



**III Semester M.T.T.M./M.T.A. (Integrated Course) Degree
Examination, January 2017
(2014-15 : CBCS Scheme)
Paper – 3.7 : Front Office Operations**

Time : 3 Hours

Max. Marks : 70

SECTION – A

1. Answer **any ten** sub-questions. **Each** carries **2** marks : **(10×2=20)**
- a) What is GRC ?
 - b) Expand RNA and DNA.
 - c) What is tentative room booking ?
 - d) Who is a skipper ?
 - e) What is S.B. ?
 - f) What are retention charges ?
 - g) What is SPATT ?
 - h) Expand : S.O.P. and POS terminal.
 - i) Mention two forms used in Information Desk.
 - j) What is master key ?
 - k) What is P.B.X. and P.A.B.X. ?
 - l) Define floor limit.

SECTION – B

- Answer **any four** of the following. **Each** carries **5** marks : **(4×5=20)**
- 2. Explain over booking procedure of a 5 Star Hotel.
 - 3. Illustrate various modes of reservation.

P.T.O.



4. Explain the procedure for registration of
 - a) Crew
 - b) Walk in.
5. Explain the role and functions of reservation section.
6. Draw the format of message slip. Explain how guest messages are handled in a 5 Star Hotel.
7. Explain the duties and qualities of the receptionist/front office assistant of a 5 Star Hotel.

SECTION – C

Answer **any 2** questions. **Each** carries **15** marks :

(2×15=30)

8. a) Draw the flow chart of Front Office Dept.
b) Draw the organisation chart of Front Office Dept.
 9. What are various types of registration and methods involved ? Elucidate the advantages and dis-advantages.
 10. Write short notes on :
 - a) Duty rota planning.
 - b) Paging system.
 - c) Valet Car Parking.
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