

QP CODE: 24019039



Reg No :

Name :

MHM DEGREE (CSS) EXAMINATION , APRIL 2024
Second Semester
Master of Hotel Management
CORE - TR010202 - FRONT OFFICE MANAGEMENT - I
2019 Admission Onwards
D4D7D36C

Time: 3 Hours

Weightage: 30

Part A (Short Answer Questions)

*Answer any **eight** questions.*

Weight 1 each.

1. What is the difference between Independent and Chain hotels?
2. What is upgrading?
3. What is telephone etiquette?
4. What is mechanical complaint?
5. What is the need for Human Resources Department?
6. What do you mean by a complaint follow up?
7. What is the importance of good communication flow in Front Office?
8. What is a travel agent voucher?
9. Differentiate between guaranteed and non guaranteed reservation.
10. What is room orientation?

(8×1=8 weightage)

Part B (Short Essay/Problems)

*Answer any **six** questions.*

Weight 2 each.

11. What are the facilities for the physically challenged guest in a hotel?
12. What are the activities of the bell desk?
13. What is the procedure for handling an internal call?
14. What are the information recorded in a log book in Front Office?





15. What are the precautions to be taken in case of a scanty baggage guest?
16. Explain the late checkout procedure.
17. How do you extend credit to Bill to Company guests?
18. What is the application of PMS in reservations?

(6×2=12 weightage)

Part C (Essay Type Questions)

*Answer any **two** questions.*

Weight 5 each.

19. Explain in detail about the problem solving skills required for Front Office personnel.
20. Explain in detail the activities of Information Desk and Concierge.
21. What are the credit control measures taken during check in?
22. Explain how the use of robotics will impact guest experience.

(2×5=10 weightage)

