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Reg. No.....

Name.....

**BACHELOR OF HOTEL MANAGEMENT DEGREE
EXAMINATION, JANUARY 2026**

Fifth Semester

FRONT OFFICE OPERATIONS—II

(2017–2019 Admissions – Supplementary/2014–2016 Admissions – Mercy Chance)

Time : Three Hours

Maximum Marks : 80

Part A

*Answer **all** questions.
Each question carries 1 mark.*

Write short note on the following :—

- | | |
|----------------------------------|------------------------------|
| 1. Define Continental meal plan. | 2. Who is a Tipsy Guest ? |
| 3. Define Cabana type of room. | 4. What is a Resort ? |
| 5. What is rack rate ? | 6. Expand MAP. |
| 7. Define guest folio. | 8. What is a No-show ? |
| 9. What is the Bell Desk ? | 10. What is Corporate rate ? |

(10 × 1 = 10)

Part B

*Answer any **eight** questions.
Each question carries 2 marks.*

11. What is a C-form ?
12. What do you mean by a Heritage hotel ?
13. What is a Duplex ? How is it unique ?
14. Who is a Skipper ?
15. Explain the importance of a Valet service.
16. Who is a Night Auditor ?
17. Name any 2 types of check-out.
18. What are the features of a Express Check-out ?
19. Enlist any 2 types cash settlement in Front office department.
20. Explain the concept of Guest Paging.

Turn over





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21. What are the functions of FOC ?
22. What is employee folio ?

(8 × 2 = 16)

Part C

*Answer any **six** questions.
Each question carries 4 marks.*

23. Explain the process of calculation using Hubbart's formula.
24. What is the concept of Thumb rule followed in front office operations.
25. What is the job description of Night auditor ?
26. Differentiate between Traveler's cheque Vs. Credit card.
27. Write a note on maintenance of accounts.
28. What is Express Check-out process ?
29. Describe the staff hierarchy of front office department.
30. What are the basic etiquettes in telephone handling.
31. What are the different records maintained in front office department ?

(6 × 4 = 24)

Part D

*Answer any **two** questions.
Each question carries 15 marks.*

32. Explain in detail the process of Guest check-in departure process.
33. Explain the different types of rooms in hotels in detail.
34. Explain detail the different modes of payments adopted in front office operations.
35. Draw a layout of a C-form and explain its importance and uses.

(2 × 15 = 30)

