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Register Number:

Name of the Candidate:

5510

B.Sc. DEGREE EXAMINATION, 2013

(HOTEL MANAGEMENT & TOURISM)

(FIRST YEAR)

(PART – III)

150 : FRONT OFFICE MANAGEMENT

(Maximum marks 75 for candidates joined during 2011-2012 and after)

December]

[Time : 3 Hours

Maximum : 100 Marks

Answer any FIVE questions

(5 × 20 = 100)

1. Explain the various methods of plans are following in hotel industry.
2. Explain the types of hotel guest.
3. Discuss the duties and responsibilities of a lobby manager.
4. Explain the functions of a reservation system.
5. Draw and discuss about importance of registration card.
6. Write the procedure for arrival and departure.
7. Explain the various records maintained in front office department.
8. Write the procedure for handling scanty baggage and walk in guest.
9. Explain the types of keys and their uses.
10. Bring out the procedure for lost and found.

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