

**21U580**

(Pages: 2)

Name: .....

Reg.No: .....

**FIFTH SEMESTER B.Sc. DEGREE EXAMINATION, NOVEMBER 2023**

(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. Explain boutique hotels.
2. Summarize the duties of a general manager.
3. Explain leadership quality.
4. List the functions of reception.
5. Draw the organization chart of a large hotel.
6. Explain rack rate.
7. What is reservation?
8. Classify the types of keys.
9. Explain lost and found.
10. Express the mode of payments.
11. Explain guest folio.
12. Express the common debit entries in a guest account.

**(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. Determine importance of communication skill in F.O.
15. Determine organization and explain its importance.
16. Explain VISA. Write types of VISA.
17. Discuss the procedures for handling guest complaints.

18. Determine the functions of front office accounting.

19. Explain night auditing.

**(Ceiling: 30 Marks)**

**Part C (Essay questions)**

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

20. Determine the duties and responsibilities of front office manager.

21. Write the sequence of check-in procedures of a hotel.

**(1 × 10 = 10 Marks)**

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