15U326 (Pages: 2) Name: ……………………

Reg. No……………………

THIRD SEMESTER B.Sc. DEGREE EXAMINATION, NOVEMBER 2016
(CUCBCSS - UG)
CC15U HM3 C05 - FRONT OFFICE
Catering Science & Hotel Management - Complementary Course
(2015 Admission)

Time: Three Hours   Maximum: 80 Marks

Section A

Fill in the Blanks:

1. PBX is----------------

2. GDS is--------------

3. MAP stands for ---------.

4. A guest who arrives at a hotel without prior reservation is ------------

5. C form is used to register -----------.

6. Forecasting for the future is called ----------------

7. A room with two double beds is ----------.

8. Job description is ----------.

9. A person who arrives at a hotel without a reservation and requests a room is -------------.

10. PMS is----------

11. Reservation is ---------------.

12. Hotel that provides gambling facilities is…….. .

(12x 1 = 12 Marks)

Section B

Explain the following terms:

13. Weekly forecasting

14. Yield management

15. Express checkout

16. What is the dairy system of reservation?

17. Overbooking

18. Rooming & key issuing

19. Job Description of Front Office Manager

20. Draw the format of Reservation

21. Registration Procedures.

(9 x 2 = 18 Marks)

(1)

Write short essay on *any five*: -

22. What are the different meal plans?

23. Explain the various types and modes of reservation?

24. Explain the different types of room rates?

25. How do you handle the situation on any natural calamity and what procedures you follow?

26. Draw and explain the dairy system of reservation

27. Explain the check- in procedure of a guest.

28. Neatly draw a sample arrival list

(5 x 6 = 30 Marks)

Section D

Write *any two* **essay on:** -

29. Explain in detail with a chart the front office tasks for the check –in and walk-in-guest.

30. Explain the Functions of front office audit and the common sequence of FO audit?

31. Neatly draw and explain the following:-

    a) Front office task for check-in of guest with confirmed reservation

    b) Night audit process

(2 x 10 = 20 Marks)

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