MAR IVANIOS COLLEGE (AUTONOMOUS) THIRUVANANTHAPURAM

Reg. No. :…………………   **Name :…………………**

Fourth Semester B.Voc. Degree Examination, June 2016
First Degree Programme under CSS
Skill Course – XIII (for Tourism & Hospitality Management)
AUTH471: Front Office Operations

Time: **3** Hours   Max. Marks: **80**

SECTION – A

*Answer **ALL** questions in one or two sentences.*

1. Define hospitality.
2. Expand PBX.
3. Who is a bell boy ?
4. What are uniformed services ?
5. Write about types of reservations.
6. How to sell a hotel room ?
7. Expand FIT.
8. What do you mean by C – Form ?
9. What is hotel voucher ?
10. Write about the GRE in a hotel.

(10 × 1 = 10 Marks)

SECTION – B

*Answer any **EIGHT** questions, not exceeding a paragraph of 50 words.*

11. Who is a night auditor ?
12. Write a note on the duties and responsibilities of concierge.
13. Write a note on the methods of front office communications in a hotel.
14. Explain the term "Guest History Record".

15. What are the different kinds of mail that are received in a hotel ?
16. Explain about walk – in customers.
17. What is Guest Folio ?
18. Which are the important sources of reservation ?
19. List the main functions of front office department of a hotel.
20. Write a note on hotel lobby.
21. Who is a VIP ?
22. Define "Hotel".

(8 × 2 = 16 Marks)

SECTION – C

*Answer any **SIX** questions, in a page of **100** words.*

23. Write a note on various front office equipments.
24. Explain the meal plans.
25. Write a short essay on Bell Desk.
26. What are the methods of accounts of settlements ?
27. Differentiate between a guaranteed and non – guaranteed reservation.
28. List the qualities required for front office staff.
29. State the procedure for guest registration.
30. Define a group, importance of group reservation and points to be noted while handling a group reservation.
31. Describe the job description of a front office cashier.

(6 × 4 = 24 Marks)

SECTION – D

*Answer any **TWO** questions, not exceeding four pages.*

32. Draw the organizational structure of the front office of a large scale hotel and explain the duties and responsibilities of the front office personnel.
33. Write an essay on stages of guest contact with the hotel.
34. Draw the format of a reservation form and explain in detail how a reservation request over telephone is received and recorded.
35. Discuss functions of front office department of a hotel.

(2 × 15 = 30 Marks)

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