D 53089　　　　　　　　　(Pages : 2)　　　　　Name...

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

THIRD SEMESTER B.VOC. DEGREE EXAMINATION
NOVEMBER 2023

Tourism and Hospitality Management

SDC 3TH 12—FRONT OFFICE MANAGEMENT—Theory

(2021 Admissions)

Time : Two Hours and a Half　　　　　　　　　　　Maximum : 80 Marks

Section A (Short Answer Questions)

Answer any number of questions each not exceeding 50 words.
Each question carries 2 marks.
Ceiling of marks for Section A is 25.

1. Define Motel.

2. Define Tourism.

3. Who is a Concierge ?

4. Define Guest Folio.

5. What is meant by Lobby ?

6. Define Paging.

7. What is meant by Cut - off date ?

8. What is meant by Group reservation ?

9. What is meant by Guaranteed reservation ?

10. What is Under stay ?

11. Define Early departure.

12. Define Travel agent voucher.

13. Define Casino hotel.

14. What is a Double room ?

15. What is meant by Duplex ?

Turn over

Section B

Answer any number of questions each not exceeding 100 *words.*
Each question carries 5 *marks.*
Ceiling of marks for Section B is 35.

16. Discuss the Role of Front office in a hotel.

17. List the department of the hotel with which the Front office communicates.

18. What do you understand by Guest cycle ? Explain in detail.

19. What is Registration ? Explain.

20. Explain the Check-in procedure of guest with confirmed reservation.

21. What is a Self check-in Terminal ? State the Advantages and Disadvantages of this Facility.

22. Explain the Departure Procedure.

23. What role does a Bellboy play in the departure of a guest apart from carrying the guest Luggage.

Section C

Answer any **two** *questions not exceeding* 400 *words.*
Each question carries 10 *marks.*

24. Distinguish between the duties of a Reservation Assistant and a Receptionist.

25. Communication between Front office, Sales and Marketing is essential for total Hospitality sales. Comment.

26. What are the various sources of reservation ? Explain.

27. Explain the Check- procedure of a Walk-in Guest.

(2 × 10 = 20 marks)