

D 130197**(Pages : 2)****Name.....****Reg. No.....****FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2025**

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

Time : Two Hours**Maximum : 60 Marks****Section A**

*Answer the following questions in not exceeding **one paragraph**.*

Each question carries 2 marks.

(Maximum Marks 20)

1. Define organization chart.
2. What is meant by Resort ?
3. Who is a Concierge ?
4. What is meant by Reservation section ?
5. Define Lobby.
6. Define meal plan.
7. What is meant by ROI ?
8. Define volume guaranty rate.
9. Define under stay.
10. What is meant by guest Folio ?
11. What are called late charges ?
12. Define advanced deposit.

Turn over

Section B (Short Essay)

Answer the following questions in not exceeding 120 words.

Each question carries 5 marks.

(Maximum Marks 20)

13. Differentiate between folio and ledger.
14. What is the front office accounting system ? Explain its purpose.
15. Explain the departure procedure.
16. Define tourism and enumerate the importance of tourism with respect to the Hotel Industry.
17. Explain the duties and responsibilities of the front office manager.

Section C (Long Essay)

*Answer any **two** questions in not exceeding 250 words.*

Each question carries 10 marks.

18. What do you understand by the term night audit ? Why is it known as night audit ?
19. What are bar checks, allowance vouchers and miscellaneous charge vouchers ?
20. Trace the origin and growth of the hotel industry in India.
21. What do you understand by the term room rate designation ? Explain.

(2 × 10 = 20 marks)