

19U658

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Name:

Reg.No:

SIXTH SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2022

(CBCSS - UG)

CC19U BSH6 B09 - FRONT OFFICE OPERATION

(Hotel Management - Core Course)

(2019 Admission - Regular)

Time : 2.00 Hours

Maximum : 60 Marks

Credit : 3

Part A (Short answer questions)

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

1. Determine small hotels and large hotels.
2. Define is franchiser.
3. Review the importance of loyalty in hospitality.
4. Explain the hierarchy of concierge.
5. Describe the duties and responsibilities of receptionist.
6. Explain the second phase of guest cycle.
7. Explain in room Check-in.
8. Explain the message handling procedures.
9. Describe attitudinal complaint.
10. Describe corporate billing.
11. Express visitors paid-out.
12. Explain night audit process.

(Ceiling: 20 Marks)

Part B (Short essay questions - Paragraph)

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

13. Discuss the traits of hospitality employees.
14. Explain the functional areas of front office department.

15. Determine organization and explain its importance.
16. Draw a reservation chart and explain the importance of reservation.
17. Describe wake-up calls. Explain its procedures.
18. Determine the functions of front office accounting.
19. Explain the three phases of front office accounting cycle.

(Ceiling: 30 Marks)

Part C (Essay questions)

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

20. Illustrate the qualities of front office personnel.
21. Explain room rate designation.

(1 × 10 = 10 Marks)
