

BSC HM
CS

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(Pages : 2)

Name.....

Reg. No.....

SIXTH SEMESTER U.G. DEGREE EXAMINATION, MARCH 2022

(CBCSS-UG)

Hotel Management and Catering Science
BSH 6B 09—FRONT OFFICE OPERATION
(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

Section A

*Answer atleast eight questions.
Each question carries 2 marks.
All questions can be attended.
Overall ceiling 16.*

1. Define non-refundable rate.
2. Write down the basic Responsibilities of Front Office Department.
3. What are Casino Hotels ?
4. Flow leadership becomes an important trait for a hospitality staff.
5. Explain about Bell Desk.
6. What is Continental Plan ?
7. Define Guaranteed Reservation.
8. What is Guest cycle ?
9. What is folio ? Which are *four* common types of folios used in front office department ?
10. Define Wake-up call.
11. What is meant by Safe Deposit Locker ?
12. What is room tariff ?

(8 × 2 = 16 marks)

Turn over

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Section B

*Answer atleast **four** questions.*

Each question carries 6 marks.

All questions can be attended.

Overall ceiling 24.

13. Give some examples of guest complaints due to service-related issues.
14. Mention the duties of Reception Supervisor.
15. Write a note on Reception/Registration Section and its functions.
16. Explain briefly the Importance of front office organization.
17. "The reservation process is of vital importance to a hotel". Justify this statement with relevant points.

(4 × 6 = 24 marks)

Section C

*Answer any **two** questions.*

Each question carries 10 marks.

18. Explain the Personal traits of hospitality employees ?
19. Explain the Classification of hotels ?
20. Describe different meal plans provided by hotels ?
21. Explain the Function areas under The Front Office Organization ?

(2 × 10 = 20 marks)