

PART C — (5 × 8 = 40 marks)

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

16. (a) Enumerate the different levels of service.
Or
(b) Discuss the evolution of hotel industry in India.
17. (a) Explain the hierarchy chart of front office department of medium hotel.
Or
(b) Discuss the role of front office in hotels.
18. (a) List out the various types of reservations.
Or
(b) Define Reservation and give its importance.
19. (a) Draw a left luggage flow chart.
Or
(b) What are the various functions performed by bell desk?
20. (a) Discuss the importance of front office.
Or
(b) Write an essay about operational structure of front office.

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B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2018.

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. Resort hotels are located in the _____.
(a) Mountains (b) Cities
(c) Allareas (d) Villages
2. Hotels with gambling facilities are called _____ hotels.
(a) Residential (b) Casino
(c) Resort (d) Service apartments
3. The _____ department is responsible for the management of guest rooms.
(a) kitchen (b) finance
(c) human resources (d) house keeping



4. _____ department is responsible for monitoring all the financial activities of a hotel.
(a) House keeping (b) Accounting
(c) Human resources (d) Finance
5. The _____ department is responsible for public relations and publicity for the hotel.
(a) sales and marketing
(b) human resources
(c) finance
(d) accounting
6. _____ is a computerized reservation system.
(a) Common reservation system
(b) Central reservation system
(c) Reservation system
(d) None of these
7. Concierge is the French term for _____.
(a) porter (b) cashier
(c) manager (d) agent
8. _____ issues vouchers to customers to enable them to settle their hotel bills.
(a) Travel manager (b) Travel cashier
(c) Porter (d) Travel agent
9. _____ is an alarm clock that is used by the front office assistance.
(a) Posting Machine (b) Information machine
(c) Wake up devices (d) Cash devices

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10. _____ hotels use posting machines.
(a) All hotels
(b) Fully automated hotels
(c) Semi automated hotels
(d) None of these

PART B — (5 × 5 = 25 marks)

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

11. (a) Explain the role of travel agents.
Or
(b) Write short note on tourism and hospitality.
12. (a) What do you understand by guest cycle?
Or
(b) Write a short note on large hotel.
13. (a) Discuss the sources of reservation.
Or
(b) Name two types of non guaranteed reservation.
14. (a) Write short note on Luggage handling.
Or
(b) What is post registration activity?
15. (a) Write any four front office equipments.
Or
(b) Write short note on front office.

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