



QP CODE: 23104640



23104640

Reg No : .....

Name : .....

**B.Sc DEGREE (CBCS) REGULAR/IMPROVEMENT/REAPPEARANCE  
EXAMINATIONS, FEBRUARY 2023**

**First Semester**

B.Sc Culinary Arts and Catering Technology ( 2017 - 2019 Admissions)

B.Sc Hotel Management and Culinary Arts (2020 Admission Onwards)

**Core Course - CU1CRT03 - FRONT OFFICE OPERATIONS**

2017 Admission Onwards

069A30F6

Time: 3 Hours

Max. Marks : 80

**Part A**

*Answer any **ten** questions.*

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

1. Brief on safe deposit box.
2. List the 2 modes of reservation.
3. Define Overbooking.
4. What is Notification? Brief on Check in.
5. How to receive a Guest?
6. What is the other name for Bell Boy?
7. What are Charges?
8. What is double Occupancy %?
9. Expand HBR,RevPar.
10. What is Suggestive selling?
11. Give the formula for calculating occupancy %?
12. Define Forecast.

(10×2=20)

**Part B**

*Answer any **six** questions.*

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





13. Draw the layout of Front office department.
14. Explain the duties of Front office assistant.
15. Discuss on CRS & Instant reservation.
16. Write on Confirmed Reservation . List the 2 types of Confirmed reservation.
17. How to receive a guest?
18. Write on Confirmed Reservation Guest arrival procedure .
19. Write a sop for Fire In Room Handling procedure.
20. List the various sales tools used in the front office for increasing the room sales.
21. What are the benefits of forecasting?

(6×5=30)

### **Part C**

*Answer any **two** questions.*

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

22. Explain the coordination of Front office with other departments of the hotels.
23. Discuss the Registration procedures for VIP & groups.
24. Enumerate the various front office daily reports used in hotel operation. Discuss on ARR, ARPG & Occupancy %.
25. Explain Tariff. What are the 2 ways for fixing of room Tariff?

(2×15=30)

