

C 1215

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Name.....

Reg. No.....

SIXTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION, MARCH 2021

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

Time : Three Hours

Maximum : 80 Marks

Section A

Answer all questions.

Each question carries 1 mark.

1. A room status term indicating that the guest has settled his or her account and left the hotel, but the front office staff has failed to properly update the room's status is known as _____.
(a) Skipper. (b) Sleeper.
(c) Sleep out.
2. Room rate includes breakfast on the premises for every guest who occupies a room overnight is _____.
(a) Bermuda Plan. (b) Continental Plan.
(c) European Plan.
3. A _____ is a telephone call made by the Executive house keeper to a guest at a specific time, predetermined by the guest.
(a) Fire alarm. (b) Wake-up call.
(c) Protocol.
4. A confirmed slip is used to _____.
(a) Provide accommodation. (b) Guarantee a sale.
(c) Confirm a guest reservation.
5. A block booking represents _____.
(a) Central reservation. (b) A reservation for a group of people.
(c) A block of rooms out of service.
6. Guest who does not arrive to take up a reservation is called a _____.
(a) Late arrival. (b) Walk-in guest.
(c) No show.

Turn over

7. A male attendant to park and clean the car is _____.
- (a) Cleaner. (b) Security guard.
(c) Valet.
8. Information desk that assists guests for transportation, booking of events outside the hotel _____.
- (a) Control desk. (b) Concierge.
(c) Bell desk.
9. Which one of the following is a record of financial transactions taking place between the guest and the hotel ?
- (a) Folios. (b) Ledgers.
(c) Vouchers.
10. As a front office assistant, if preferred room is not available then, what are you supposed to do ?
- (a) Tell them about better hotels. (b) Ask the guest to leave.
(c) Allot alternative rooms.

(10 × 1 = 10 marks)

Section B

Answer at least five questions.

Each question carries 4 marks.

All questions can be attended.

Overall Ceiling 20.

11. What do you mean by hospitality ?
12. What is known as job description ?
13. What is GRC ?
14. What is CRS ?
15. What is meant by walk in guest ?
16. Define late check-out.
17. What is an 'ecotel' ?
18. What is meant by visa ?
19. What is the term 'tariff' ?
20. What is known as credit limit ?

(5 × 4 = 20 marks)

Section C

*Answer at least **four** questions.*

Each question carries 8 marks.

All questions can be attended.

Overall Ceiling 32.

21. Write down the steps in check-out procedure.
22. Draw the neat layout of front office department.
23. Assuming that you are working as a Duty Manager in a 5 star hotel, list down some of the common complaints you may face and how would you handle it ?
24. Explain the front office accounting cycle.
25. Explain any four types of vouchers used in the hotel.
26. What is scanty baggage ? Explain the procedures for scanty baggage guest.
27. What are the various functions of cash and bill section ? Explain.
28. What are the qualities required for front office staff ?

(4 × 8 = 32 marks)

Section D

*Answer any **one** question.*

The question carries 18 marks.

29. Explain the various stages of guest cycle in the hotel.
30. Explain the various function of bell desk.
31. Explain the different types of hotel based on location.

(1 × 18 = 18 marks)