

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 - NOV'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. Classify the Hotel based on Ownership and Clientele.
2. Identify any three emergency situations and its handling procedures in hotel.
3. Assume you as bell desk staff and narrate the procedure of handling Guest Left Luggage.
4. Build the 3 stages of guest cycle in sequence.
5. Analysis the attributes of Front office staff in detail.
6. Classify the types of reservations, and draw the format of reservation form.
7. Develop points about handling Guest Check in procedure.
8. Explain the role of Night Auditor in Front office operations.

Section C

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

9. Demonstrate the Coordination of Front office with other departments in Hotel Operation.
10. Draw the organisation chart of front office and list the duties of the staff.
11. Appraise guide to fire extinguishers and its importance in hotel operations.
12. Explain the types and steps in handling guest complaints.
13. List the steps in handling Guest Check out procedure.
