

D 30829

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Name.....

Reg. No.....

**FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2022**

Hotel Management and Catering Science
BSH 5B 07—FRONT OFFICE OPERATION
(2020 Admissions)

Time : Two Hours

Maximum : 60 Marks

Section A*Answer the following questions.**Not exceeding **one paragraph.****Each questions carries 2 marks.**Maximum 20 Marks.*

1. What is room tariff ?
2. Define Registration.
3. What is meant by c-form ?
4. Explain American meal plan ?
5. Define Concierge.
6. What is meant by reservation ?
7. What is front office department ?
8. What do you meant by guest paging ?
9. What is a Wake-up call ?
10. Define Standard rate (RACK) ?
11. Briefly explain ledger ?
12. What are the most basic responsibilities a front office can handle ?

Turn over

Section B

Answer the following questions.

Not exceeding 120 words.

Each questions carries 5 marks.

Maximum 20 Marks.

13. What are the main Duties and Responsibilities of The Front office manager ?
14. Explain about duties of Lobby Manager ?
15. Explain briefly the Levels Of service ?
16. Write a note on the role of Cashier in front office department ?
17. Explain different types of vouchers in front office department ?

Section C

*Answer any **two** from the following questions not exceeding 250 words.*

Each questions carries 10 marks.

18. Explain the types of reservation ?
19. Explain the Qualities of front office personnel ?
20. Explain the Group check in procedures ?
21. Explain Hospitality ethics in practice ?

(2 × 10 = 20 marks)