

19. Explain about Pre-registration activities in a hotel.

20. Write notes on :

(a) Telephone manners and Etiquettes (5)

(b) Key Control Procedures. (5)

S.No. 2257

17UHMA01

(For the candidates admitted from 2017–2018 onwards)

B.Sc. DEGREE EXAMINATION, NOVEMBER 2017.

First Semester

Hotel Management and Catering Science

Allied – FRONT OFFICE OPERATIONS – I

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define the term "Tariff".
2. Write short notes on reception.
3. What is FIT?
4. Write short notes on European plan.
5. Define Reservation.
6. What is 'C' form?
7. Comment on Registration.
8. Write briefly on VIP.
9. Write short notes on Bell boy.
10. Define Paging.

PART B — (5 × 5 = 25 marks)

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

11. (a) Write notes on :
- (i) Twin room (2½)
 - (ii) Interconnecting room. (2½)

Or

- (b) Explain about Layout of Front office department.

12. (a) Write notes on :
- (i) Domestic Traveller (2½)
 - (ii) Foreign Traveller. (2½)

Or

- (b) Explain about GIT and SIT.

13. (a) Explain about Foreign Exchange and Currency Regulations.

Or

- (b) Write notes on :
- (i) Guaranteed reservation (2½)
 - (ii) Non-Guaranteed reservation. (2½)

14. (a) Write notes on Group registration.

Or

- (b) Analyze the steps of registration with (or) without reservation.

15. (a) Write notes on Bell desk equipments used in Bell desk.

Or

- (b) How will you handle mail and messages in Front office department?

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain about front office equipments used in a Hotel.

17. Draw the Organisation Chart of Front Office Department in a Hotel. Explain the duties and responsibilities of Front office Manager.

18. Write notes on :

- (a) Modes of reservation (5)
- (b) Sources of reservation. (5)