

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BSc DEGREE EXAMINATION MAY 2019
(Third Semester)

Branch - **CATERING SCIENCE & HOTEL MANAGEMENT**

FRONT OFFICE MANAGEMENT

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks!)

Answer **ALL** questions

ALL questions carry **EQUAL** marks (10 x 2 = 20)

- 1 Define studio room.
- 2 What is continental plan?
- 3 Define Bell desk.
- 4 Write the duties of receptionist.
- 5 What is Loose Leaf Register?
- 6 List the modes of reservation.
- 7 Define vouchers.
- 8 What is paging?
- 9 Define No-show.
- 10 Give the formula for ADR & Rev-Per.

SECTION - B (25 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks (5 x 5 = 25)

- 11 a Define the following :
(i) Hollywood twin room (ii) Presidential suite (iii) Murphy room
OR
b Explain the description to tariff fixation.
- 12 a Write the duties and responsibilities of Front Office Asst.
OR
b Draw the organisational chart of a large hotel.
- 13 a Explain briefly about the check in procedures.
OR
b Write a note on reservation.
- 14 a Explain in detail the safe deposit locker and paging.
OR
b Discuss the responsibilities of Night Auditor.
- 15 a What are the objectives of yield management? Explain.
OR
b What are the modules of PMs in front office? Explain.

SECTION - C (30 Marks)

Answer any **THREE** Questions

ALL Questions Carry **EQUAL** Marks (3 x 10 = 30)

- 16 Explain the classification of Hotels.
- 17 Discuss in detail the front office sections and their functions.
- 18 Draw and explain ' Form C '.
- 19 Explain the types of keys and handling procedures.