

S.No. 2268

12UHMA02

(For the candidates admitted from 2012-2013 onwards)

B.Sc. DEGREE EXAMINATION, APRIL/MAY 2018.

Second Semester

Hotel Management and Catering Science

Allied – FRONT OFFICE OPERATION — I

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define hotel.
2. Expand F.I.T.
3. Mention any two equipments used in front office.
4. What are the other department co-ordinate with front office?
5. Write any two function of bell desk.
6. What is scanty baggage?

7. Mention the various types of reservation in front office.
8. What is G.D.S?
9. What is pre — registration?
10. Expand V.I.P.

PART B — (5 × 5 = 25 marks)

Answer ALL questions, by choosing either (a) or (b).

11. (a) Differentiate between hotel and motel.
Or
(b) Write about any five types of rooms.
12. (a) Draw the organization chart of a large hotel.
Or
(b) Draw the layout of a front office of a large hotel.
13. (a) Bring out the main functions of the information department.
Or
(b) What are the procedures followed to change of room in a hotel?

14. (a) What are the advantages of using network system in reservation process?

Or

- (b) Write about global distribution system.
15. (a) Describe the various steps involved in pre-registration activities.

Or

- (b) Explain the processing for group registration.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five.

16. Explain in details about the classification of hotel.
17. What are the attributes of front office personnel?
18. Give a brief note on bagging handling.
19. Draw the format for room reservation and explain the types of reservation.
20. Explain the arrival procedure for group registration.