

QP CODE: 25002939



Reg No :

Name :

**UNDER GRADUATE (CBCS) SPECIAL REAPPEARANCE EXAMINATIONS,
FEBRUARY 2025**

Fifth Semester

(Offered by the Board of Studies in Tourism)

OPEN COURSE - TT5OPT02 - FRONT OFFICE MANAGEMENT

2022 Admission Only

818CB7F9

Time: 3 Hours

Max. Marks : 80

Part A

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. Define hotel.
2. Define chain hotel.
3. What is duplex room?
4. What is a Full Service Hotel?
5. Define walk in guest.
6. Define front office.
7. What are the duties of a Bell Boy?
8. What is meant by online registration?
9. What do you mean by restaurant?
10. List any four functions of catering.
11. What are the management tools in catering management?
12. Give the role of a general manager.

(10×2=20)

Part B

*Answer any **six** questions.*

*Each question carries **5** marks.*

13. Give the three type of classification of hotels on the basis of clientele.





14. Explain the hotel classification under Length of Stay.
15. Explain Reservation Rack and Information Rack in a hotel.
16. Differentiate reservation and registration related to hotel industry.
17. Differentiate credit card payment and cash payment.
18. What is Directing? Explain its importance in hotel catering industry.
19. What is controlling? Explain its importance in hotel catering industry.
20. Explain the duties and responsibilities of front desk manager.
21. Explain the preventive measures taken by Government of India in food safety.

(6×5=30)

Part C

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. Explain supplementary accommodation. How it differs from hotels?
23. Explain the standard procedure for check in and check out?
24. What are the principles of catering management? Why these are essential in catering Industry?
25. "Training and Development is important in Hospitality Sector" Give your opinion.

(2×15=30)

