

20U338S

(Pages: 2)

Name:

Reg. No.....

THIRD SEMESTER B.Sc. DEGREE EXAMINATION, NOVEMBER 2021

(CUCBCSS - UG)

CC15U HM3 C05 - FRONT OFFICE

(Hotel Management & Catering Science - Complementary Course)

(2015 to 2017 Admissions – Supplementary/Improvement)

Time: Three Hours

Maximum: 80 Marks

Section A

Answer *all* questions. Each question carries 1 mark.

1. Expansion of F.I.T is _____
2. _____ the guest has requested to not to be disturbed.
3. _____ is guest has left the hotel without settle the bill.
4. Expand GRE _____
5. Pax is _____
6. Environment friendly hotels are called _____
7. _____ is a type of room located terrace level.
8. _____ software is using for guest reservation.
9. _____ make bulk purchase of rooms at relatively low contracted price.
10. _____ hotels are providing gambling facilities
11. GDS is _____
12. Tariff consist of room rate only is _____

(12 × 1 = 12 Marks)

Section B

Answer any *nine* questions. Each question carries 2 marks.

13. What no show?
14. Who is scanty baggage?
15. Name any five amenities placed in the minibar?
16. Define transient hotels?
17. Explain wake-up call procedure?
18. What are visitors paid out?
19. Explain vacant room?
20. Explain diplomatic passport.
21. Explain American meal plan?

(9 × 2 = 18 Marks)

Section C (Short essay)

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

22. Write short note on V.I.P arrival procedures?
23. List the duties and responsibilities of bell boy?
24. Explain the checkout procedure of a hotel?
25. What is package rate and seasonal rate?
26. Explain guest cycle?
27. What are the qualities of front office personnel?
28. Write about heritages and types of heritage hotels?

(5 × 6 = 30 Marks)

Section D (Essay)

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

29. Explain types of hotels in detail?
30. What is reservation? What are the modes of reservations?
31. Draw the sections and layout of front office department?

(2 × 10 = 20 Marks)
