

20U578

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Name:

Reg.No:

FIFTH SEMESTER B.Sc DEGREE EXAMINATION, NOVEMBER 2022

(CBCSS - UG)

CC20U BSH5 B07 - FRONT OFFICE OPERATION

(Catering Science and Hotel Management - Core Course)

(2020 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. Summarize the importance of hospitality in hotels.
2. Explain heritages.
3. Describe the barriers of communication.
4. List the duties of telephone operator.
5. Explain the importance of organization.
6. Categorize the verbal modes of reservation.
7. Explain registration.
8. Explain paging system.
9. Explain the reason for guest may change his room.
10. Describe the types of guest complaints.
11. Explain non-guest accounts.
12. Explain guest folio.

(Ceiling: 20 Marks)

Part B (Short essay questions - Paragraph)

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

13. Draw the hotel organization chart.
14. Explain the functional areas of front office department.
15. Judge the qualities required for front office personal.
16. Determine meal plans.
17. Explain mail and message delivery procedures.

18. Explain the three phases of front office accounting cycle.
19. Determine the duties and responsibilities of night auditor.

(Ceiling: 30 Marks)

Part C (Essay questions)

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

20. Draw the organization chart of front office department.
21. Write the sequence of Group and F.I.T Check in procedures.

(1 × 10 = 10 Marks)
