

A1017

Name.....

Register No.....

**NAIPUNNYA INSTITUTE OF MANAGEMENT AND INFORMATION
TECHNOLOGY (AUTONOMOUS)**

FIRST SEMESTER (FYUG) DEGREE EXAMINATION NOVEMBER 2025

HOTEL ADMINISTRATION

BHA1CJ101 - HOTEL FRONT OFFICE OPERATIONS

Time: Two Hours

Maximum: 70 marks

Section A

Answer all questions.

Each question carries 3 marks. Ceiling 24 marks

1. Define the term "reservation" in hotel operations and list any two types of reservations. CO4
2. Write a note on the term 'Front Office Layout'. CO1
3. Define guest paging and state two situations when it is required. CO3
4. Explain why ergonomic furniture is important in Front office design. CO1
5. Define pre-registration in a hotel context. CO3
6. Assess the implications of not resolving billing disputes effectively during check-out. CO5
7. Give an example of when a hotel might prefer to offer an EP (European Plan). CO5
8. List any three differences between individual and group arrival processes. CO4
9. Define a meal plan in the context of hospitality. CO4
10. Draft a short checklist (any three points) a Front desk agent should follow during check-out. CO3

Section B

Answer all questions.

Each question carries 6 marks. Ceiling 36 marks

11. Describe the complete check-out process in a hotel. How does the Front office handle different settlement modes, foreign exchange, and possible check-out challenges? CO4
12. Explain the step-by-step procedure for issuing and returning a safe deposit locker to a guest. CO4
13. Evaluate the role of the departure phase in brand image and repeat business. CO3
14. Give an evaluation on the pros and cons of using a standardized room tariff card in hotels. CO5
15. Demonstrate the standard operating procedure (SOP) for handling a guest's personal mail upon arrival. CO3
16. Differentiate between the responsibilities of a Front office manager and a receptionist. CO4
17. Discuss on how proper front office planning contributes to guest satisfaction. CO1
18. Evaluate the importance of the departure phase in guest retention. CO5

Turn Over

Section C

Answer any one question
The question carries 10 marks.

19. Evaluate the importance of safe deposit locker management and design a policy for a hotel ensuring guest security and legal compliance. CO3

20. Analyze how reservation data contributes to revenue management and strategic planning in hotels. Provide examples. CO3
