

C 80246

(Pages : 3)

Name.....

Reg. No.....

SIXTH SEMESTER B.A./B.Sc. DEGREE EXAMINATION, MARCH 2020

(CUCBCSS—UG)

Hotel Management and Catering Science
BSH 6B 09—FRONT OFFICE OPERATIONS
(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

I. Answer *all* questions and choose the correct answer from the options, each carries 1 mark :

- 1 A room status term indicating that the guest has left the hotel without making arrangements to settle his or her account is _____.
(a) Sleeper. (b) Sleep out.
(c) Skipper.
- 2 Payment has made in advance for the reservation, and the hotel must hold the room is :
(a) Guaranteed reservation. (b) Confirmed reservation.
(c) Tentative reservation.
- 3 A _____ is a chart which shows availability of rooms of a particular type.
(a) Density chart. (b) Organization chart.
(c) Occupancy list.
- 4 A guest who arrives at the hotel without a reservation are called _____.
(a) Stay over. (b) Guaranteed reservation.
(c) Walk-in guest.
- 5 A guest history card contains _____.
(a) A personal record of each guest.
(b) History of guest family.
(c) Information of all guest in the hotel for a particular day.
- 6 A tariff is a _____.
(a) Break down of sales figures. (b) bill.
(c) List of charges of the hotel.

Turn over

- 7 The guest who stays longer than booked is called _____.
- (a) No show. (b) Over stay.
(c) Over booking.
- 8 Which of the following hotel employees are responsible for balancing the guests accounts every day ?
- (a) Front office cashier. (b) Receptionist.
(c) Night auditor.
- 9 Total room sales divided by the number of rooms sold represents :
- (a) Average daily rate. (b) Rooms occupancy percentage.
(c) Rack rate.
- 10 If a hotel accepts more bookings than the hotel can accommodate for a particular period :
- (a) Upselling. (b) Over booking.
(c) Reservation.

(10 × 1 = 10 marks)

II. Write any *eight* short answer questions, each carries 2 marks :

- 11 What is known as wash down ?
- 12 What is the term 'GDS' ?
- 13 What is GRC ?
- 14 What is guest cycle ?
- 15 What is meant by under stay ?
- 16 What is pre-registration ?
- 17 What is rooming list ?
- 18 What is EPABX ?
- 19 Define the term 'VPO'.
- 20 What is American plan ?

(8 × 2 = 16 marks)

III. Write any *six* short essay questions, each carries 4 marks :

- 21 Explain the procedures for the VIP guest arrivals in hotel.
- 22 Explain the cancellation procedure for non-guaranteed reservation.
- 23 Explain self-registration.

- 24 What are the different modes of reservation? Explain.
- 25 Explain the job description of front office cashier.
- 26 What is the term 'folios' ? Explain the various folios used in the hotel.
- 27 Draw the neat format of Form C.
- 28 What are the procedures for issuing safe deposit locker ?

(6 × 4 = 24 marks)

IV. Write any *two* essay questions, each carries 15 marks :

- 29 Explain the procedures to be followed by the bell desk staff at the time of the guest's arrival and departure.
- 30 Explain the guest check out procedures in detail.
- 31 What is wakeup call ? Explain the wakeup call procedure in detail.

(2 × 15 = 30 marks)

