D 50635   (Pages : 2)   Name.....................................

Reg. No...............................

FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2023

Hotel Management and Catering Science

BSH 5B 07—FRONT OFFICE OPERATION

(2020 Admission onwards)

Time : Two Hours   Maximum : 60 Marks

Answer the following questions in not exceeding **one** *paragraph.*
Each question carries 2 *marks.*
(*Maximum marks* 20)

1. What are folios in hotel ?

2. What is high balance account in front office ?

3. What is the meaning of late checkout in hotels ?

4. What are the modes of settlement of bills by guest ?

5. How would you handle a guest complaint in a hotel ?

6. What is guest paging ?

7. What is guest room change ?

8. What is wake-up call procedure in hotel ?

9. What is message handling in front office ?

10. What is the form C in front office ?

11. What is pre-registration in front office ?

12. Why is room rate important ?

Turn over

Section B

Answer the following questions in not exceeding 120 *words [Short Essay] each.*
Each question carries 5 *marks.*
Maximum Marks 20.

13. How is hotel star rating calculated ?

14. Explain the traits of a hospitality professional.

15. Why is hotel registration important ?

16. Explain account correction in front office.

17. What are the types of ledger in front office ?

Section C

Answer any **two** (2) *questions in not exceeding* 250 *words* [*Long Essay*].
Each question carries 10 *marks.*

18. What is the introduction of hospitality industry ? Explain in detail.

19. Explain the different types of meal plans practiced in Hotel.

20. Explain the duties of a night auditor in a hotel.

21. Explain clearly check out and departure procedure.

(2 × 10 = 20 marks)