

22U501

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Name:

Reg.No:

FIFTH SEMESTER B.Sc. DEGREE EXAMINATION, NOVEMBER 2024

(CBCSS - UG)

(Regular/Supplementary/Improvement)

CC20U BSH5 B07 - FRONT OFFICE OPERATION

(Hotel Management and Catering Science - Core Course)

(2020 Admission onwards)

Time : 2.00 Hours

Maximum : 60 Marks

Credit : 3

Part A (Short answer questions)

Answer *all* questions. Each question carries 2 marks.

1. Discuss the areas of hospitality.
2. Define resort.
3. Discuss the importance of facial expressions in receptionist.
4. List the duties and responsibilities of reservation assistant.
5. Explain the importance of communication skills.
6. Find an example for package rate.
7. Explain continental plan.
8. Draw the procedures of mail delivery.
9. Describe the procedures of safe locker system.
10. Describe handling guest complaints.
11. Describe non-guest folio.
12. Explain the three phases of guest accounting cycle.

(Ceiling: 20 Marks)

Part B (Short essay questions - Paragraph)

Answer *all* questions. Each question carries 5 marks.

13. Explain the hospitality ethics and practices.
14. Describe the sections of Front office department.
15. Describe job description and job specification.
16. Sequences of group check-in procedures in a hotel.
17. Determine the procedures for changing guest rooms.

18. Explain the types of guest accounts.

19. Summarize night auditing process.

(Ceiling: 30 Marks)

Part C (Essay questions)

Answer any *one* question. The question carries 10 marks.

20. Describe the duties and responsibilities of front office personnel.

21. Explain registration process.

(1 × 10 = 10 Marks)
