are the various types of guest compliant in a hotel? Explain.
- 19 a Discuss in detail about night auditing procedure in a hotel.
OR
b What are the various types of front office accounting system in a hotel? Explain.
- 20 a What are the various types of room key in a hotel? Explain in detail
OR
b What are the various types of security in a hotel? Explain in detail.