

18U635

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Name:

Reg. No.....

SIXTH SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2021

(CUCBCSS-UG)

CC18U BSH6 B09 - FRONT OFFICE OPERATION

(Hotel Management Catering Science – Core Course)

(2018 Admission - Regular)

Time: Three Hours

Maximum: 80 Marks

Section - A

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

1. _____ is a male attendant who park and clean the car of the guest in a hotel.
2. _____ is the difference between charge and credits in an account.
3. A planned expenditure for future is called _____
4. The amount of cash assigned to the cashier so he/she can handle the transactions that occur during a particular shift is called _____
5. Cash amount owed to the cashier is called _____
6. _____ is the credit limit established by the hotel for the guest who stay in the hotel.
7. _____ is the guest baggage that is temporarily kept with the hotel, to be claimed later.
8. Booking rooms that are beyond the hotel room capacity is called _____
9. Entry made in the guest folio are called _____
10. _____ is the guest with hand luggage only.

(10 × 1 = 10 Marks)

Section – B (Short Answer)

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

11. Explain the concept of Time Share hotels.
12. What is the major function of front office operations?
13. Define Active listening.
14. What are out of order rooms?
15. What is No- Show in Hotel?
16. What is Whitney System?
17. Who is a Skipper?
18. What is ARR in front office?
19. What are Account receivables?
20. What is Rack rate?

(8 × 2 = 16 Marks)

Section – C (Short Essay)

Answer any *six* questions. Each question carries 4 marks.

21. What is a Guest cycle? Explain in brief all stages of guest cycle?
22. What is the difference between FIT and GIT?
23. What are the various selling techniques used by the front office staff? Explain its relevance.
24. Coordination is the essence of management, Comment on it, in relation with Front Office Department.
25. What is the possible cause of Complaints by the Guest? How should a Front Office Assistant handle the complaints?
26. What are the two types of accounts maintained by front office department with front office accounting system?
27. What are the Qualities needed for a front office staff?
28. What is Folio? Explain different types of folios used in front office?

(6 × 4 = 24 Marks)

Section – D (Essay)

Answer any *two* questions. Each question carries 15 marks.

29. What do you understand by Tourism Industry? What are its economic benefits?
30. Draw a layout plan of lobby and back-office department and discuss its various sections?
31. How important is Night Auditing in Front Office? Explain the process and Functions Involved in front office Audit.

(2 × 15 = 30 Marks)
