SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN
(AUTONOMOUS)
(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)
Chromepet, Chennai - 600 044.
B.Voc. - END SEMESTER EXAMINATIONS APRIL - 2024
SEMESTER - II
23UTTCT2003 - Front Office Management

Total Duration : 2 Hrs. 30 Mins.   Total Marks : 60

Section B

Answer any **SIX** questions $(6 \times 5 = 30$ Marks)

1. Describe the various types of rooms you will find in a star category hotel.

2. Describe the role of Front office in inter-department communication.

3. Elucidate in detail the duties and responsibilities of a Front office personal.

4. Elaborate about the process and purpose night auditing in a hotel.

5. What are the Factors that are considered to classify a hotel into a star category?

6. Explain the activities associated with the stages of the guest cycle, i.e.,
   Pre-arrival, arrival, registration and post registration.

7. Write short note on: "Best practice of safety and security" How will you deal as
   a manager of a hotel?
   a. Dealing with fire
   b. Guest complaints
   c. Dealing with Diaster.

8. Explain the organizational structure of a Front office in a 5 star category hotel.

Section C

Answer any **THREE** questions $(3 \times 10 = 30$ Marks)

9. Explain the check-in procedure and various forms used for a Foreign guest.

10. Write short notes on :-
    1. Scanty Baggage Guest
    2. Left Baggage
    3. Travel Desk
    4. Guest Service

Contd...

11. Illustrate the different types of accommodations offered by hotels, highlighting their unique features and target clientele.

12. Classify the importance of effective communication and coordination between the front office department and other hotel departments, such as housekeeping and maintenance.

13. Describe the check-out settlement process in a hotel, including the steps involved in verifying charges, processing payments and providing guests with a final invoice or receipt.

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