

16U329

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Name:

Reg. No.....

THIRD SEMESTER B.Sc. DEGREE EXAMINATION, NOVEMBER 2017

(Regular/Supplementary/Improvement)

(CUCBCSS-UG)

CC15UHM3C05- FRONT OFFICE

(Catering Science &Hotel Management - Complementary Course)

(2015 Admission onwards)

Time: Three Hours

Maximum: 80 Marks

Section A

Answer all questions. Each question carries 1 mark

1. A.H.M.A Expansion is _____
2. _____ sells goods on commission basis.
3. B.T.A Expansion is _____.
4. A specific room for a specific guest is called_____
5. Laundry attendant who receives and delivers guest laundry_____.
6. Guest who departs without paying bill is_____
7. Expand CCTV
8. A hotel with gambling facilities is_____
9. Process of completely cleaning room is_____
10. Expand W.H.O
11. A guest who checks out before his schedule date of departure is_____
12. A room of three persons sleeping accommodation is_____

(12x1=12 Marks)

Section B

Answer all question. Each question carries 2 marks

13. Video conferencing
14. Yield management
15. Retention charges
16. What is the corporate rate?
17. Back of the house
18. Rooming & key issuing
19. Job Description of Bell Boy
20. Draw the format of Reservation
21. Mode of communication

(9 x 2 = 18 Marks)

Section C

Answer *any five* questions. Each question carries 6 marks

22. What is the lobby of a hotel? What offices are located in the lobby of a hotel?
23. Discuss the term guest satisfaction and guest expectation?
24. Explain the safe deposit procedure?
25. What are the various ways of registration of a guest?
26. How do you calculate room position? Discuss in detail?
27. Explain the check-in procedure of a guest.
28. Discuss the job description of Night Manager Registration assistant

(5 x 6 = 30 Marks)

Section D

Answer any **two** questions. Each question carries 10 marks

29. Explain star system of classification in details also give other ways of classification?
30. Discuss the use of computer in hotels and explain Fidelio system.
31. Neatly draw and explain the following:-
 - a) Front office task for departure procedure and method of settlement
 - b) Handling mail.

(2 x 10 = 20 Marks)
