Reg. No. : ....

Code No. : 22436 E   Sub. Code : SMTO 32

B.A.(CBCS) DEGREE EXAMINATION,
NOVEMBER 2020.

Third Semester

Tourism and Hospitality Management – Main

FRONT OFFICE OPERATION

(For those who joined in July 2017 onwards)

Time : Three hours   Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1.   The first Tajmahal hotel was constructed in
_____

   (a) Mumbai

   (b) Chennai

   (c) Delhi

   (d) Kolkatta

2. The first hotel in Newyork is ——————

   (a) Railway hotel

   (b) City hotel

   (c) Bristol

   (d) Denels brown palace

3. Organizational structure was segmented into ————————— divisions

   (a) 3   (b) 5

   (c) 6   (d) 4

4. ————————— holds all responsibility in front office.

   (a) Manager   (b) Receptionist

   (c) Night manager   (d) Night auditor

5. Whitney system of reservation was introduced in the year ——————.

   (a) 1940   (b)   1950

   (c) 1930   (d)   1943

6. Hotelogix helps to provide ——————

   (a) Travel facility

   (b) Reservation

   (c) Food and accommodation facility

   (d) Tourist materials providing facility

7. —————— is a statement of all transactions.

    (a) Folio

    (b) Voucher

    (c) Bill

    (d) Guarantee card

8. The charges are entered on the left side of the 'T' —————— increase.

    (a) Profit

    (b) Account balance

    (c) Payment

    (d) Rent

9. The objective of night audit is ——————

    (a) To evaluate financial activities

    (b) To monitor the workers

    (c) To maintain equipments

    (d) To protect hotel

10. —————— is the mostly used device in front office.

    (a) Calculator   (b) Bell

    (c) Computer   (d) Telephone

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) State the airlines and travel agents.

Or

   (b) Narrate the types of hotels.

12. (a) Give an account of hotel organisational chart.

Or

   (b) Write a note on guest cycle.

13. (a) Describe the importance and definition of reservation.

Or

   (b) Bring out the sources and modes of reservation.

14. (a) What do you know about room assignment in front office?

Or

   (b) Draw the format of 'C' form and explain it.

15. (a) Mention the structure of reception.

Or

(b) List out the importance of information and travel desk.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)
Each answer should not exceed 600 words.

16. (a) What is hotel industry? Explain.

Or

(b) Discuss the inter relationship between travel, tourism and hospitality.

17. (a) Enumerate the functions of front office.

Or

(b) "Front office and other department" – Explain.

18. (a) Elucidate the systems of reservations.

Or

(b) List out the types of reservation.

19. (a) Write an essay on travel agents voucher.

Or

(b) Analyse the luggage handling.

20. (a) Estimate the works of night auditor.

Or

(b) Give elaborate explanation on front office equipments.

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